

# Quality Policy

Thomas International UK Ltd delivers tools and platforms to enhance talent management, team performance and recruit the best talent for your team. The ISO certification covers the development, delivery, and support of these solutions, ensuring they meet international quality standards.

Thomas International UK Limited is dedicated to continuous improvement of customer satisfaction. It is to this end the Company has established this Quality Management System, which satisfies the requirements of BS EN ISO 9001:2015 as well as to applicable statutory and regulatory requirements.

In order to drive continuous improvement Thomas International UK Limited establishes and maintains specific Quality Objectives that are set across the organisation.

The Thomas International UK Limited team are responsible for the quality of their own work and for compliance to the requirements of its Quality Management System. Employees\* are directed and encouraged to report any quality related issues affecting the company's Quality Management System or Client satisfaction.

This policy is communicated to all employees and any persons working within Thomas International UK Limited's control.

The Quality Management System ensures that the Company can fulfil contractual obligations by:

- Ensuring that all activities which directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators which provide the feedback to enable quality improvements to be maintained.
- Providing up to date documentation, operating procedures and work instructions to all relevant employees.
- The use of suitably competent employees.

*\*Employees here encompasses all personnel employed by Thomas International UK Ltd*

Our Leadership Team is committed to the effective implementation, maintenance, and continual improvement of the QMS, promoting a culture of excellence.

Signed by:



**Luke McKeever, CEO**  
**Dated: June 2024**