

Quality Policy

General statement of policy

Strategic Safety Systems shall:

- Provide superior service and products to our customers, focused on their needs and at fair value
- Continually review our operations to improve their effectiveness
- Learn from both the positive and negative outcomes of internal reviews and from customer inputs, making improvements where appropriate
- Develop our internal resources.
- Comply with all appropriate legislation.

Signed



Director

Date: 1st March 2010

Specific Arrangements

Operations

Strategic Safety Systems exists to provide the following services for manufacturing and service industries in several sectors:

- Health, safety, environmental and quality management (HSEQ) systems development and implementation
- The development of HSEQ and other systems to meet certification standards
- The compilation of database systems to support HSEQ needs but also for business management and other needs
- Risk and other assessments
- Health, safety and environmental measurement services
- Training to support health, safety and environmental needs
- Expert witness support
- The provision of documentation primarily to support HSEQ needs but also to meet equipment and process operation needs
- The design of equipment to meet production, product needs or to overcome risks to health and safety.

Work specification

Work shall only be carried out to a proposal which states the following:

Topic	Explanation
Scope	The limits of the work to be carried out
Objective	What the desired outcome is, eg "As a result of this training programme, the attendees will appreciate the risks of injury through manual handling."
Deliverables	The items that will be delivered, eg "4 training sessions of 1 hour each for 10 people and a set of notes for each attendee."
Review stages (where applicable)	For longer term projects, the points at which the project will be reviewed with the client.
Terms	Terms for payment, including any stage payments and ownership of copyright or intellectual property.

Control of programmes of work

Work shall be commenced on the instructions of the client. Except for all but short programmes or those to meet urgent needs, the instruction to proceed shall be in written form as any of the following:

- Order from client
- Order number from client
- Signed contract from client
- E-mail instructions from client

In the absence of verbal or written instructions from the client, Strategic Safety Systems shall follow the programme stated in the proposal.

Strategic Safety Systems may change the programme at the request of the client. Strategic Safety Systems may not initiate changes in the programme without the consent of the client. In both cases, the instructions or consent of the client may be written or verbal.

At the end of the programme, Strategic Safety Systems will agree with the client that the programme has ended. This agreement will normally be verbal

Health, safety or environmental programmes

Risk assessments, training and other programmes to meet health & safety or environmental needs shall meet the requirements of UK health and safety legislation in the forms of acts, regulations or codes of practice. EU directives shall be met where they are enacted through UK legislation.

Confidentiality

All information:

- Provided by the client, or
- Gathered as a result of work with, or on behalf of the client

shall remain confidential unless the information is already legally in the public domain.