



## QUALITY POLICY

Shorcontrol Safety aims to establish a Quality Management System that shall allow us to become the best safety training organisation in Ireland, delivering both accredited and non-accredited courses, to clients and learners to the highest professional standards.

At Shorcontrol Safety, we strive to maintain the recognition and reputation of offering dependable, first-class equipment servicing, calibration, sale and hire, by implementing a Quality Management System that ensures these aims are met.

We achieve our assurance of quality through means of inclusion of all activities and stakeholders; operational functions, learners, employees, sub-contractors and clients in the Quality Management System.

We aim to fulfil this policy by striving to achieve the following objectives on a continuous basis:

- Effective planning and performance of operations, tasks, and processes.
- Consistent adherence to prioritising tasks.
- Ensuring systematic monitoring and directing of processes, results, and tasks.
- Increasing employee, learner, client, and public satisfaction.
- Learners and clients are abetted in improving their competencies and knowledge in a practical way, allowing transfer of skills and safe behaviours into their own workplaces and personal lives.
- A culture of direct and open communication is maintained, and a healthy environment of mutual trust and respect exists between staff, tutors, learners, clients, and the public at large.
- All learners, clients, staff, and members of the public are treated fairly and in accordance with our Equality, Diversity and Inclusion policy.
- Recruitment and selection of staff and tutors which are in-line with the strategic direction of the company.
- Development of well-designed courses to meet the needs of learners, clients, and the community.
- Course materials are maintained, up-to-date and relevant.
- Working with affiliated governing bodies/ awarding organisations, which we have a relationship with, in developing and maintaining a Quality Management System which is congruent with their requirements, which in turn allows for us to administer their courses and assessments.
- Ensure our technicians and staff are qualified, knowledgeable, and competent regarding the selling, servicing and calibration of equipment.

A handwritten signature in black ink that reads "Jono Sillar".

**General Manager**

**Date: 13/03/2023**