

Quality Management

Objective

The overall objective of the Quality Management System (QMS), as part of our Integrated Management System (IMS) is to ensure the quality of our products and services provided to our customers and commit to continual improvement of our Quality Management System.

Policy

It is the policy of TET Limited to meet our quality objectives by achieving the highest standards of customer service and delivering high-quality information technology solutions.

The quality management system is designed to communicate expectations, define controls and develop a framework for achieving excellence in every possible aspect of our business. This will be achieved via internal and external communication, effective training, competence and regular review of the system by management.

TET Limited is firmly committed to a quality management system that helps our customers gain competitive advantage and helps us maintain our position as a leading reseller of information technology products and solutions.

To fulfil these objectives, we have fully implemented a documented quality management system that meets the requirements of ISO 9001:2015, covering all aspects of our operations including contract management, purchasing, storage, distribution, installation, maintenance, support and software development.

The Operations Director is the designated quality management representative and has the authority and responsibility to ensure that the system is implemented and understood throughout the company. All staff are responsible for the quality of their own work and encouraged and empowered to contribute to quality improvements.

The quality management system is subject to regular independent auditing, as part of strive for continual improvement. The above objectives are measured and reviewed, and improvement targets set by the regular management reviews.

TET recognises climate change as a significant issue that can impact its operations, stakeholders, and broader societal well-being. We commit to identifying and addressing climate-related risks and opportunities within our management system, aligning with sustainability goals and regulatory requirements to ensure long-term resilience and responsibility.

A copy of this Quality Policy is available upon request and is available via the TET website.

Approval of the Quality Policy and commitment to the objectives of the IMS:

Martin Bance, Operations Director – TET Ltd

June 2025