

Quality Policy

Policy Statement

Carmichael^{UK} primarily provides temporary, contract and permanent recruitment services in the Construction sector to its clients. Our main objective is to provide experienced candidates, capable of meeting client specifications and requirements compliant with prevailing legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures. This policy is aligned with the requirements of ISO9001:2015.

Scope of the Policy

This policy applies to all employees, suppliers, business partners, consultants, contractors, and temporary workers who work for or with Carmichael^{UK}. The company has implemented this quality policy and will continue to maintain an effective quality system across all areas of the business. This policy is supported and operated by all members of the staff in order to achieve the specified objectives and ensure compliance with applicable statutory regulations and other requirements.

It is the Company's intention to strive for continual improvement both within our service provision and within the quality management system, in alignment with the principles of this policy and its objectives.

Policy Elements

The approach to quality by Carmichael^{UK} is based on four fundamental principles which are outlined below:

- 1 The definition of quality as conforming to requirements, having identified very carefully the needs of our clients, our applicants, and our own systems.
- 2 A quality management system that concentrates on prevention, looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- 3 The quality of service provision is based on the principle of everyone understanding how to perform their job role to the standard required and understanding how they can continually improve and develop.
- 4 Ensuring quality standards are maintained through a process of regular one to one performance reviews and suitable levels of training, coaching and mentoring.

Quality Policy

Quality Policy Objectives

Objectives needed to ensure that quality requirements are met and that continual improvement is maintained will be set, determined and monitored regularly.

Management reviews provide the core framework for establishing objectives and targets with additional reviews being conducted as a result of other influences such as audits or feedback. Objectives shall be measurable and established throughout relevant functions of the business.

Quality Policy Commitments

Carmichael^{UK} works collaboratively with all stakeholders to ensure that they understand the policy commitments. This is achieved by:

- Developing effective and compliant processes and procedures
- Measuring and continually improve processes and procedures
- Enhancing Client and Candidate satisfaction
- Seeking regular feedback of performance

Responsibilities of Carmichael^{UK}

The Managing Director is ultimately responsible for ensuring that the Quality Policy is fit for purpose and is monitored and reviewed regularly. The Board of Directors are collectively responsible for promoting awareness of the level of customer satisfaction and monitoring and analysing feedback and other relevant information.

Responsibilities of Employees

All employees are responsible for quality on a day to day basis and ensuring that effective and compliant processes are implemented, audited and maintained throughout the business at all times. Employees with management responsibility are required to ensure that all aspects of this policy and the company's quality management procedures are thoroughly understood by their direct reports. They are also responsible for providing training and other relevant items to ensure ongoing compliance.

Quality Policy

All employees are given the authority to perform their allocated duties and are responsible for those duties. All employees share the authority and responsibility for identifying non-compliances or possible improvements and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

All employees must ensure that any suppliers, business partners, consultants, contractors and temporary workers who work for or with Carmichael^{UK} are aware of this policy and abide by the principles of it.

Approval & Review

This policy will be reviewed regularly, and at least once every year to ensure continuing suitability with requirements with additional alterations made from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.

This policy has been approved by one of the management representatives, as signed below, to ensure it is appropriate to the nature, scale and purposes of the business.

Management Representative: Rod Carmichael

Position: Quality Manager and Managing Director

Date: 9th January 2024

Signature:

