

It is my policy that this branch of Trackforce Recruitment Ltd is to provide to its customer's, products and services, which are fit for their intended purpose and are delivered conforming with the Customers, Manufacturers and Company's Quality Specifications, producing a quality product whilst maintaining customer satisfaction in a cost effective manner.

To this end management systems and procedures are applied to meet the quality goals of the Company and to satisfy the requirements of BS EN ISO 9001:2015 series promoting;

- High levels of customer satisfaction
- The delivery the business commitment
- Safe operation and protection of the reputation, value and assets of the company
- Quality of product and service for all activities of the Company
- A highly motivated and competent workforce who believe in Trackforce Recruitment Ltd culture and values
- Understanding and support of the environment within, which we work
- Continual development of our business and internal processes
- Co-operation with our customers and suppliers to establish and then maintain the highest standards of quality and service.

Notwithstanding the above we will strive to create an environment that stimulates innovative thinking and provide for continual improvement. Maintain awareness of and apply where appropriate new developments in construction technology and business methods with our customer.

I shall ensure that we can demonstrate improvement in our service delivery and internal processes so that we will continually meet and build on customer requirements and stakeholder expectations.

I shall ensure that we can deliver the quality goals by the establishment and implementation of management objectives and processes, which will be monitored against the requirements of the Quality Management System, legislation and our customer's requirements.

I shall set and monitor personal and job related quality objectives for my Contract Managers, which will ensure that standards of quality is maintained, monitored and progressively improved.

These arrangements and objectives will be administered by the Contract Managers utilising a documented Quality Management System, supervised by me at the highest Level and assisted by the Safety & Assurance Consultant. I, as the Managing Director will maintain executive control of the Management System.



Ian Byatt

Director
Trackforce Recruitment Ltd

Date: June 2020