Quality Management Policy

Owner: Chief Executive Officer	Oversight: Board of Directors
Status: Approved | Version: 1.0	Approval date: 26 November 2026
Approved by: Svein Erik Haugan, CEO	Next review: January 2027

1. Purpose and scope

TEAM NORSO AS shall deliver reliable, relevant and evidence-informed recruitment, selection, leadership, team and culture development and advisory services. This policy applies to directors, advisers, contractors and all persons delivering services on behalf of TEAM NORSO. Quality means meeting agreed requirements, exercising independent professional judgement and improving the way we work.

2. Client requirements and professional standards

Agree scope, objectives, deliverables, responsibilities, acceptance criteria and relevant legal or contractual requirements before work starts. Apply appropriate methods and competent resources; explain limitations, distinguish evidence from judgement and refuse instructions that compromise integrity, lawful conduct or fair treatment. Recruitment and selection shall be grounded in role requirements and documented assessment criteria.

3. Delivery and verification

Use the relevant process in TN-MAN-001. Review critical outputs before release, obtain client approval at agreed decision points and document material changes. Apply proportionate independent review for high-risk or complex assignments. Protect confidential and personal information under TN-POL-003 and approve relevant suppliers and advisers under TN-POL-005.

4. Improvement and accountability

Record complaints, nonconformities, significant risks and corrective actions. Monitor agreed quality indicators, client feedback and outcomes where available; do not claim performance without evidence. The CEO owns the quality management system, assigns responsibility and reviews its effectiveness at least annually and after material changes. The Board oversees material risks and improvement priorities.

5. Communication and review

Communicate this policy and the manual to relevant representatives and obtain written acknowledgement. Maintain controlled records and review this policy alongside the quality management system. This policy does not constitute ISO 9001 certification or a claim of conformity.

Related documents: TN-MAN-001 and TN-POL-001 to TN-POL-010.