

QUALITY MANAGEMENT POLICY & PROCEDURES

Policy Statement

The Quality management system (QMS) in ruhani construction refers to quality planning, quality assurances, quality control. The main goal of ruhani construction is to ensure that construction projects a successfully completed within the constraints of best quality, stated period as minimum possible cost.

We provide the following services on all over india basis:

- Quality policies
- Quality objectives (clear & measurable)
- Requirement standards (ISO accreditations etc.)
- Other statutory and legal requirements

Scope of the Quality Policy

This policy applies to all aspects of the company's processes. All employees are required to comply with this policy when conducting day-to-day operational processes.

Professional Memberships

Ruhani construction holds the following professional memberships and operates according to all of their relevant codes, practices and standards: •Corporate Member of the Recruitment & Employment Confederation (REC)

Quality Assurance

Ruhani construction is committed to:

- Developing effective and compliant processes and procedures.
- Measuring and continually improving processes and procedures.
- Enhancing Client and Candidate satisfaction.

Authority & Responsibilities

The Recruitment Manager is ultimately responsible for quality but all employees are expected to be responsible for the quality of the service within their direct responsibility.

Company Policies & Processes

A key element of the company's Quality Management System is the requirement to comply with our documented company policies and procedures which include:

- Business Continuity Policy & Disaster Recovery Plan
- Complaints & Escalation Procedure
- Candidate Registration Process
- Candidate Reference Process
- Candidate Placement Process
- Environmental Policy & Environmental Management Programme
- Equality & Diversity Policy
- Telephone, Internet & Email Policy
- Grievance & Disciplinary Procedure
- Immigration & Visa Status Policy
- Information & Data Security Policy

The Candidate Selection Process

It is our company policy to pre-screen & pre-reference all prospective Candidates prior to submitting them to our Clients. Candidates to be interviewed face-to-face where possible, (if not possible, a telephone interview must take place) by a suitably trained and experienced member of the recruitment team. This is to ensure that the Candidate is suitable for the position applied for and that they meet the requirements of the relevant job specification. All audit feedback will be made available to Client.

As part of our selection process we carry out the following:

- At least two satisfactory references must be obtained prior to commencement of work
- References must relate to at least the previous two years and are not acceptable from relatives or family
- The contractor will validate all necessary qualifications to which a copy will be obtained and can be provided to the Client upon request
- Temporary workers and contractors must be eligible to work in the United Kingdom. Eligibility to work in the UK must be confirmed with original copies of the appropriate documentation before submission of a temporary worker or contractor.

Appropriate documentation means a copy of the documents listed by the Home Office guidance as being acceptable for the purposes of claiming a defence against a breach of section 8 of the Asylum and Immigration Act 1996.

- Criminal Records Bureau (CRB) checks will be obtained where requested by the Client at the point of vacancy registration.

As a minimum the Candidate is asked to advise Cotleigh Engineering of any unspent criminal convictions held

- Cotleigh Engineering will undertake all the relevant checks to ensure the suitability of each temporary worker submitted, and all relevant checks and proofs must be in place before a temporary worker is placed on assignment with the Client.

These will be held by ruhani construction and the Contractor.

Candidate Management Process

We recognise the importance of treating Candidates appropriately throughout the recruitment process so that irrespective of whether they are placed with the Client, they retain a lasting positive impression of both ruhani construction and the Client.

This includes:

- Provision of accurate briefing regarding the vacancy
- Promoting the Client's employment brand proactively and accurately
- Managing their expectations throughout the process in terms of timescales Our Consultants provide the Candidate with a full job briefing both verbally and in writing, gaining their commitment to the role prior to submission.

Remuneration is discussed with Candidates prior to submitting a CV to the Client to avoid unnecessary negotiations at the point of job offer. In the event of a Candidate's expectation being above that outlined by the Client, we will advise the Client prior to submitting the Candidates details and act accordingly.

It is our aim to give feedback to our Candidates within two working days of submission and one working day of interview. If the Client does not choose to proceed following interview, we will ask for constructive feedback to relay to the Candidate. It is important that feedback remains constructive, as the Candidate may be suitable for other vacancies within the Client's organisation or even be or become a customer of the Client.

Client Reviews & Feedback

Levels of Client satisfaction will be monitored and reviewed on a quarterly basis in order to identify trends and opportunities for continuous improvement. Client satisfaction will be measured using the following processes:

- First day calls made to the Client on the first day of every new assignment for temporary workers / contractors and on the start date of each permanent placement to ensure that the Candidates have arrived punctually and are settling in.
- End of week calls made to the Client at the end of the first week of the assignment for temporary workers / contractors and once the first week of work has been completed by Candidates who have been permanently placed to confirm performance

is meeting the Client's expectations. These calls also enable Cotleigh Engineering to identify and resolve any issues at an early stage.

- Ongoing communication with the Client to confirm that performance continues to meet the anticipated standards.
- End of probationary period calls to ensure that permanently placed Candidates continue to perform to the required standards and that they have completed their probationary period successfully.

- Formal service review visits scheduled at a frequency to be agreed with the Client.

The above calls / visits will be logged on the company's bespoke database and feedback obtained from this process will be recorded and reviewed on a quarterly basis in order to support continuous improvement.

Candidate Feedback

Candidate feedback calls will reflect the Client calling / visit schedule detailed above for Clients to ensure that each Candidate is settling in to the new assignment / job successfully and that any problems or issues are identified and resolved quickly.

Candidates are encouraged to visit the company's offices to build relationships with staff and provide constructive feedback and suggestions.

Staff Feedback

Ruhani construction will ensure that all staff are involved in the process of evaluation and planning for improvements based upon feedback from questionnaires, reviews, monitoring, complaints or comments. Staff feedback will be secured through:

- Weekly staff meeting to review the preceding week's performance and share any relevant information and updates.
- Monthly review meetings with Line Managers which will follow an agreed agenda including reviewing performance against set targets / objectives for the period, identifying any support required by staff members and setting targets / objectives for the forthcoming period.

These will include discussion with the staff member regarding training needs and agreeing measurable targets / objectives for the forthcoming year. Appraisals are a two-way process where staff are encouraged to share their views and identify the support and training that they require to achieve their targets and objectives as well as receiving feedback from Line Managers.

The above review process is designed to support succession planning, talent management and career development.

Complaints Process

The bulk of service issues will be raised and dealt with operationally on a day-to-day basis, however there may be occasions when a particular issue needs to be raised and handled formally. Formal complaints will be logged, recorded and resolved using the formal complaints and escalation procedure. The outcome of all formal complaints will be analysed and reviewed on a quarterly basis to identify any trends and to inform the company's continuous improvement process.

Communication of Quality Processes & Training

Ruhani construction is committed to providing relevant training to all staff to maximize their ability to undertake their assigned activities effectively.

On commencement of their job, new employees will undertake a full induction to the company and training that is specific to the requirements of their role. This induction will be organised and implemented by the line Managers. All staff training is evaluated and recorded in line with the company's training and development policy.

Review

Our quality policy including all associated company policies are reviewed annually.