

Quality Policy

How [TeamTalk Ltd] defines quality in a software service that people rely on for safety-critical communication, and how it keeps it.

SCALE NOTE

As at [date] TeamTalk has **one director and no employees**. Where this policy names a second role or a review cycle, it takes effect when that person is engaged. External escalation: [accountant / solicitor, name and telephone].

1. Policy statement

[TeamTalk Ltd] supplies a service that customers use to tell their workforce things those workers need to know, and to prove afterwards that they were told. Some of those notices are safety notices. **Quality here is not a marketing word: if a post does not reach a worker, or a confirmation record is wrong, a customer may be unable to discharge a statutory duty.** The company works to deliver a service that is correct, available, understandable and evidenced, and to correct it quickly and openly when it is not.

The company applies the principles of ISO 9001 as a framework for how it works. **It is not certified to ISO 9001 and does not claim to be.** A written roadmap towards a formal management system is available to any customer who asks.

2. Scope

This policy covers the development, delivery, support and improvement of the TeamTalk service, and the commercial and onboarding work that surrounds it. It applies to every employee and contractor.

3. What quality means in this service

- Correct delivery.** A post reaches the people it was addressed to, in the language each of them chose, and the confirmation record reflects what actually happened. Reach and confirmation figures are measured, not estimated.
- Record integrity.** Records of who confirmed what, and when, are accurate, complete, timestamped, exportable and not silently editable, so that a **briefing record export** is a faithful account of what the system recorded. **The Service records that a person confirmed a notice. That is evidence of an act, not of comprehension, and it does not by itself discharge any duty under health and safety, food safety or other law. TeamTalk does not provide legal advice.** What weight a regulator or an insurer gives the record is for them, and the company does not promise it on their behalf.
- Availability.** The service is available when a manager needs to publish. The published target is [99.5%] per calendar month, measured as platform availability.
- Comprehensibility.** Translation is machine translation and is described as such, everywhere. It is suitable for operational notices, and the company says clearly where it is not: legal, contractual and safety-critical wording that requires precision should be checked by a person.
- Honest scope.** The company states what the product does not do, in writing, before a contract is signed. Overclaiming to win a deal is treated as a quality failure, not a sales technique.

4. How quality is delivered

- Requirements.** Customer requirements are captured in writing on an order form or pilot agreement, with the scope, the counted unit and the success criteria stated. Pilots carry measurable, pre-agreed criteria so that success is a matter of fact rather than opinion.
- Development control.** All changes go through source control and deploy from a protected branch. Automated tests cover the critical paths, in particular tenant isolation, delivery and the confirmation record. Changes are reviewed before release.
- Release and rollback.** Releases are deployable and reversible. A defect affecting delivery or the confirmation record is treated as the highest severity and takes priority over new work.
- Support.** Support is provided [08:00 to 18:00 UK, Monday to Friday] with published response targets by priority. These are response targets, not resolution targets, and are described that way.
- Onboarding.** Every customer follows the same documented 30-day onboarding path, ending in a written report of activation, confirmed reach, posts published and languages served.
- Third parties.** Sub-processors are selected on documented criteria, listed publicly, and reviewed at least annually. Where a third party fails, the company remains accountable to the customer for it.
- Records.** Order forms, agreements, onboarding reports, incidents, complaints and corrective actions are retained for at least [six] years.

5. Complaints, non-conformity and corrective action

Any customer may raise a complaint to [email]. It is acknowledged within one working day and answered substantively within [five] working days. Every complaint, defect and incident is logged with its cause, the correction, the wider action taken to stop it recurring, and the date it was closed. Recurrence of a closed issue is itself treated as a non-conformity. The log is reviewed [quarterly].

6. Measurement and improvement

The company tracks a small number of measures it can act on: platform availability against the published target; time to first response by priority; activation and confirmed-reach rates achieved by customers; open defects by severity and their age; complaints raised and closed; and pilots meeting their agreed criteria. [Name, Director] reviews these [monthly] and this policy annually. Objectives are set for the year and recorded, so that improvement is a decision rather than an aspiration.

7. Responsibility

[Name, Director] is accountable for quality and for the resources needed to deliver it. Everyone engaged by the company is responsible for the quality of their own work and is expected to stop and raise anything that would put the integrity of a customer's briefing record at risk, without fear of criticism for doing so.

Approved on behalf of [TeamTalk Ltd], company number [number], registered office [address].

SIGNATURE

NAME AND POSITION

DATE OF ISSUE

DATE OF NEXT REVIEW

Not legal advice. ISO 9001 is not held and is not claimed. If a customer requires certification, say so plainly and offer this policy, the security summary and, once it is held, the Cyber Essentials certificate instead; that is accepted far more often than suppliers expect. Cyber Essentials is not currently held and the assessment date is stated in the security summary. **Sources, verified 28 August 2026:** BS EN ISO 9001:2015 *Quality management systems: requirements*, together with Amendment 1:2024 (climate action changes) iso.org/standard/62085.html. A sixth edition of ISO 9001 was scheduled for publication on 16 September 2026; check the current edition before citing it. Referenced as a framework only; [TeamTalk Ltd] is not certified. Supply of Goods and Services Act 1982, s.13 (reasonable skill and care) legislation.gov.uk/ukpga/1982/29/section/13.