

# Quality Management System

## Standard Operating Procedure

**21<sup>st</sup> September 2023**

A handwritten signature in black ink, appearing to read 'Tony Elia', is shown within a rectangular box.

Approved by Tony Elia

Director

21/09/2023

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## [Background and Introduction](#)

Surecall Recruitment supports the implementation of this management system to help ensure that we meet our customer requirements and needs. This involves us fully understanding, supporting and managing our processes, and ensuring that they meet all the requirements of interested parties, including compliance requirements. We have developed procedures, working approaches and controls to provide consistency in our work and to help ensure our quality objectives are met. To this end, as part of our system, we regularly conduct internal audits focused on risk areas of our business and use the results of these audits to mitigate these risks. We are focused on continual improvement, and record any non-conformities that occur, and seek to rectify these and prevent their re-occurrence. We hold regular senior management reviews that are designed to further promote continual improvement and review our progress plus we are working towards gaining our ISO certification so review this policy against any changing standards or requirements.

## [Approval and Revision of the Quality Manual](#)

### [Approval & Revision History](#)

This Quality Manual is a controlled document.

The approval and revision history of this Manual is recorded as per our Control of Documents procedure, changes are recorded within the Procedures and Document Log held by the Compliance Manager.

## [Context of the Organisation](#)

### [Understanding the organisation and its context](#)

External and internal issues that are relevant to our purpose, and that may impact on quality and our quality management system have been identified. We monitor and review information about these external and internal issues through our Management Review.

### [Interested Parties](#)

We have identified interested parties that can have an effect or potential effect on our ability to consistently provide candidates that meet customer and applicable statutory and regulatory requirements. We have also identified their requirements. Please see 'Interested Parties'. We monitor and review this information in our management reviews.



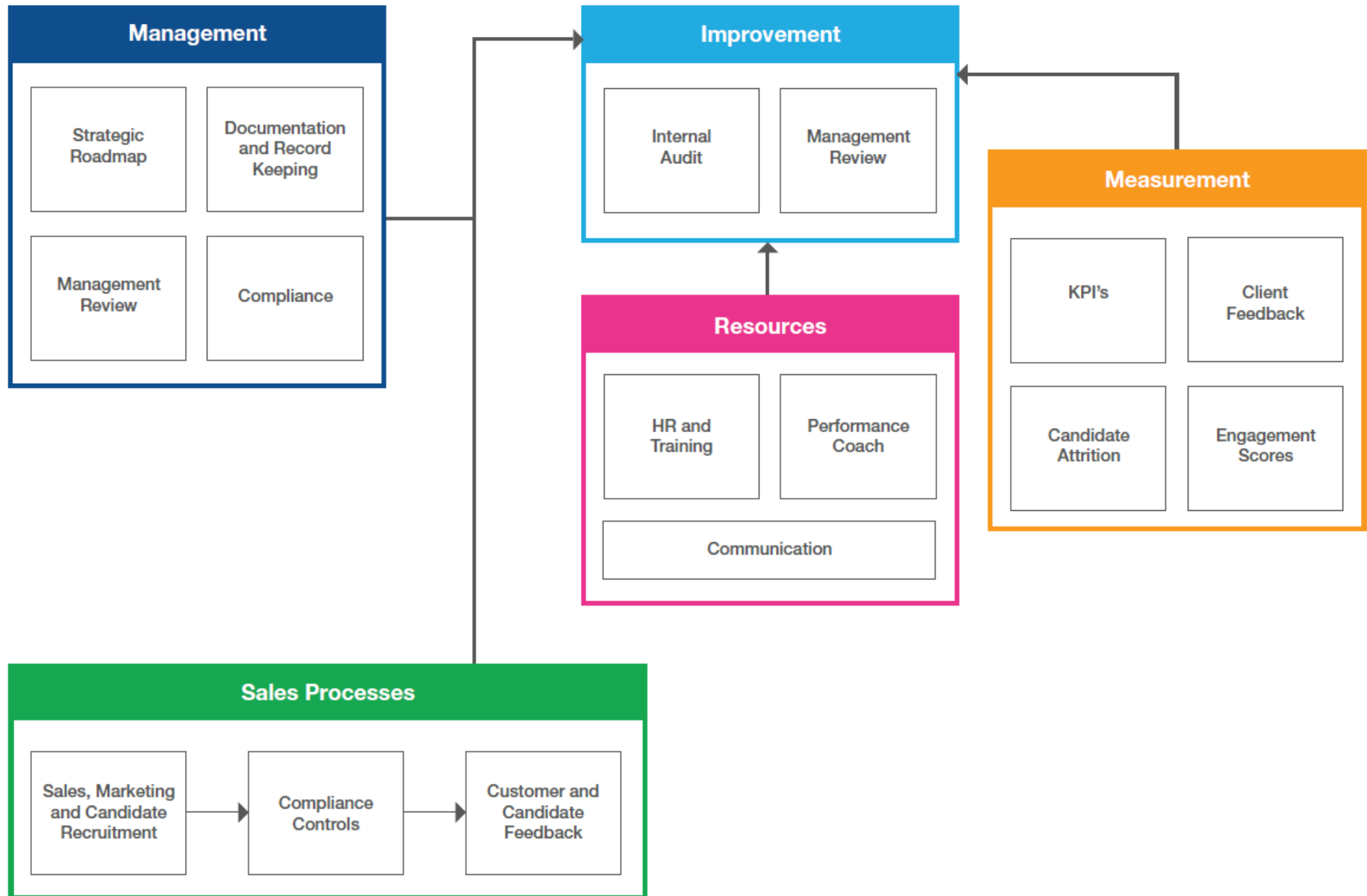
### Scope of the Quality System

Surecall Recruitment has defined its scope as Staffing Services and Recruitment business. This covers all of our activities and services which include:

- Recruiting for candidates to work in skill short sectors such as Transport & Logistics. We use various forms of social media coupled with referrals and direct candidate contact to source workers.
- Relocating, when necessary, these candidates from either overseas or within the UK.
- Retaining candidates in employment to provide a high level of service to our clients

### Quality Management System

We run and continually improve our Quality Management System in accordance with the requirements of the applicable ISO management Standards. We have determined the processes needed for the quality management system which are documented below. Our Quality System is built around identifying the inputs required, and outputs expected, from each of these processes. We have identified how these processes interact, determined how we can ensure the effective operation and control of these processes, assigned responsibilities and committed resources for each process. Risks and opportunities associated with each process have been determined, and we monitor and evaluate the effectiveness of the process and change them if required.



## Leadership

### Leadership and Commitment

Our Management System is directly supported by senior management and forms our core business delivery approach. This is demonstrable through:

- Developing and supporting our quality policy and objectives and making sure they are fully compatible with our context and strategic direction;
- Promoting process approaches, improvement and risk-based thinking and ensuring the integration of the quality management system into our business processes;
- Providing the resources needed for the quality management system are available, and supporting persons to contribute to the effectiveness of the quality management system;
- Ensuring that the quality management system achieves its intended results through supporting continual improvement processes, the management review, and actions from the management review;
- Communicating the importance of effective quality management and of conforming to the quality management system requirements;

### Policy

We have developed a Quality Policy, supported by Quality Objectives. We communicate this upon request and make it available to staff.

### Responsibilities & Authority

We have identified the following roles and responsibilities to deliver, maintain and improve our Quality System. The interrelationship of departments, functions and personnel are shown below.

- Board Directors – Tony Elia, Nick Hajinicolos
- Marketing Director – Serge Sergiou
- Operations Managers – Amanda Aylot, Michelle Clarke
- Payroll Manager – Lisa Rosser
- Compliance Manager – Jamie Atkins
- Business Analyst – Peter D'Brohm

Specific individual Quality System responsibilities are described below, wider responsibilities are described within job descriptions and / or in operating procedures, our continuous improvement programme(s) and other management system related documentation.

### Board of Directors (Top Management)

Directors of Surecall Recruitment are defined as the Top Management of the Quality System and have the ultimate responsibility to ensure Surecall Recruitment are legally compliant, the Company is meeting the quality needs of its Customers and Candidates, and that the Quality System remains effective and continually improves. Directors are responsible for establishing the Quality Policy and objectives, resourcing the Quality System and associated infrastructure, attending Management Reviews, and appointing a Management Representative.

### **Peter D'Brohm, Business Analyst**

The Management Representative Peter D'Brohm, Business Analyst has the responsibility of delivering, implementing and communicating Top Managements plans to ensure the success of the Quality System. The Management Representative provides and reports to the Top Management of the performance of the Quality System with verifiable data for analysis.

The Management Representative will:

- Ensure processes are established, implemented, maintained and remain appropriate
- Communicate Policy and Procedures to all staff and verifying understanding
- Report to Top Management on the performance of the Quality System and recommendations for improvement
- Liaise with external parties on matters relating to the Quality System
- Arrange and organises the Quality Management Review
- Identifying and monitoring Company compliance to Legal requirements in relation to process, goods, services and production, Company and our customer requirements
- Identifying Quality System requirements for Suppliers
- Maintenance of the Quality System Documents and Records
- Promote continual improvement of the Quality System
- Management of the Internal Audit Programme
- Monitor and ensure competence of the Internal Auditor(s)
- Manage the Quality System Training Programme and individual's competencies
- Provide feedback to all employees of the business
- Create and share a plan for continual improvement

### **Jamie Atkins, Compliance Manager**

Jamie Atkins, Compliance Manager, is the person responsible for conducting audits against the requirements of this Quality System, legal requirements and any other requirements associated with the processes being audited.

Duties include:

- Internal Auditing of the Quality System as prescribed the Surecall Board Directors Identifying noncompliance of the system, processes and auditees against the requirements of our Quality System requirements.
- Identifying opportunities for improvement
- Reporting to the Surecall Board Directors] of the results of Audits

### **Jamie Atkins, Compliance Manager**

The Jamie Atkins, Compliance Manager is the person responsible for liaising with the various public sector bodies to understand their requirements and feed this back to the recruitment team to fulfil all live vacancies.

Duties include:

- Develop new business various public sector bodies and identify areas of improvement to satisfy client standards
- Approving candidates an introducing their profile to clients
- Understanding each roles requirements and how that fits in the client's profile
- Developing trusted advisor relationships



- Ensuring timely and successful delivery of recruitment solutions according to clients' needs and objectives
- Resolving any issues or problems the client may have
- Delivering in-line with any agreed service level agreements
- Supporting the Compliance team with and H&S and Ethical Trading audits

### All Employees

All employees are responsible for the following:

- Adherence to the Quality Manual, Procedures and Processes
- Reporting of nonconformity and any opportunities for improvement

This forms part of all training and induction and is included in performance reviews/1-2-1's and lack of adherence can result in the commencement of disciplinary proceedings as outlined in our employee handbook.

### Planning

#### Actions to Address Risks and Opportunities

As a team, we have identified our key risks and opportunities through a SWOT analysis. We have conducted a risk assessment to identify the likelihood and magnitude of risks, to determine their potential impact. Significant risks have been mitigated. This is detailed with our Strategic Roadmap document that is reviewed every two weeks. We also utilise the RACI model for all larger scale projects and will id required incorporate customer stakeholders in the RACI schedule.

#### Quality Objectives

We measure the performance of the Quality System through the success of our established Quality Objectives at Board and Departmental levels. See 'Quality Policy and Objectives'.

We have established our core Corporate Quality Objectives. We establish further objectives if and when required as part of our Management Review process and departmental and service level objectives when the need arises and are specific and bespoke to the processes operated. These will support the success of the Corporate Objectives.

#### Planning of Changes

Our Management System is not a static document but changes as we evolve our situation changes. We plan changes to ensure there is an overall purpose, to make sure that the integrity of interactions is maintained, to allocate sufficient resources, and to make sure any changes or reallocation of responsibilities and authorities is logical.

### Support

#### Resources

We have determined resources needed for the effective establishment, implementation, maintenance and continual improvement of the quality management system and are committed to providing them.

### People

Our people are our major asset: we have determined and are providing people necessary for the effective implementation of the management system. We always ensure our people have a clear understanding of their responsibilities and that there is a backup and escalation plan at all levels.

### Infrastructure

We provide a high standard of infrastructure appropriate for our operations. This includes buildings, utilities, equipment (including ICT, hardware and software) and transport. In addition, we ensure that we have an appropriate environment for the operation of processes.

### Organisational knowledge

We determine the knowledge needed for our processes, and maintain this knowledge through 'institutional memory', primarily through training and individual coaching. We also provide regular reviews to ensure knowledge gaps do not arise or where there is a change in a customer's needs or policy requirement these are addressed – see 7.2.1

### Competence

Competence is achieved through a combination of Education, Training, Skills and Experience. Competence is evaluated through a series of assessments to establish an individual is able to perform their task to a satisfactory level.

Surecall Recruitment determines competence for our employees and those working on our behalf, we provide training or take action to ensure necessary competence and evaluate the effectiveness of any action taken.

### Training

The Quality Manager is ultimately responsible for the delivery of quality training. Identification of training needs is through assessment of an individual's ability to perform the task or where the Company identifies a further need.

Training is conducted through various methods, in general these are through the Induction Process, Annual Appraisals, External Courses, Internal Training and Mentoring/Coaching.

We maintain associated records to enable us to identify and evidence competence and training, including this Quality Manual, Records of training (internal & external), Job Descriptions and a Training Matrix.

### Awareness

We ensure that all staff and persons doing work under our control are aware of our quality policy, relevant quality objectives, their contribution to the quality management system, and the implications of not conforming with the quality management system requirements.

### Communication

We have determined the internal and external communications relevant to the quality management system including what, when and how to communicate: this is in our procedures. Anything that relates to quality management that is communicated verbally is then supported with a written electronic communication.

### Planning

For our service we plan and develop the processes needed for its delivery and any associated services, where appropriate we identify:

1. Quality objectives and requirements.
2. The processes, documents and resources needed or additionally required.
3. Appropriate records needed to evidence that our service meets Customer, our and any other requirements associated with it.
4. We hold regular reviews with our customers to ensure we are meeting their quality standards.

### Customer Related Processes

For each Customer we determine their requirements, including delivery and post-delivery activities, evaluate requirements not stated by them but necessary for service requirements or product use and any statutory or regulatory requirements.

We review customer requirements prior to our commitment to supply and ensure that requirements are defined, differences are resolved and we have the ability to meet the defined requirements. We record the results of these reviews and communicate them effectively internally and to the customer.

### Performance Evaluation

#### Monitoring, Measurement, Analysis and Evaluation

Processes of the Quality System are monitored and where applicable measured to demonstrate their ability to achieve planned results. Where desired results are not achieved appropriate correction and corrective action are taken in accordance with our documented procedures.

Characteristics of our Service are monitored to verify that requirements have been met at appropriate stages of the realisation process.

#### Customer and Candidate Satisfaction

As one of the measurements of the performance of the quality management system, we monitor information relating to customer perception as to whether we have met customer requirements.

#### Customer and Candidate Complaints

Any Customer or Candidate Complaint is taken seriously and shall be evaluated to ascertain the root cause and to resolve the issue satisfactorily to all parties (if achievable).

Customer and Candidate complaints are recorded initially as a non-conformance against our system and shall therefore follow the nonconformity procedure.

All records of a Customer or Candidate Complaint are maintained. Please see our documented procedure 'Control of Nonconformities of the Quality System'.

We analyse and evaluate the data and information arising from monitoring and measurement. The results of analysis shall be used to inform and improve the management system and our activities.

### [Internal Audit](#)

Surecall Recruitment has established an audit procedure and programme to determine whether the Quality System conforms to the Company's requirements and to assess if it has been properly implemented and maintained, providing results and recommendations to management for action or improvement. Please see our procedure 'Internal Audit'. In the interim we are regularly audited on behalf of clients by various bodies such as Neuen, Reynolds, GLA, GRI.

### [Improvement](#)

#### [General](#)

We take advantage of identified opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. We also work with our industry body, Recruitment and Employment Confederation (REC), Road Haulage Association (RHA) and Association of Labour Providers (ALP) to ensure we are exceeding the minimum levels expected.

#### [Continual Improvement](#)

Continual improvement is a recurring activity that increases our effectiveness and efficiency in fulfilling the requirements of our stakeholders, customers, suppliers, employees, investors, community, etc. The aim of Continual Improvement is to improve our capability to meet requirements and satisfy customers.

To achieve this, we shall continually improve the effectiveness of the Quality System through the use of our Quality Policy, Quality Objectives, Controlled and Managed Processes, Audit Results, Analysis of Data and Corrective Action.