

Introduction

The purpose of this Quality Policy is to outline TIS ideals and expectations of in-house systems, to provide a quality business performance that becomes synonymous with outstanding performance. It is the vision of TIS to be the primary choice in our field of expertise for all clients.

Values

- We care about the health and safety of TIS staff and all the others we work alongside
- We care about our environment and want to leave no negative imprint on it
- We take pride in our work and perform consistently to a professional standard, meeting or exceeding clients' expectations
- The reputation of TIS is important to us, and ensures continued confidence with our clients, both existing and potential

Objectives

- TIS commits to complying with all relevant mandatory standards and regulations, including ISO 9001, ISO 17025, and ISO 45001. TIS delivers quality and impartial service to our clients in a manner that provides great satisfaction and value to the client.
- Continuous improvement through feedback and reviews is applied in all aspects of the TIS business.
- Management supports employees' competence and knowledge through training and experience to achieve the best measurable performance.
- A culture of continuously providing excellent services and products while "going the extra mile" is reinforced and understood amongst all TIS personnel.

To do this TIS will:

- TIS welcomes external audits of our systems (namely Telarc, IANZ, Totika, and clients), which gives us opportunities to further improve our systems and gives our clients confidence that our systems are consistently of a high quality and are robust
- Actively seek client feedback to identify areas of concern and potential improvement
- Use the best staff in the industry, and have an unbiased approach to work and reporting, based on objective criteria
- Monitor projects using up-to-date reporting and timekeeping systems
- Maintain an internal audit schedule to ensure KPIs are being met
- Regularly monitor competence and training matrices to identify any areas where we can improve the performance of our staff and to ensure training resources are used efficiently
- Give guidance, feedback, and encouragement at regular staff meetings, recognising positive behaviours and outcomes
- Maintain a comprehensive Risk Register to ensure all risks have been identified and controls put in place, to reinforce a strong business continuity structure



Thomas Wiseman
TIS General Manager
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