

Quality Policy Statement

ETT's Quality Policy Statement is based on the following fundamental principles:

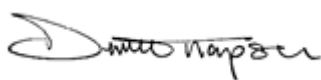
- Client focus - As an organisation, we have made a commitment to understand our current and future clients' needs, meet their requirements and where possible exceed their expectations.
- Leadership - We are committed to creating and maintaining a working environment where people become fully involved in achieving our objectives.
- Engagement of people - We recognise that people are at the core of any good business and that their full involvement enables their abilities to be used for our benefit.
- Process approach - We understand that desired results are achieved more efficiently when activities and related resources are managed as processes or a series of interconnected processes.
- Continual Improvement - We are committed to continual improvement of all aspects of our Quality Management System. This includes making evidence-based decisions relating to our quality system following an analysis of relevant data, information and feedback.

We are committed to implementing, maintaining and continually assessing operational systems and processes in line with the ISO 9001:2015 Quality Management System (QMS).

The QMS aims to:

- Meet the requirements of interested parties and our social, environmental, charitable, regulatory, and legislative responsibilities.
- Provide the necessary resources and ensure that responsibilities and authorities are determined and communicated throughout the organisation.
- Establish business and quality objectives, which are reviewed periodically through the management review process.
- Ensure that the QMS remains effective in achieving business and quality objectives, conforming to the requirements of the ISO 9001:2015 Standard.
- Seek structured feedback from clients and carry out actions in accordance with stated methods and client requirements.
- Assess opportunities for continual improvement.

ETT has implemented an internal audit program to ensure that the ongoing suitability and conformity of the QMS is maintained. The QMS has the full support of the Board of Employers, its management and staff.



D A Thompson
Chief Executive
Date: 03/01/2020