

Reynolds

Training Services

POLICY NAME	Quality Policy			POLICY NUMBER	Po-002-RTS
EFFECTIVE DATE	November 2023	NEXT REVISION	November 2023	VERSION NUMBER	1.2




VERSION HISTORY				
VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
1	John Reynolds	January 2020	Policy Implemented	John Reynolds
1	John Reynolds	January 2021	Annual Review – No Changes	Andrew Reynolds
1.1	John Reynolds	April 2021	Addition of Apprentice/Learners	Andrew Reynolds
1.1	John Reynolds	January 2022	Annual Review – No Changes	Andrew Reynolds
1.2	John Reynolds	November 2022	Logos Updated	Andrew Reynolds
1.2	John Reynolds	November 2023	Annual Review – No changes	Andrew Reynolds

Approved by: John Reynolds
Position: Managing Director
Date: 15th November 2023

Registered Office Address: Reynolds Training Services Ltd. Technical Training Centre, Kiln Lane, Redwood Park Estate, North East Lincolnshire, DN41 8TH

APPROVAL

The signatures below certify that this quality policy has been authorised and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Andrew Reynolds		Centre Manager	04-01-2021
Reviewed by	John Reynolds		Company Director	04-01-2021
Approved by	John Reynolds		Company Director	04-01-2021

AMENDMENT RECORD

This quality policy is reviewed to ensure its continuing relevance to the systems and process that it describes and a record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
3	Addition of Apprentice/Learners	1	April 2021
Throughout	Logos updated	1.2	November 2022

COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision.

1 Quality Policy

1.1 Purpose

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top management ensures that our policies are established and documented, and that the policies are available to all interested parties via our website.

1.2 Scope

The quality policy is communicated to all employees at all levels throughout our organisation via training and regular internal communications. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

1.3 Quality Policy Statement

1.3.1 General

Reynolds Training Services is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

1.3.2 Our People

Reynolds Training Services is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home.

Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. We are committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

Reynolds Training Services recognises its responsibilities with regard to ensuring the welfare of our employees and preventing accidents in its operations. All necessary steps are taken to ensure the health and safety of employees and contractors wherever they may be working. All accidents and near misses are investigated to prevent reoccurrence.

Competencies and the attitudes of individuals and teams will be developed to support safe and healthy working conditions, protecting the environment and preserving our organisation's assets.

The competency of contractors and subcontractors will be confirmed through contractual requirements and monitored through audits and inspections. Client contractors' competencies will be assessed prior to and upon arrival at our facility.

1.3.3 Our Customers

We aim to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests.

1.3.4 Our Apprentices

We aim to provide and exceed Apprentice expectations for quality of education, care and safety. Our obligation is to proactively seek out and define Apprentice needs while addressing all requests.

1.3.5 Our Community

[Reynolds Training Services](#) is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers.

We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

1.3.6 Our Quality

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business.

[Reynolds Training Services](#) is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our QMS;

[Reynolds Training Services](#) will ensure that our quality management system and processes are effective and improved through a comprehensive compliance monitoring program. Audits will consider facilities, systems, equipment, contractors and sub-contractors. All follow-up and action points will be tracked via relevant KPIs and associated documents.