

LEEPS Ltd was established in 2014 to provide a range of electrical safety management and training services as part of our objective to eliminate high voltage electrical accidents within the Railway Industry.

To achieve our objectives, we strive to work towards the following aims:

- To implement the electrical lifesaving rules such that the safety benefit is realised without performance and financial penalty.
- To improve the knowledge, skills and risk assessment capabilities of staff involved in the planning of and execution of electrical safe systems of work.
- To understand our clients' needs and deliver bespoke training courses.
- To assist organisations in optimising their leadership capabilities, productivity and employee satisfaction.
- To share our desire to support organisations to improve workplace wellbeing and by promoting a greater awareness and understanding of mental health.
- To offer a professional service through resources which are drawn from a pool of industry wide technical, safety and behavioural experts who all share our vision.

We are passionate about making a difference and use this driver to engage and inspire others, be that within the Railway safety sector or by assisting SMEs in culture, employee engagement and mental health behaviour change. We are continuously looking forward, adapting, innovating and improving. We believe in competition, transparency and high business ethical standards.

To ensure quality and standardization of delivery, LEEPS Ltd comply with both internal and external quality frameworks. To further support this, we have developed a quality management system in accordance with ISO 9001:2015.

- Ensure that we understand the needs of our customers in order to provide them with products or services that meet or exceed their expectations.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide relevant staff training, promoting a 'do it right first time' attitude towards quality.
- Ensure key stakeholders and sub-contractors that may be used in the delivery of our services also comply with our quality philosophy and company policies.
- Provide sufficient resources to ensure that we can operate to the documented management system, based on the principles of ISO9001:2015.
- Ensure that our quality management system provides a framework for the management and control of our activities for Quality, Environment and Health & Safety. It also assists in establishing and reviewing strategic objectives for the company.
- Ensure that all company policies and procedures have the full support of senior management.
- Monitor the effectiveness of our quality system by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.

We are committed to this policy and will operate a 'Plan-Do-Check-Act' approach to ensure our quality objectives, and all other compliance obligations, can be met to ensure the continual improvement of our quality management system.

This policy will be reviewed and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review.

This policy will be communicated to all personnel under our control to ensure they understand and fully implement our company's policies and objectives and are able to perform their duties effectively through an ongoing training and development, and a review of resource needs. It will be available to all relevant interested parties upon request.

**Signed:** *R J Sherrin*      **Robert Sherrin**, Managing Director

**Date:**            30.07.2020

