

# Quality Policy

## CoachHub GmbH

Last Update: 2023-04-25

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System as well as Education Quality Management System within the Quality Scope. The Scope includes the Development and operation of the coaching platform CoachHub™, a software and service for digital coaching and talent development.

We undertake to ensure sufficient resources are made available within CoachHub to achieve this. We undertake to ensure through communication, engagement, practical example, and training that Quality is the aim of all members of CoachHub.

Through direction and support, each employee will have a proper understanding of the importance of both ISO 9001 and ISO 21001 Quality Management Systems' function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of CoachHub. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

CoachHub has a policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within the ISO 9001 and ISO 21001 standards (each in its newest release). These objectives will address the risks and opportunities within CoachHub as determined by top management.

CoachHub has set measurable objectives which will be reviewed regularly to ensure continual improvement. We hereby certify that this Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within CoachHub to meet the requirements of ISO 9001 and ISO 21001. The Quality Systems will be monitored, measured, evaluated and enhanced regularly under the top management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.