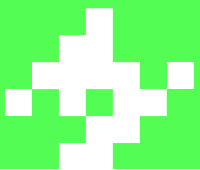


Continuous Improvement Policy



Random_Software_Solutions

1. Policy

- i. Random Software Solutions (the Company) aims to continuously improve the products and services which we supply to our clients and to continuously improve our systems, processes, policies, procedures and ways of working.
- ii. Continuous improvement is critical to ensure that we meet the requirements of the organisation as well as our stakeholders, customers, suppliers, investors and the general community. The aim of our continuous improvement policy is to improve the capability of meeting and satisfying our customers' needs.
- iii. This policy provides details of our approach to continuous improvement in our business processes and practices in order to drive organisational excellence and provide client and other stakeholder satisfaction.
- iv. This policy applies to all contractors, suppliers and others who contribute to our products and services.
- v. Actions and procedures which are generated from this policy will be implemented as part of our broader business, project management and programme management processes

2. Principles

- i. Improvements in our business are based on many small changes.
- ii. Small improvements are less likely to require large capital investment.
- iii. The ideas come from work as it is performed; and from feedback from clients; as opposed to using research, consultants or equipment, all of which could be very expensive.
- iv. All stakeholders in the business should continually seek ways to improve their own performance.

3. Procedure

- i. Continuous management is at the core of our management strategy and covers all aspects of our operation.
- ii. Continuous improvement activities drive organisational excellence to improve value delivery to all our stakeholders including clients, contractors, partners, suppliers and society, thereby increasing the probability of long term success as an organisation.
- iii. By implementing a culture of continuous improvement, the company will:
 - focus on understanding and satisfying the customer;
 - regularly review approaches and methods with improvement cycles and conclusions implemented;
 - benchmark and regularly measure the performance of key processes;
 - manage business using facts rather than opinion;
 - maintain a culture of clear, open communication;
 - work to reduce cycle time in all aspects of the business;
 - develop a culture wherein continuous improvement and the process of change becomes routine;
 - develop and value key partnerships with contractors, partners, suppliers, clients and other stakeholders.
- iv. Our continuous improvement activities are implemented under an appropriate formal framework as follows:
 - Progress on implementation and tracking of performance will be recorded through the PDCA cycle using the Agile Methodology.
 - Other improvement opportunities will be identified and acted upon on an opportunistic basis, as required.
- v. Linked Policies, procedures, etc are Modern Slavery, Terms & Conditions, Business Ethics Policy, Environmental, Social and Governance Policy

