

QUALITY POLICY STATEMENT

It is the policy of Contract Personnel Limited to provide all our Clients with the highest quality service available in the recruitment Industry meeting the following organisation goals:

- 1. We aim to fill temporary and permanent bookings for driving, industrial and office staff efficiently and effectively with the minimum inconvenience to clients.**
- 2. To provide a 24 hour service, 365 days a year to driving and industrial clients throughout East Anglia requiring temporary staff.**
- 3. To always be honest with clients, temporary workers and permanent applicants and always inform them immediately of any problem areas.**

It must be stressed that the continuing success of the Company is dependent upon every employee being committed to this policy and always operating in accordance with the Quality Management System. Everyone is responsible for ensuring that the services we provide are of the highest standard to satisfy the clients requirements in every detail.

This Manual defines the control systems and quality programme to be used for ensuring the Quality Policy is fulfilled. It is written in accordance with the requirements of BS EN ISO 9001 : 2000.

Management and control of the Quality System is the responsibility of each Director but performance and adherence to the contents of this Manual and related Procedures is mandatory on all employees. We all have the responsibility and organisational freedom to identify quality assurance problems and initiate corrective action where required.

Each employee in the Company is responsible for ensuring that each part of the Quality System which they control is effectively operated in accordance with this Manual. The policy of the Company demands that the systems described in the Manual are under constant surveillance with the aim of continually improving the effectiveness of the System.

The Company has introduced systems that will set and review measurable quality objectives. We must all aim to meet and surpass these objectives.

The Manual provides a formal reference document for employees and assists clients in assessing our capability to meet their requirements.

