

Giganet Ltd

Quality Policy Statement



Giganet is focused on providing residential and commercial customers with quality ultra-fast broadband, leased lines, internet protocol telephony, supporting communication equipment.

Aligned to the vision of **Full Fibre, Honestly** Giganet is committed to providing customers with a full fibre network connection with unrivalled quality of service.

Giganet **Quality of Service** promise ensures that stakeholders have:

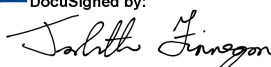
- Access to distribute information and content, to use and provide applications and services from personal computers, personal digital assistants, laptops, and mobile devices of their choice.
- Notification of restrictions to internet traffic, with decisions based exclusively on technical quality requirements.
- Ultrafast broadband minimum and maximum download and upload internet service speeds.
- Customer complaint mechanisms to consistently resolve service level agreement discrepancies and non-conformities.
- Assurance that operational activities comply with international, national, and local regulations.
- Trust in control measures to improve potential online security, ecommerce, mobile commerce, and privacy risk.

Giganet is committed to working with our customers, employees, supply chain partners and other valued stakeholders to implement a management system compliant with the ISO 9001:2015.

Our Senior Management team are committed to our Quality-of-Service promise and building a **Safer Together** culture, actively inspiring personnel at all levels of the Company towards continuous improvement.

This Quality Policy Statement is evaluated as part of the overall review of the Quality Management System to ensure its stated objectives are met.

By signing this Quality Policy Statement both the Senior Management Team and the CEO give approval to the implementation of the Quality Management System and supporting the continuous improvement of company processes.

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Jarlath Finnigan
Chief Executive
Giganet

Reviewed Sept 2021: