

**THINKING  
LABOUR?  
THINK CENTUM**

**QUALITY  
MANAGEMENT  
POLICY &  
PROCEDURES**

## Policy Statement

CENTUM (N.I.) LTD is an Irish-based company which primarily provides labour and labour solutions to clients wherever in the world they need it. Our clients are mostly main contractors who need us to help supplement their current workforce or provide the total labour for their project. Labour can be supplied on hourly or day rates supervised by our clients, or at a fixed-price contract where we supply our own supervision.

Our main focus is on clients with Commercial projects, Oil and Gas, Offshore and Industrial Plants. Centum meets the needs of these clients by providing skilled manual labour in a cost-effective, compliant and structured way. Our clients know we have the resources and know how to mobilise workers locally and internationally to fulfil their requirements.

Temporary, contract and interim recruitment services

Permanent and fixed term selection recruitment services Retained & executive recruitment services

We remain committed to maintaining a reputation for excellence in the recruitment industry by ensuring our consultants uphold our high standards throughout the recruitment process. This includes pre screening CV's, obtaining references and verification of qualifications along with statutory checks taking place prior to placing any Candidate with a Client.

Our objective is to provide experienced Candidates, capable of meeting Client specifications and requirements, compliant with prevailing legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures. We are committed to continuous improvement and have established effective & communicated procedures & processes which provide a framework for measuring and improving our performance.

It is the Company's intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

CENTUM (N.I.) LTD's approach to quality is based on a number of fundamental principles.

1. Conforming to requirements, having identified very carefully the needs of our Clients, our applicants and our own systems.
2. Continually monitoring the Quality Management System to identify identifying potential risks/errors in our systems, processes and documentation and implementing the necessary preventative or corrective actions to ensure continuing compliance with legislation and best practice.
3. Ensuring quality of service provision is based on the principle of everyone understanding how to do their job to the standard required, and doing it right first time.
4. A 360 degree service review process that encourages and uses feedback from our staff, our Clients and our Candidates to continuously improve our services and provide recognition where appropriate for a job well done.

These principles are attained by:

Providing dedicated consultants who are experts in their specialist market.

Treating every vacancy as a priority and ensuring that our Clients need only select suitably qualified, pre-referenced and high calibre Candidates. Regular gathering and monitoring of Client and Candidate feedback, including complaints, and logging it on the appropriate system.

Training of staff through in-house training programs and in conjunction with carefully selected external providers.

## 2. QUALITY MANAGEMENT POLICY & PROCEDURES

Regular management reviews with all staff, including support staff.

Clear internal communication through a streamlined management reporting structure.

Continual training on recent legislative guidelines. Right to work, legal documentation ie passports, Payroll services such as NI and alternative documentation. Collection and storage of relevant qualifications.

Ensuring that staff maintain awareness and receive appropriate training with respect to relevant changes to employment legislation which affect the delivery of our services.

To ensure that our approach to quality is successfully implemented, staff will be responsible for identifying Client and Candidate requirements and to ensure that correct procedures are adhered to in order to meet those requirements. The

company's Senior Management Team is responsible for maintaining quality standards through conducting regular performance reviews / appraisals and providing training in line with staff needs. The company's Senior Management Team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognize good service.

The Managing Director is responsible for determining, setting and monitoring targets and objectives that relate to the quality management systems so as to promote a culture of continuous improvement within the company and ensure that quality requirements are met

The quality principles and related targets/ objectives will be communicated to staff through day-to-day management, formal monthly review meetings and annual appraisals. Training will also be an integral part of the strategy to achieve quality policy objectives.

### **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**

CENTUM (N.I.) LTD is a professional member of the following organisations:-North East Process Industry Cluster (NEPIC) NOF Energy

### **Quality Assurance**

CENTUM (N.I.) LTD 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 Managing Director 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 Program  
Equality & Diversity Policy

Telephone, Internet & Email Policy  
Grievance & Disciplinary Procedure  
Immigration & Visa Status Policy

Information & Data Security Policy

### **Candidate Selection Process**

It is our company policy to pre-screen & pre-reference all prospective Temporary Workers prior to submitting them to our Clients.

Candidates are interviewed face-to-face where possible, (where this is not possible, a detailed 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 one verbal or written 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 / temporary worker will produce all necessary qualifications of which a copy will be obtained and can be provided to the Client upon request All Temporary, Contract and Permanent candidates 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 defense against a breach of section 8 of the Asylum and Immigration Act 1996. Criminal Records Bureau (CRB) checks will be obtained (where the work is of a nature

that requires it) and it is requested by the Client at the point of vacancy registration. As a minimum the Candidate is asked to advise CENTUM (N.I.) LTD of any unspent criminal convictions held CENTUM (N.I.) LTD 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 CENTUM (N.I.) LTD and the Contractor.

### **Candidate Management Process**

We recognize 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 CENTUM (N.I.) LTD 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

## **4. QUALITY MANAGEMENT POLICY & PROCEDURES**

remains constructive, as the Candidate may be suitable for other vacancies within the Client's organization or even be or become a customer of the Client.

**Michael McGlone**  
**Director - CENTUM (N.I.) LTD**  
**03/02/2019**

A handwritten signature in black ink, appearing to be 'M. McGlone', written over a horizontal line.