
QUALITY POLICY

The quality policy of Day Webster Group (“**DWG**”) is based on customer satisfaction. DWG’s purpose is to provide candidates to Healthcare organisations, Care providers and private individuals to minimise gaps in staffing. In all aspects of the operating business we strive to achieve quality by providing high levels of customer service with an aim to enhance the quality of all our interested parties’ day to day lives. DWG strives to provide services that exceed our customers requirements, that results in customer satisfaction and continuous development of dependable external provider base. We look to continuously improve our quality management system to attain the business objectives of the company and are committed to continuously improve quality and our quality management system.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

It is the policy of the company to maintain a quality system designed to meet the requirements of EN ISO 9001:2015 in pursuit of DWG’s primary objectives including;

- Increased customer satisfaction delivered through on time delivery of services and complaint free performance
 - Customer satisfaction is measured through client service reviews and candidate satisfaction surveys. Feedback provides a base for making improvements. The methods for obtaining feedback is reviewed annually. DWG seeks to always receive honest feedback, positive and negative, for all areas of the business.
- Increased employee proficiency and job satisfaction through awareness, training, and development programmes
 - DWG has a commitment to its employees to provide training delivered by experienced employees, either through 1-1 training or workshops, or through delivery of an external training. Feedback is obtained from employees on the quality of the training and workshops.
- Maximisation of company profits through elimination of quality problems and related costs

- Measured though reviewing operations and system developments. Feedback will be sought for any new system implemented.
- Consistent and ongoing regulatory compliance
 - DWG has a responsibility to ensure all its processes remain in line with regulatory compliance. Changes to compliance are communicated through the frameworks and legal updates through our legal services company. The Associate Director is responsible for compliance to employment law.
Audits confirm that DWG remains compliant.
- Continual improvement to the above stated goals

As part of its quality policy DWG has determined the following companies as Interested Parties;

- Clients, Including the NHS, Private healthcare organisations, Care Homes, and private individuals
- Candidates
- Internal Employees, covering all roles within DWG
- Framework Bodies
- Agencies supplying through our VMS or Neutral Vendor services

The relevant requirements of each interested party are documented, monitored and reviewed on a quarterly basis.

Senior management within DWG drive the quality system and are responsible for its operation, control and review.

Top Management in DWG:

Scott Lane – Sales Director

Rebecca Howell– Associate Director

Natalie Alexander – Financial Controller

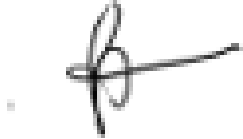
Darren Birch – Associate Director

Julia Silver – Head of Compliance

James Law- Head of Technology, Training, Implementation and Efficiency

Senior management will review the quality system continuously and are responsible for communication upwards, downwards and horizontally, focusing on the main business objectives and strategies.

The requirements of the company's quality system are mandatory, and all company personnel have a responsibility and obligation towards it.

A handwritten signature in black ink, appearing to be 'Scott Lane', with a stylized, flowing script.

Scott Lane
Company Director