



BT Group Quality Policy

BT Group are committed to providing high standards of products and services to its customers by having a strategy that delivers for everyone as well as having ethical behaviour at the heart of all it does, complying with applicable regulatory and legal requirements.

The scope of the Quality Management system is: **The design, build, operation, maintenance and provision of communication and technology services and products worldwide.**

Our ambition is bold and stretching: to be the world's most trusted connector of people, devices and machines.

Our strategy guides us on the journey to meeting that ambition. And our strategic framework explains clearly how our strategy will help us deliver our ambition by generating value for all of our stakeholders.

We have defined a new set of behaviours to underpin our values: Personal, Simple, and Brilliant.

Our strategy is based on three pillars: to build the strongest foundations, to create standout customer experiences and to lead the way to a bright, sustainable future.

BT Group will achieve this by:

- Having a clear understanding of the context of our organisation, including the current performances of our management system and needs and expectations of interested parties
- Having clear strategic direction that is communicated to staff and available to interested parties based on mission, vision, guiding principles and our core values
- Continuously improving the Quality Management system based on data analysis and customer/ stakeholder feedback
- Keeping our customers at the heart of what we do, ensuring we meet their expectations and requirements
- Ensuring adequate resource is available to meet intended results
- Communicating the importance of Quality Management and of conforming to the quality management system requirements
- Performing internal ISO 9001 audits and ensuring timely and efficient closure of any findings in line with external and internal requirements
- Ensuring that all personnel within the company are aware that they are responsible for the quality of their work. The company provides relevant training and has established systems to assist all personnel to achieve the standards required.
- Having clear objectives that align with BT strategy