

Quality Policy Statement

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 customer's 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 associated Classroom and online learning for the prevention and management of work related violence and challenging behaviours including Security Industry Authority Training (SIA-UK). 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 **SERVICE** 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*

Position: Director

Date: 18th February 2021

P N Hardy