



Quality Policy

Health and Safety Partnership Consultants Limited's quality assurance policy is based on the principles and values detailed in existing policies within the business.

Quality Management Policy creation is a major strategic direction of the business. The Quality Management Policy is regarded as a useful tool for the creation and management of effective business processes. The system formation results in the provision of services of consistently high quality, fully meeting customers and client's expectations.

The company pursues the following goals in the field of quality assurance:

1. Strict compliance of the company's services with international, national and corporate standards and requirements.
2. Professional and technical level of the services that correspond to or exceed that of the leading enterprises and companies operating in the UK market.
3. Responsibility to customers and clients for the quality of services rendered.
4. Cost efficiency of the services as compared with other companies operating in the market.
5. Development and implementation of new services that fully satisfy our customers and clients needs.
6. Continuous monitoring of complaints from customers and an aim to maintain these at zero.
7. Positioning of the company as employing professional staff or associates educated to high education level or possessing at least 5 years relevant work experience and providing services of high quality.

The strategy for achieving goals is the following:

1. Focus on the continuous improvement of the company services (in accordance with the market requirement).
2. The development of the Quality Assurance Policy, its implementation, and maintenance, in line with ISO 9001 international standards and detailed in the company QMS.
3. Satisfaction of customers and client's requirements to all services. Fulfillment of the customers and client's requirements within the shortest periods of time, ensuring highest quality. The services provided under service level agreements where appropriate.
4. Understanding of the customer or client needs their present and future specific requirements.
5. Continuous cooperation with customers and clients in order to understand their needs.
6. Transparency – customers and clients may obtain access to information on the quality of the services.
7. Priority of quality issues within the business.
8. Strict quality assurance defined in staff job roles and within the business to show personnel responsibility for quality assurance.
9. Primary focus on prevention of any possible decrease in quality, rather than on measures to restore the quality level.
10. Consistent training of all personnel in the sphere of quality and monitoring training feedback forms to ensure continuous improvement.

Signed:

A handwritten signature in black ink, which appears to read 'Peter W. Roberts', is written over a horizontal line.

Position: **Director**

Latest review dated: **01 January 2023**