

## QUALITY POLICY

Teamforce Labour (TLL) Limited specialise in the recruitment and supply of specialist skilled trades and safety critical labour to the Rail and TfL Managed Infrastructures, Construction, Civil Engineering and Utilities sectors in London and the South East meeting a wide variety of customer needs. The Company is committed to consistently prosper as a business by providing a range of skilled labour services to achieve continuous improvement while exceeding customer expectations and customer satisfaction by maintaining and reviewing a Quality Management system certificated to the ISO 9001 standard.

The company strategy is to provide promote:

- High levels of Customer Satisfaction
- Business and Leadership Commitment
- Safe operation and protection of company image, value and assets
- Quality of the product / services for all activities of the company
- A highly motivated and competent workforce who believe Teamforce Labour Ltd culture and values
- Understanding and support of the environment within which we work
- Continual development of our business and internal processes.
- A framework for establishing and reviewing quality objectives

In pursuance of this strategy, Teamforce Labour Ltd is committed to:

- Ensure that provision of adequate resource arrangements strategies are established in a manner that sets a level of authoritative, independent and highly professional service and above all reliability in regards to quality and best price.
- Maintaining reviewing and continuously improving our Quality Management System requirements and any other requirements applicable to the business.
- Ensure that improvement can be demonstrated in our service delivery and internal processes so that we will continually meet and build on customer requirements and stakeholder expectations.
- Continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business and Client needs
- Set measurable SMART objectives and ensure that the quality goals can be delivered by the establishment and implementation of the management objectives and processes, which will be monitored against the requirements of the Quality Management System, legislation and customer requirements.
- Comply with all relevant statutory / regulatory and industry standard requirements applicable to the business
- Ensure all staff are engaged, trained and briefed on the Quality Policy so that they can implement the policies and procedures in their work;
- Fully understand the requirements of each individual customer
- Strive to create an environment that stimulates innovative thinking and provide for continual improvement. We will also maintain awareness of, and apply where appropriate, new developments in construction and sustainable energy technology and business methods with our customers.

These arrangements and objectives will be administered by management utilising a documented Quality Management System, supervised at Director Level and assisted by the HSQE Manager.

### Communication and Cooperation

Company personnel are expected to adhere strictly to the procedures laid down in the Quality Management Systems, and understand the importance of application quality assurance in the business. This policy is readily available to all personnel, and comments and feedback where relevant are included in the review process.

### Review

The Policy will be reviewed following changes in the business structure, in light of additional knowledge or information becoming available and as a minimum annually.

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Health Safety Quality and Environment Management System



**Policy 002: Quality Policy**

The person responsible for the implementation of this policy is Mr Timothy McCarthy (Director)

**Signed:**

**Dated:**

**30/03/2023**