Saxon Chase
Construction Recruitment Specialists

QUALITY POLICY

POLICY STATEMENT

Saxon Chase Recruitment Limited aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

Company Management is committed to:

- ✓ Develop and improve Saxon Chase Recruitment Limited's Quality standards
- ✓ Continually improve the effectiveness of Saxon Chase Recruitment Limited Quality Procedures
- ✓ The enhancement of customer satisfaction

The management has a continuing commitment to:

- ✓ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
  - All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent recurrence.
- ✓ Communicate throughout Saxon Chase Recruitment Limited the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- ✓ Establish the Quality Procedures and objectives, and ensure they are brought to the attention of all employees.
- ✓ Ensure the availability of resources to meet the requirements of the Quality Procedures, i.e. training and funds.

In order to meet Saxon Chase Recruitment Limited commitment to quality, Saxon Chase Recruitment Limited will:

- ✓ Ensure all employees are trained and competent in the tasks they undertake on behalf of Saxon Chase Recruitment Limited and training records are held; training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by Saxon Chase Recruitment Limited change and/or following monitoring of the Quality Procedures for continual improvement.
- ✓ Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of Saxon Chase Recruitment Limited Quality Procedures.
- ✓ Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.
- ✓ Regularly review this Quality Policy in order to ensure its continuing suitability.
- ✓ Provide information to individuals regarding monitoring of Saxon Chase Recruitment Limited Quality Procedures.
- ✓ Provide copies of this Quality Policy Statement to all employees.

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Company name	Saxon Chase
Signature	JCL
Name	Jason Challoner
Position	Managing Director
Date	14/12/23