

Section <b>HUMAN RESOURCES</b>	Subject <b>Group Quality Policy</b>
Date <b>1<sup>st</sup> July 2023</b>	Review Date <b>01/07/2024</b>
Applicability Code <b>ALL DIVISIONS</b>	Contact <b>AMANDA WRISDALE</b>

The Barker Ross Group is committed to delivering quality service. Our goal is to offer continuous improvement, ensuring effectiveness, efficiency and value. Our belief is that, no matter how good our present service, there is always room for improvement and that every member of staff should demonstrate a total commitment to quality and improvement in every aspect of their work.

As a group committed to quality, our principles are that;

- Quality assurance begins and ends with the client
- all members of staff share the responsibility for quality and quality improvement
- managers demonstrate their commitment to quality by personal example
- we deliver services that conform to customer requirements

The Barker Ross Group works within a number of externally imposed quality frameworks, these include:

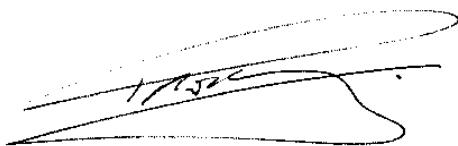
- Guidelines from the Recruitment and Employment Confederation
- Investor in people
- Regulatory standards, e.g. health & safety, equality act
- Quality requirements as outlined by our clients

Internally the Barker Ross Group has the following actions for monitoring quality being delivered:

- Health and Safety Audits
- Incident and Accident reports
- Internal and external auditing
- Complaints procedure
- Policies and procedures that are changed in accordance to legislation and company changes
- Recruitment policy incorporating The Equality Act 2010
- Induction and training of all employees
- KPI reports for all clients and regular meetings, tailored to clients requirements

To support our principles, we commit to;

- educate and train our staff to support the delivery of quality
- work closely with our customers and candidates to achieve business objectives
- measure at an appropriate level service performance, staff and customer satisfaction
- continuously review and improve our processes and levels of service
- Undertake quarterly audits of our internal working systems
- Adhere to the Recruitment and Employment Confederation (REC) Code of Conduct.
- Regularly undertake service and customer service reviews from our applicants and our clients



**Paul Ross**  
**Group Chief Executive**  
**July 2023**