

Quality Policy

Our mission is simple: Provide invisible technology with a visible impact, making it easy for our customers to power an always-on application experience (AX). Kemp enables customers to control multi-cloud AX, to benefit from unified analytics, automated detection and resolution of application issues, reducing the time to troubleshoot problems. A rich customer-centric portfolio of smart services provides a seamless extension of our product offerings, ensuring that our solutions address and exceed our customer's application delivery needs.

The Kemp team is committed to every customer relationship and experience. This is achieved by:

- Establishing a Quality Management System (QMS) which provides a framework for performance evaluation and continually improving our systems, processes and people.
- Ensuring our products and services meet or exceed the expectations of our customers through robust innovative development and delivery processes, embedding quality at every stage.
- Monitoring customer feedback and acting to continually improve the customer experience.
- Ensuring that all our stakeholders are aware of their QMS responsibilities and that they implement, enhance and adhere to our systems and processes.
- Meeting all applicable customer, statutory and regulatory requirements.

At Kemp we are committed to QUALITY, and EVERYONE is responsible for applying this policy in line with our Core Values:

Always Primed - We are ready and prepared to deliver exceptional results.

Relentless Simplicity - We strive to always move beyond the complexity in all processes, procedures, activities and communications to achieve simplicity.

Co-Elevation - We do more than collaborate, we help elevate our teammates and customers, so that everyone achieves higher performance.

Intentional Curiosity - We harness our curiosity to create an environment where ideas can thrive.

Positive Intent - Kemp is built on principles of deep respect, implicit trust and positive expectations of each other.



Ray Downes
CEO
Kemp Technologies
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