



## **Quality policy statement**

HP4 is a leading recruitment company within the Construction, Engineering, Rail, Automotive, Fire & Security, Building Services, Aviation and Utilities industries.

With integrity at the forefront of how we operate, HP4 places unique personnel into positions at all levels, on a nationwide basis. Our wide spectrum of specialist areas enables us to provide our customers with a comprehensive, knowledgeable and personalised service, tailored to each individual requirement.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is January 2026

Signed By: Simon Bedlow

Position: Managing Director

Signature: *S Bedlow*

Date: 6<sup>th</sup> January 2025