



Quality Policy Statement

Company Policy No: 38

Company: Direct Healthcare 24 t/a Little Steps Staffing Ltd

Issue No: 2

Revision Date: April 2026

Review Date: April 2027

Quality Policy Statement

Philosophy

To provide solutions to customers' strategic and business problems through the effective application of the knowledge and experience of our people.

Policy

In order to maintain our reputation as a supplier of quality staff, comprising permanent and contract staff, we intend to work actively towards the following:

- To ensure that the services we supply are to the clients required specification and expectations.
- to produce and maintain a Management System that will promote sound quality practice as part of our normal business process and promote continuous improvement in all areas of the business.
- To establish Objectives that are key to meeting client's requirements, statutory & regulatory obligations and promote continuous improvement in all areas of the business. Regularly review the Objectives to ensure they continue to represent how client's requirements and Company obligations will be fulfilled and improved.
- To provide an organisation structure, definitions of responsibility, resources and methods which ensure our capability to meet Objectives and Obligations.
- To encourage personal commitment of all staff to address quality as part of their professional skills, and to initiate continuous improvement.
- To ensure our people fully understand their role and how their actions impact on the service we provide our clients and ultimately the success of our company.

Quality is a process of continual improvement and, as such, the way we manage our operations will develop in line with changes in our activities and markets.

The quality of the services we supply, together with our reputation depend upon the everyday actions of our employees. Ensuring the awareness of all employees of quality issues is a key objective of our management team.

Signed:



Date: April 2026

Chris Coyle, Director