

Quality Charter

Principle is committed to delivering a first class, proactive and personalised service that helps our clients to grow their business.

With robust quality assurance policies, procedures and processes in place, we must ensure together that all jobs are delivered to an excellent standard, putting our customers at the forefront of everything we do.

As part of our network of approved partners, we would ask you to read our Quality Policy* and support our pledge to continuous improvement by signing up to the following commitments:

QUALITY COMMITMENTS	
We understand our risks	We understand the risks associated with our offering and have implemented appropriate mechanisms to assure a first class service to Principle
General Commitment	We are committed to providing a quality service/product to Principle, ensuring that we achieve our aim of delivering our service/product right first time. Our Senior Managers will lead our approach ensuring that we have the arrangements in place to achieve our aims
Systems	We have arrangements in place to understand customer requirements and how we will deliver the service/product.
Working Environment	We have provided the right working environment to provide satisfactory products and service
We are trained and competent	Our employees are appropriately trained and competent with the necessary industry expertise to carry out their role
Sub-contracting	We will not sub-contract any service further down the supply chain without the written approval from Principle, as we understand that this introduces additional risk We shall evaluate our suppliers prior to any order being placed to ensure they can meet our specifications and support our commitment to supplying high quality products
Management of Sub-contractors	Following approval to use sub-contractors, we fully understand the additional controls that need to be implemented. We will regularly liaise with Principle to give assurance that the works are being managed to your expectations
Service / Product	We have suitable arrangements in place to ensure materials are handled correctly to safeguard the original quality and are undamaged by any handling operations
Storage	We have suitable storage conditions to maintain the integrity of product and high quality wrapping is used to preserve the materials both in storage and during transport
We do not complete a job without checking it meets requirements	We have arrangements in place to check/inspect our service/product on completion to confirm that it meets your requirements. Appropriate corrective action will be taken to prevent re-visits or making products good. Suitable records will be kept of these checks

*A copy of Principle Policy Statement can be found in the 'Way We Work' section of the 360 portal under the heading of 'Help'

QUALITY COMMITMENTS

We will resolve issues when something goes wrong	By understanding our risks and responsibilities, we have appropriate arrangements in place to resolve issues such as faulty items/materials or a service that has not been completed to your requirements. <ul style="list-style-type: none"> • We understand that by putting things right we have not achieved our commitment to you to 'get things right first time' and this will be at our cost • We shall take appropriate action to assess the magnitude of the problem and report immediately to Principle
We will keep records	We will maintain adequate internal records to ensure compliance with our obligations. In the event of any pending or threatened legal or regulatory proceeding we will not destroy any relevant records
We fully support audit and inspection	We agree to periodic audits and inspections as we understand the importance of working together to identify areas that require improvement. We shall work with Principle to ensure that root causes of non-conforming service/product is understood so we can continually improve our offering
We fully support continuous improvement	Only by reviewing our performance and sharing information can we continue to improve and share best practice

We accept and agree to work to this charter and we will communicate it to our employees

Name	
Signed	
Position	
Date	