

QUALITY POLICY

Since its inception in 2000, STR Ltd (**STR**) has grown to become a global provider of staffing solutions; offering a range of bespoke staffing programmes to clients throughout the UK and the world. The STR Group is a collection of micro-specialist brands aligned to specific technical and niche sectors and is dedicated to quality, continual improvement and ensuring that its services meet the needs of its customers; from not only a statutory and regulatory perspective but in line with core best practice principles.

STR's senior management are responsible for the implementation of the quality management system. For the purposes of STR's approach to this cornerstone of its business, it captures this within its **Company Management Handbook**. This supports its focus on achieving and maintaining ISO 9001:2015 certification. The scope of its quality management system covers all activities stated within its **Scope Document**. STR is committed to:

1. Developing and continually improving its quality management system and the services that it provides, to enhance:
 - a. Quality and Integrity
 - b. Customer Satisfaction
 - c. Client & Supplier Compliance
 - d. Risk Minimisation
 - e. Work Ethics and Best Practices
2. Encouraging clients, candidates and all other interested parties to the Group to provide ongoing feedback

STR is committed to continually:

1. Reviewing all internal and external issues affecting its quality management system and the needs and expectations of **Interested Parties**
2. Ensuring that its customer needs and expectations are determined and fulfilled with the aim of achieving ongoingly increasing levels of customer satisfaction
3. Communicating throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
4. Capturing, understanding and mitigating risks to the Group through the management and regular review of its **Risk Register**
5. Establishing and maintaining this **Quality Policy** and ongoing **Quality Objectives**
6. Ensuring that **Management Reviews** not only set but review the **Quality Objectives**, and the **Internal Audit** results as a means of monitoring and measuring the processes and the effectiveness of its quality management system as a whole
7. Ensuring the availability of resources

STR complies with all relevant statutory and regulatory requirements and will monitor its performance against objectives and in line with its policy, implementing improvements when and where appropriate.

All personnel understand the requirements of this **Quality Policy** and abide with the requirements contained within the **Company Management Handbook** which is available

to all **Interested Parties**. We will ensure that any changes and associated expectations and responsibilities are communicated clearly to all employees.

This **Quality Policy** reflects the commitment of our senior management team and the Board to an ethos of quality, the pursuit of continual improvement and to the carrying out of business in an ethical and compliant manner.



Signed:

Name: Steve Saunders

Position: Commercial Director

Date: 20th May 2022