

Toureen Group is operating under the control of a quality management system which complies with the ISO 9001:2015 standard.

The Company places particular emphasis on obtaining client satisfaction by:

1. Responding promptly and accurately to Customer enquiries and orders.
2. A constant pursuit of quality, value and reliability in the products and services that the Company supplies to its Customers as well as any other relevant internal or external stakeholders.
3. Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers.
4. Constantly striving to meet and where possible exceed its customer's expectations.
5. Working closely with its Customers and Stakeholders in seeking to establish the highest Quality standards;
6. Adopting a forward-looking view on future business decisions which may have an impact on Quality;
7. Training all members of staff in the needs and responsibilities of Quality Management.
8. Ensuring that clear policy and objectives are established and that they are periodically reviewed for continuing suitability to the organisation.

Top management have commitment and responsibility to the development, review and continual improvement of the effectiveness of the Quality Management System. They ensure that the policy is communicated and understood throughout the company, with the support of the Quality Manager.

The Company are committed to complying with all relevant and applicable requirements and legislation as well as the Occupational Safety and Health Administration regulations.

**Signed**

  
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*Managing Director*

**Dated**

16/10/2023

**Next Review**

15/10/2024