



We record & analyze communications

Quality Policy

Scope of this document: ASC Technologies AG, Seibelstrasse 2-4, 63768 Hoesbach, Germany, as well as such affiliated companies pursuant to § 15 of the German Companies Act (AktG) that are covered by the current scope of the relating ISO certification.

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	Responsibility: M. Müller (COO)	Release date: 18.12.2025
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Vision

ASC Technologies AG (“ASC”) invests in personal long-term partnerships with our business partners enabling us to meet our common challenges of today and to identify and develop the solutions of tomorrow. As a worldwide leading provider of omnichannel recording, quality management and AI based analytics, ASC provides state-of-the-art solutions for digital communications governance.

Our corporate strategy is to consolidate and further expand our leading role in the different market sections and to continually provide our customers and partners with a significant competitive advantage. This policy applies to all ASC employees worldwide, guiding their actions toward achieving our quality and business objectives as a roadmap to our common success.

Mission

ASC ensures the competitive advantage of its customers with both effective and efficient processes and innovative ideas and solutions, based on our many years of experience, close cooperation and partnerships, as well as on the expertise of our specialist teams. High quality of our products and services is at the heart of this corporate strategy and the foundation of our success. ASC has implemented and maintains an integrated Multi-Management System (“MMS”) based on DIN EN ISO 9001 and comprising the standards DIN EN ISO 27001, DIN EN ISO 22301 and DIN EN ISO 14001 as well as an internal data privacy management system and an internal organizational health & safety management system. An efficiently integrated MMS enables us to reliably meet customers’ requirements as well as statutory and regulatory obligations and to achieve our prime operational goal of maintaining the highest possible level of customer satisfaction.

Principles

Customer focus

Meeting and exceeding our customers’ expectations is our highest priority. We maintain close communication with all our business partners using their feedback to improve our products, services, and processes. Their trust and satisfaction drive our joint efforts to deliver innovative, reliable, and cost-effective solutions.

Employee commitment & competence

Our employees’ creativity, knowledge, and teamwork drive our success. We promote responsibility, open communication, and motivation, involving employees in improvements and supporting them with training and resources. Development measures enhance skills and raise awareness of quality, environment, security, privacy, and safety.

Risk-based thinking and process orientation

At every stage — from the idea via planning and development to production, delivery and support — we analyze and assess risks and opportunities to ensure robust, efficient, and compliant results. Standardized, documented procedures, process metrics monitoring and internal auditing help us prevent errors and create reliable value. We also invite our suppliers and partners in our process-oriented approach along the entire value chain.

Quality objectives

This strategic policy provides the framework for setting and monitoring our process KPI and operational quality targets. The linking element to the operational level is the internal paper “ASC Group Targets” issued by ASC top management, taking into special account customer satisfaction and process efficiency:

- Improvement in the average customer satisfaction rate compared to the previous period
- Conduct 100% of planned internal audits annually according to the audit program
- Ensure that 100% of audit findings are resolved within the specified time frame

Continuous improvement

ASC is committed to continually improving the effectiveness and suitability of its MMS by setting measurable objectives, evaluating results, addressing deviations, and implementing targeted corrective actions. Feedback from employees and customers is valued as an important driver for growth and performance optimization.

Accountability & regular review

ASC top management takes accountability for the effectiveness of the Multi-Management System and ensures that this Quality Policy is communicated, understood and applied throughout the organization. All employees are responsible for adhering to defined processes and thus contributing to continuous improvement. Top management regularly reviews the MMS and updates this policy to ensure its continued appropriateness and effectiveness.

Communication

This Quality Policy is publicly available to internal and external interested parties (“stakeholders”). Requests may be addressed to: qm@asc.de.