



Cre8 MSP Technology LLC (“Cre8 IT”) is committed to delivering reliable, professional, and value-driven Information Technology Managed Services that consistently meet Client requirements, contractual obligations, and applicable statutory and regulatory requirements.

We are committed to:

- Understanding and meeting the needs and expectations of our Clients and relevant interested parties.
- Delivering quality IT support, managed services, cybersecurity, cloud, infrastructure, and project services in a consistent and professional manner.
- Establishing measurable quality objectives and monitoring performance against those objectives.
- Promoting a culture of accountability, competence, customer focus, and continual improvement.
- Identifying and managing risks and opportunities that may affect service quality and business performance.
- Maintaining and continually improving the effectiveness of our Quality Management System (QMS).

Management is committed to providing the necessary leadership, resources, and support to ensure the successful implementation and continual improvement of the Quality Management System.

APPROVAL

This Policy Statement is approved by Top Management and is communicated and understood by all employees and is available to relevant interested parties. It shall be reviewed periodically to ensure its continued suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization.

Approved by:

A handwritten signature in cursive script that reads 'RCrossley'.

Robert Michael Crossley

Founder & Managing Director

Date: 11-Jun-2026