

Quality Policy

CloudGuard's goal is to establish a dominant presence in the Cybersecurity industry by delivering exceptional quality across our ecosystem of solutions. We are committed to consistently meeting or exceeding customer expectations while adhering to all relevant statutory and regulatory requirements.

Quality is ingrained in our organisational culture. We actively collaborate with suppliers, partners, and customers to continually improve our services and their delivery.

This policy applies to all CloudGuard entities.

Our Core Principles

Customer Satisfaction

We are dedicated to understanding and fulfilling our customers' needs. By consistently providing high-quality products/services that exceed expectations, we aim to build lasting relationships and foster customer loyalty.

Compliance

We are committed to the compliance with all applicable statutory and regulatory requirements related to our products/services. Our processes are designed to align with industry standards, and this commitment is accessible to all employees.

Continuous Improvement

We believe in perpetual enhancement. At every level of our organisation, we review and refine our processes. This ongoing effort optimizes efficiency, reduces risk, and strengthens our Quality Management System (QMS).

Our Objectives

To achieve our mission, we have set clear objectives:

- **Customer Expectations:** We strive to meet and, whenever possible, exceed customer expectations.
- **Standardization and Optimization:** We work to standardize and optimize our product and service offerings.
- **Professional Skills:** Our focus includes enhancing skills related to quality management and delivering high quality services.
- **ISO9001:2015 Certification:** We aim to make our management system so robust that it consistently meets the ISO9001:2015 certification standard.

Responsibilities

- **Senior Leadership Team:** Our leaders demonstrate commitment and provide the necessary guidance to foster a culture of high-quality standards and continuous improvement.
- **Every Employee:** Each team member is responsible for compliance and accountable for individual performance and the performance of those under their supervision.
- **Contractors:** Contractors working on behalf of CloudGuard must uphold the same quality standards.
- **Resource Allocation:** We ensure adequate resources and training for professional work aligned with defined standards.
- **Incident Management:** All incidents are promptly identified, managed, and communicated across the organization.
- **Performance Measurement:** Our QMS effectiveness is regularly assessed through reporting and auditing, overseen by the Senior Leadership Team.

This policy has been reviewed and approved by the CloudGuard Senior Leadership Team.

Document Control

Version	Author	Description	Approval	Date
0.1	CISO	Initial draft		13/11/2023
1.0	CISO	Updated the policy and final approval	CEO	17/01/2024
1.1	CISO	Revised layout and included objectives		17/07/2024
2.0	CISO	Approval for republishing	CEO	17/07/2024
	CISO	Annual Review – format changes only	CEO	04/09/2025

