


<b>Working at Height Group – Integrated Management System Manual</b>		<b>Version: 1</b> <b>Date: 01/06/2021</b> Review Annually <b>Document Status:</b> <b>Current</b>	<b>Doc No:</b> <b>4.1.1.</b>
<b>Quality Policy Management Statement</b>	<b>Author &amp; Approval:</b> Adrian Mc Mahon	No of Page's: 2	

**1.4 Quality Policy Statement** Working at Height Group is committed to providing the highest quality of service to its customers in the fields of training, equipment supply, safety consultancy and inspections. It will be consistent with sound economic practice that will ensure client satisfaction and the Company's leadership in its field. Our services must meet the needs of our customers and Quality of service within the Business is considered the responsibility of each and every person involved with the Business. Our aim is to achieve continual improvement using a framework of established and reviewed objectives to cover the following:

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business: -

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints
8. Company charter to maintain high standards and quality
9. Operating procedures in line with Quality Management system to ensure clear process of all jobs.
10. All quality systems will apply to Working at Height Group and its associate partners.

**Quality Policy Statement relating explicitly to Training Standards:**

Working at Height Group - Academy will ensure all aspects of its Quality Policy apply to its Provision of Training. The provision will be made against the standards set out in:

1. ISO 9001 Quality Management Systems V5 - 15<sup>th</sup> September 2015.
2. ISO 45001 Occupational Health & Safety Management Systems 2018 V1 – March 2018
3. The GWO Criteria for Training Providers V14 – 4<sup>th</sup> December 2023
4. The GWO BST Standards Version 17 - 23<sup>rd</sup> May 2023
5. The QQI Code of Practice for provision of programs of Education and Training to National & International Learners - July 2015
  - a. Training Delivery and Evaluation 6N3326
  - b. QQI Level 6 Instructing Manual Handling 6N0233
6. PHECC Code of Professional Conduct & Ethics V2 – October 2017
  - a. CFR, CPG 2021 Edition
  - b. FAR, CPG 2023 Edition
7. BS EN 8454: 2006, Code of practice for the delivery of training and education for work at height and rescue.
8. SPRAT, Rope Access Certification Requirements
9. HIS, Training Administration Manual V23 – 29<sup>th</sup> April 2022
  - a. Adult First Aid | CPR & AED V9 2021
  - b. High Performance First Aid V1 2016

By a systematic Management system including a quality policy which will ensure full implementation of the all standards and continual maintenance, audit and improvement where required to ensure quality delivery of that standard.

The Quality Management System is developed within an Integrated Management System to reflect the above and looks to follow the compliance within ISO 9001-2008, OHSAS 18001-2007,(now certified to 9001/18001) ISO 14001-2004 with a view to becoming certified by in these areas; and additional to other regulations and legislation affecting the Business such as HSA, HSE, EU-OSHA, OSHA and EN & ASNI regulations in the USA & the EU. This document is reviewed on an annual basis.

Adrian Mc Mahon

Company Director

06/2021

<b>Document amendments or reviews</b>				
Issue Level	Page No(s)	Date	Brief details of amendment(s) to procedure	CPN No.
1	2	01/06/2023	First Issue Adrian McMahan	-
2				
3				
4				
5				
6				
7				
8				