



GEM Compliance Training

First Class First Aid & Safety Training

Quality Policy Statement

GEM Compliance Training Limited was incorporated in January 2015 to provide First Aid & Health and Safety training and consultancy for various businesses and individuals. We are now a leading First Aid & Health and Safety training provider established in Yorkshire, Humberside and Lancashire. Our Head office is based in Bradford, West Yorkshire. We have nine employees and work in close association with a wide range of specialist trainers to provide our customers with a one stop shop solution for training and consultancy.

Quality is very important to our business and our training services because we value our customers and endeavour to go the extra mile. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established an internal Quality Management System which provides a framework for measuring and improving our performance.

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:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Training and development for our employees
- Regular audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of customer feedback and complaints
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

Our internal procedures are reviewed regularly and are held in a secure cloud platform along with our internal policies, procedures and risk assessments.

This policy is located in a secure cloud platform which is accessible to all members of GEM Compliance Training staff. The details of this file location can also be found in the Employee Handbook.

Although the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.

Copies of the minutes of Management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Systems in place.

The Quality Policy is updated regularly in order to ensure its continuing suitability.

Review Date: February 2024

This policy has been approved & authorised by:

Name: Gavin Milligan
Position: Managing Director
Date: 01/02/2023
Signature:



Revisions

| Version | Date Created | By | Reason for change |
|---------|-------------------------------|----------------|-------------------|
| 1 | 1 st February 2023 | Gavin Milligan | New document |
| 2 | | Gavin Milligan | |