



QUALITY POLICY

This Quality Policy (the “Policy”) is established to be consistent with the purpose and business context within which Converge Information and Communications Technology Solutions, Inc. (herein “Converge”) operates. This Policy provides the guiding principles in setting and reviewing objectives to satisfy the requirements of our customers and applicable regulations, and embodies our commitment to continually improve our Quality Management System (the “QMS”).

- **CUSTOMER FOCUS:** As an organization, Converge has made a commitment to understand current and future customers’ needs, meet their requirements, and strive to exceed their expectations.
- **LEADERSHIP:** As an organization, our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving key business objectives.
- **IMPROVEMENT:** As an organization, Converge has committed to achieving continual improvement across all aspects of the QMS, as part of annual priorities.
- **PEOPLE ENGAGEMENT:** As an organization, Converge recognizes that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
- **PROCESS APPROACH:** As an organization, Converge understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
- **EVIDENCE-BASED DECISION MAKING:** As an organization, Converge has committed to only make decisions relating to our QMS following an in-depth analysis of relevant data and information.
- **RELATIONSHIP MANAGEMENT:** As an organization, Converge recognizes that the relationship it has with external providers are interdependent, and as such, a mutually beneficial relationship enhances the ability of both parties to create value.

Our Quality Policy is also established to meet the requirements of other interested parties and in meeting our social, environmental, regulatory, and legislative responsibilities. Converge has produced quality objectives in relation to this Policy. This Policy is made available and communicated to all interested parties, as applicable and upon request.

Original Signed

ATTY. LAURICE P. ESTEBAN-TUASON

Senior Vice President & Corporate Compliance and Data Protection Officer

Date Approved: Mar 2023

Date Reviewed: Jul 2023 Management Review / Next Review Date: 2024 Management Review

Noted by:

Original Signed

JESUS C. ROMERO

Senior Executive Vice President & Chief Operations Officer

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PUBLIC

*This document has been security classified using the CICT's information security classification framework as **PUBLIC** and will be managed according to Converge ICT Solutions Inc.'s quality and information security governance and compliance requirements.*

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