We recognise that our success is dependent on the success of our customers; the policies through which we will achieve success are:

**1.0 Customers**

We will make the **SATISFACTION** of our customers’ needs our **PRIMARY GOAL** by working with them to establish and **SATISFY** their requirements now and in the future.

**2.0 Staff**

We will promote an environment that **RECOGNISES** the contribution of our staff to the success of the business and **ENCOURAGES** their involvement and development.

**3.0 Scope**

The general philosophies represented in this document will be applied to control all the Company’s activities and associated classroom and online learning for the prevention and management of work-related violence and challenging behaviours. We provide training for trainers including the Direct Training & Support Level 3 and the A1 Assessor’s Award. We also provide First Aid Training, Searching Training, Manual Handling Training, Therapeutic Safe Holding for Adoptive/Fostering services, Lone Worker Personal Safety Training, supply of seat restraint equipment and application training.

**4.0 Competition**

We will aim to provide consistently better **PRODUCTS** and **SERVICES** than our competitors in those markets in which we compete.

**5.0 Training**

We will provide the appropriate **TRAINING** and **EDUCATIONAL** opportunities and resources to support the achievement of business objectives.

**6.0 Responsibility for Quality**

It is the responsibility of the management to lead the **ISO9001:2015 QUALITY MANAGEMENT PROGRAMME** and to involve all staff in a continuous improvement philosophy through **EFFECTIVE TEAMWORK.**

**7.0 Interested Parties**

This Policy document will be made available to interested parties upon request.

**Signed: Phil Hardy Date:** 09/Apr/2024

P N Hardy

Managing Director