

QUALITY POLICY

MANAGEMENT

AUTHOR	Eva dos Santos
REVIEWER(S)	Tiago Franco
APPROVER	Eva dos Santos
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1. Introduction

1.1. Purpose

The purpose of this Policy is to clearly state Imaginary Cloud's commitment to Quality by maintaining a permanent focus on ensuring client satisfaction and seeking continuous improvement.

1.2. Scope

The scope of this policy encompasses all activities, personnel, and functions within Imaginary Cloud related to the delivery of our services under the scope of our Quality Management System, aiming to ensure client satisfaction, compliance with all relevant requirements, and the continuous improvement of the QMS.

1.3. Definitions and Acronyms

Acronyms	Meaning
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Quality	The degree to which a set of inherent characteristics of an object fulfills specified requirements.
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1.4. Roles

Role	Responsibilities
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Senior Management Board	Responsible for managing this policy, providing resources, and ensuring compliance.
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Team Member	Responsible for understanding and adhering to the policy.
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2. Policy

Imaginary Cloud is committed to ensuring customer satisfaction by delivering seamless digital services, particularly through rigorous project management and efficient service delivery. Our strategy is built on a human-centric approach, focusing on delivering measurable value to our clients while fostering a culture of

rigour and excellence in execution, complying with all legal and contractual requirements, and promoting continuous process improvement.

To achieve this, we commit to:

- Dedicate ourselves to deeply understanding and consistently meeting client needs and expectations, ensuring all solutions are high-quality, reliable, and scalable.
- Ensure compliance with all applicable statutory, regulatory, and contractual requirements.
- Provide a framework for setting and reviewing measurable Quality Objectives across all relevant functions, with a focus on process efficiency, on-time delivery, and employee expertise.
- Be fully committed to the continuous improvement of our Quality Management System to enhance performance and the effectiveness of our processes proactively.

This Policy is maintained as documented information, communicated, understood, and applied throughout Imaginary Cloud, and made available to relevant interested parties as appropriate.

3. Related Documents and Records

This policy encompasses all documents and records under the scope of Imaginary Cloud's Quality Management System.

4. Monitoring and Reviewing

This policy will be reviewed periodically to ensure its adequacy and effectiveness.