

# Quality Policy

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## Mission Statement

Customer satisfaction is essential to the success of StS. Our mission is to be recognised by our customers and staff alike as their first choice service company.

We aim to:

- ✦ Ensure we fully meet our customers' requirements
- ✦ Provide our services in a manner that respects society, the law and the environment
- ✦ Provide a service that our customers value

## Quality Policy

Paul Hancock, Managing Director of StS, has implemented the quality policy and is responsible for ensuring the above mission statement is met and improved upon whenever possible. This policy will be reviewed throughout the year.

## Quality Initiative

To demonstrate the company's commitment to quality, our Quality Initiative is designed to monitor and continually improve our service. We ask our clients and operators to complete our quality documents, which helps us to understand their requirements, to ensure speed of service and accuracy in matching operators to jobs, to promote efficiency and to ensure overall satisfaction with our service.

Understanding our client's need is central to our operation along with providing tangible proof of our services in clear and simple documentation. All of our operators go through a recruitment process before taking being taken up for an assignment.

StS Work in partnership with our clients to ensure all parties understand our business so we can ensure that information and terms are prompt and reasonable.

Our accounting methods are on modern software packages and include direct payments to operators and suppliers for a fast and efficient process.

The need to constantly improve quality of service is vital and never-ending in order that we remain competitive within a very dynamic industry.

Signed:



Date:

11-5-16

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**P. Hancock**  
Managing Director UK