TALON GLOBAL

POLICY

Quality Policy

Talon Global builds and runs compliance for organisations that need it done properly: the Talon CO compliance platform, and Talon Evolve services that build, redesign and run management systems for clients. Quality, for us, means clients get what we promised, when we promised it, and can prove it to their auditors.

WE COMMIT TO

01 Understand what each client needs, including the legal and regulatory requirements that apply to them, and deliver to it.

02 Get clients working quickly, and respond fast when something goes wrong.

03 Measure how satisfied our clients are, and act on what they tell us.

04 Lead with integrity: build a quality culture where people act ethically and raise problems early, not hide them.

05 Set measurable quality objectives, review them, and keep improving our services and our management system.

This policy applies to everyone who works for or on behalf of Talon Global. It is published on talon.ae, acknowledged by everyone it applies to, and reviewed at least once a year and at every management review.

APPROVED BY

Darren Watts
Founder, Talon Global · 16 Nov 2026

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HOW THIS POLICY WORKS

Quality Policy

Objectives

Our quality objectives are set by top management, held in the Objectives Register (TG-INT-REG-010) and measured against the records our work produces: customer satisfaction of 90% or more, every service complaint acknowledged within 48 hours and resolved within 14 days, and first access to Talon CO within 72 hours of a signed contract. A missed objective is investigated and acted on through management review.

How we work

We plan by risk and by opportunity. Risks to our services are assessed and treated; opportunities are worked as their own stream, not left as an afterthought. Our risk assessments, controls and procedures are how we prevent problems, so we do not run a separate preventive action process. When something does go wrong, we fix the cause and check the fix worked.

People and AI

AI agents draft, build and propose work at Talon Global. A named person reviews and approves it, and that person is accountable for it. Everyone working for us, including contractors, completes awareness of this policy and our management system within seven days of starting.

Suppliers

We evaluate and approve every supplier before we depend on them, and make them aware of the requirements of this policy that apply to their work for us.

Review

Top management reviews this policy at least once a year, at every management review, and whenever a significant change in our business, our clients' needs or the law calls for it. This policy sits alongside our Information Security Policy (TG-ISM-POL-001) and AI Policy (TG-AIM-POL-001), summarised together in our Integrated Policy Statement (TG-INT-POL-001).