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## Quality Policy

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### Purpose and scope

This policy sets out the practical guide of how we are achieving the high standards of quality management that Paramount Trades and Labour is expected to operate in. It applies to all employees regardless of their permanent or temporary statute of employment. It is also important that contractors, consultants, agents, suppliers and business partners comply with our policies and procedures, as they form the backbone of our management systems.

### Policy objectives

Our business is built on customer service and above all the quality of it. Our objective is to continually improve our services and exceed the sector's business expectations. This involves a constant strive to deliver quality in everything that we do, from service, delivery, cost and performance to health and safety.

### Requirements

Consistent and tailored management systems are at the heart of our commitment to quality, helping us to plan, manage, assess and continually improve our performance.

**Planning effectively:** All projects and business must be appointed by the manager who has the responsibility and authority to ensure that management systems are established, implemented and maintained. Objectives must take into account the business' significant risks, legal obligations and other applicable requirements. Programmes and measurable outcomes must be established for achieving these objectives. All quality, health and safety and environmental management systems must be certificated in accordance with the Paramount Trades and Labour Ltd management systems structure and arrangements manual.

**Managing our activities:** Our management system depends on having the right resources, infrastructure, processes and procedures in place. People working for and on behalf of Paramount Trades and Labour must be competent to do their jobs – and that means having the appropriate qualification, training, skills and experience. The work they carry out must be evaluated, not only to ensure their competency but also to make sure that they are aware of the relevance and importance of their roles, and how they contribute to achieving our objectives.

**Assessing our performance:** Monitoring and measuring our performance facilitate the understanding how well we are meeting our objectives. Recording continuously the information enables us to track the performance of relevant operational controls. We evaluate these results against our objectives. We also evaluate our compliance to legal and other requirements and therefore gain an understanding of how our process can achieve the desired results. Our audit programme must be based on our risks, our performance, results of previous audits and the scope of our management systems. Appropriate actions are taken to address any areas of concern.

**Promoting continual improvement:** By setting objectives and targets we can drive continual improvement in our services. We also regularly review the ways in which we work, to identify opportunities for improvement and sustain the success of our organisation.

Reviewing our management systems: The Operations Manager must review the management system, at planned intervals, to ensure its' continuing suitability, adequacy and effectiveness.

### Responsibilities

The Director is responsible for:

- Reviewing, endorsing and achieving this policy's aims.

The Operations Manager is responsible for:

- Administering this policy on behalf of the Director; and  
Developing and rolling out the supporting strategies to drive continual performance improvement.
- Ensuring that functional procedures meet the requirements of the management systems structure and arrangements manual.

The Operations and HR Manager are responsible for:

- Implementing and enforcing the processes and procedures; and
- Ensuring that their people are aware of their responsibilities and receive appropriate training; and
- Addressing any inappropriate behaviour.

Employees are responsible for:

- Carrying out their work in line with this policy and associated procedures;
- Challenging any behaviour that falls short of the expectations of this policy; and
- Identifying any breaches of this policy and reporting them to their manager.

What will successful implementation of this policy achieve?

- Continually improving quantitative and qualitative data trends;
- Positive client feedback;
- Reporting key quality management system data to senior management;
- Recognition by external bodies in the form of awards, nominations, certifications; and

Improved benchmarking results when examining our performance against our peers or when audited by independent external bodies.

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Dated: 1 October 2018  
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Signed:



Martin Campbell  
*Managing Director*