

# Company Policy & Operating Procedure

## JT/QP - Quality Policy

### Definitions

**“The Company”** or **“Job&Talent”** means Jobandtalent UK Ltd incorporating Jobandtalent Works Ltd, Single Resource Ltd, Extra Personnel Ltd and Extra Personnel Automotive Ltd.

**“Staff/Employees”** means all individuals employed by Job&Talent.

**“Workers”** means all workers engaged by Jobandtalent Works Ltd, Single Resource Ltd, Extra Personnel Ltd and Extra Personnel Automotive Ltd as detailed in their Terms of Engagement.

### Policy

The Company's placement services are designed to meet the immediate needs of client requirements, adhere to our established policies and procedures, and satisfy the expectations of temporary workers by ensuring their wellbeing, upholding ethical business practices, and protecting worker rights, while also addressing the issue of modern slavery. Additionally, the Company ensures compliance with all statutory and regulatory requirements.

Top Management is responsible for the implementation of our Quality Management System and for achieving and maintaining our ISO 9001:2015 certification. The scope of our Quality Management System covers all activities within our IMS Scope Statement and we are committed to:

1. Develop and improve our Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of:
  - a. Quality, specification and integrity
  - b. Customer satisfaction
  - c. Supplier performance
  - d. Risk management
  - e. Work ethics and best practices

The Company has a continuing commitment to:

1. Reviewing the internal and external issues affecting our Quality Management System, and the needs and expectations of interested parties.
2. Ensuring that our customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
3. Communicating the importance of meeting the customer needs and all relevant statutory and regulatory requirements to the organisation.

4. Training of all internal employees in regards to the responsibilities and requirements of the Quality Management System, including Top Management.
5. Establishing this Quality Policy and our ongoing Quality Objectives.
6. Ensuring that Management Reviews not only set, but review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
7. Ensuring the availability of resources in order to achieve the objectives laid out above.

The Company will comply with all relevant statutory and regulatory requirements, constantly monitor quality performance against objectives, and implement improvements when appropriate.

All staff will understand and abide by the requirements of the Quality Management System as defined within our internal Quality Procedures. All Quality Procedures will be subject to review to ensure they are applicable and appropriate, and all amendments will be communicated to staff.

Copies of this Quality Policy are made available to all members of staff, and any relevant interested parties, along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

The Chief Executive Officer is fully responsible and accountable for the operation of the Company and its practices. This includes the creation and dissemination of policies throughout the Group. The Chief Executive Officer authorises the following people to carry out this task on behalf of the Company:

- Head of People
- Head of Compliance
- Commercial Directors

The Chief Executive Officer may amend this approved list from time to time (based on staff transfers or promotions) by providing written authorisation via email.

The above personnel are also authorised to represent the business at meetings, such as Gangmaster Labour Abuse Authority, Association of Labour Providers, Recruitment and Employment Confederation and any other official meetings including with all Government Agencies.

## **Monitor and Review**

The Compliance department will review this policy periodically to ensure relevance and suitability for use.

## **Approval/authorisation**

Signed:



Andrew Small

Country Manager

Date: 03/02/2026