

QUALITY POLICY

JRL Solutions Ltd is **committed** to quality in all its operations internally, and with its work with clients in consultancy and training. Our **mission** is to continue to promote leading edge innovation in aligning our client needs with our company delivery.

We **aim** to provide high quality consultancy in occupational health and safety and high quality training in occupational health and safety in examined and non-examined courses and events.

JRL Solutions Ltd believes the highest standard of quality is **central to business success**. We believe that to fail in quality is to fail in everything because we know that our people and our clients demand and expect the highest quality. Our company has been founded on this principle. We have refused to compromise on quality because we are interested in the retention of our clients. If we meet our clients' expectations in quality we know they recommend our company to other organisations.

The philosophy of JRL Solutions Ltd is one of **continuous improvement** in staff, associates and client satisfaction.

Our **objective** is to meet or exceed staff, associates and client requirements and expectations through:

- Quality management in operations, quality control, client services, client relationships and management representation.
- Directors taking the lead in the promotion of quality and making quality central in business decisions.
- Employment of high quality health and safety practitioners in its interface with clients. All practitioners hold the designation CMIOSH, Chartered Member of the Institution of Occupational Safety and Health and additionally are highly qualified and experienced in their own specialisms.
- Accreditation and validation of the company by appropriate professional bodies such as the Institution of Occupational Safety and Health (IOSH) and the National Examining Board in Occupational Safety and Health (NEBOSH).
- Membership of appropriate bodies such as the Institution of Occupational Safety and Health (IOSH), International Institute of Risk and Safety Management, Engineering

Council, Institute of Materials, Minerals and Mining, Institution of Engineering and Technology, American Society of Safety Engineers

- Maintenance of quality procedures, work instructions, client specifications and quality planning systems.
- Review of all client commissions and contracts to ensure that client expectations are clearly defined and understood by the company.
- Control in the design of all consultancy and training services so that the highest quality provision is made to clients.
- Documentation control which ensures that consultancy reports and training course materials are approved by directors prior to release to clients or being used for clients.
- Purchasing of products and services from suppliers who meet our own quality standards and the use of such products and services will not compromise high quality provision to our clients.
- Actively seeking the views of our clients on the level of satisfaction from our services through questionnaire and other appropriate means.
- Taking corrective action when we fail to achieve the high quality our clients expect.
- Inspection, test, maintenance and calibration of equipment used in our consultancy and training services at appropriate intervals.
- Instruction, information, training and supervision of those working for the company to achieve high standards of quality.
- Review of performance regularly to ensure that high standards of quality are being met.
- Review of our quality policy annually or at such time as necessary.

JRL Solutions Ltd maintains an **organisational** structure which promotes the highest standards of quality. This is based on the principles of accountability and is supported by the foundation of target setting and performance management.

JRL Solutions Ltd has suitable **arrangements** in place to meet all of its avowed objectives.

Signed:

Name: Eur Ing JRE Leigh BSc (Hon), CEng, CMIOSH, MIIRSM, FIMMM, MIET

Position: Managing Director

Dated: 4th October 2009