



COMPANY QUALITY POLICY

The policy of TEAL Patents Limited is to provide customer satisfaction by:

- **Providing a range of products to our customers, which meets their expectations**
- **Providing a delivery service that meets or exceeds customer expectations**
- **Operating internal processes which minimise problems and customer complaints**
- **Reacting quickly to solve any product or service issues**

We are committed to comply with applicable customer requirements and legislation

We support the personal development of our employees to ensure that we reflect best practice.

We operate systems that meet the requirements of ISO9001:2015 retaining external approval to this standard.

All staff are aware of the processes operated within the company and are aware of their responsibilities to follow defined procedures and to report any deviation or anomalies.

Staff are encouraged to provide input to the development and improvement of systems.

The Management of the company establish business objectives which support the implementation of this policy. These objectives are regularly reviewed and revised as necessary with the aim of continual improvement.

Manty Stanley
Managing Director

Reviewed: Mar-22