

Quality Policy and Procedure

POLICY 28

01/01/2023

TIME RECRUITMENT SOLUTIONS LTD ('THE COMPANY')

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Company Name:	Time Recruitment Solutions Ltd ('the Company')
Policy:	Quality Policy and Procedure
Date:	01 January 2023
Version:	1

1 Policy statement

Established in 2002, Time Recruitment Solutions Ltd primarily provides UK wide staff hire and recruitment services to its clients in the Construction, Industrial, Commercial & Healthcare sectors.

The company's objective is to provide experienced candidates, capable of meeting client specifications and requirements, remaining compliant with prevailing legislation and adhering to agreed service levels. To achieve this, the company operates to stringent quality procedures.

Although Time Recruitment Solutions Ltd does not currently hold an ISO or equivalent quality accreditation, we do meet all applicable statutory regulations and maintain an effective quality management system supported and operated by all members of the staff in order to achieve the specified objectives.

It is the Company's intention to continually strive for improvement in line with the principles of this policy and our strategic/operational objectives.

2 Principles

Time Recruitment Solutions Ltd's approach to quality is based on four fundamental principles;

- Conforming to requirements, having identified very carefully the needs of our clients, our applicants and our own systems.
- Operating a quality management system that focuses on identifying potential risks/errors in our systems, processes and documentation; and putting in place the necessary preventative actions/contingencies to ensure continuing compliance with legislation and best practice.
- Ensuring quality of service provision is based on the principle of everyone understanding how to do their job to the standard required and doing it right first time.
- A 360 degree service review process that encourages and uses feedback from our staff, our clients and our candidates to continuously improve our service and provide recognition where appropriate for a job well done.

3 Operating processes

This policy applies to all aspects of the company's operating processes and includes:

- Authority & Responsibilities
- Company Accreditations and Professional Memberships
- Quality Assurance
- Company Policies & Operating Procedures
- Compliance with policies and procedures of the company's Quality Management System including:
 - Advertising
 - Business Continuity & Disaster Recovery
 - Candidate Recruitment
 - Candidate Training
 - Complaints & Escalation

- Corporate Social Responsibility
- Data Protection
- Eligibility to Work in the UK
- Environment
- Equality & Diversity
- Ethics & Business Integrity
- Fraud
- Freedom of Information
- Grievance & Discipline
- Health & Safety
- Purchasing & Procurement
- Referencing
- Risk Management
- Safeguarding
- Staff Recruitment
- Whistleblowing
- Document Control
- Customer Service
- Courtesy
- Communication Timescales
- Complaints
- Reducing Bureaucracy
- Management Reviews & Internal Audits
- Client, Candidate and Staff Reviews & Feedback
- Complaints
- Communication of Quality Processes & Training

4 Monitoring and review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.