

# QUALITY MANAGEMENT POLICY & PROCEDURES

## Policy Statement

Nano Eco Group Limited specialises in the manufacturing and application of chemical nanotechnology protection systems along with environmental impact solutions since 2007. We provide the following services on a worldwide basis:

- Automotive paint protection
- Marine and aviation drag reduction coatings
- Medical coatings
- Petrochemical(oil and gas) protection coatings
- Manufacturing and distributing of thin films(TPU)and coatings
- Building worldwide applicator networks for coatings applicators

We remain committed to maintaining a reputation for excellence in the commercial coatings industry by ensuring our products, staff and applicator operatives uphold our high standards throughout the process. This includes pre screening of all staff, applicators, obtaining references and verification of qualifications and insurances along with statutory checks taking place prior to accepting any staff member or application operative on to our networks.

Our objective is to provide results, 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 provides a framework for measuring and improving our performance.

Although Nano Eco Group Limited does not currently hold an ISO or equivalent quality accreditation, we do meet all applicable statutory regulations and maintain an effective Quality Management System supported and operated by all members of the staff in order to achieve the specified objectives.

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.

Nano Eco Group's approach to quality is based on four fundamental principles;

1. Conforming to requirements, having identified very carefully the needs of our clients, our applications and our own systems.
2. A system that focuses on identifying potential risks/errors in our systems, processes and documentation; and putting in place the necessary preventative actions/contingencies 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 and clients to continuously improve our service 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 project as a priority and ensuring that our clients need only select
- Regular gathering and monitoring of client feedback, including complaints, via a formal complaints procedure.
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers.
- Regular management reviews with all staff, including support staff and subcontractors.
- Clear internal communication through a streamlined management reporting structure.
- An annual, thorough internal and external audit programme.
- Awareness and training as appropriate in relevant changes to employment legislation which affect the delivery of our services and products.

To ensure that our approach to quality is successfully implemented, staff will be responsible for identifying client requirements and to ensure that correct procedures are adhered to in order to meet those requirements. The company's 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 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 recognise good service.

Targets/objectives to ensure that quality requirements are met and that continual improvement is achieved will be set, determined and monitored by the management.

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.

### **Quality Assurance**

Nano Eco Group Limited is committed to:

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

### **Authority & Responsibilities**

The 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
- Environmental Policy & Environmental Management Programme
- Equality & Diversity Policy
- Grievance & Disciplinary Procedure
- Immigration & Visa Status Policy
- Information & Data Security Policy

## **Minimum Operational Standards**

As a minimum, Nano Eco Group Limited will operate to the following standards:

- Projects will be completed by a suitably trained application team using our standard procedures to ensure that all relevant information is gathered.
- We will provide our terms of business and clearly specify our fees prior to commencing work with a new client.
- Agree communication channels and timescales for each project with the client and adhere to these.
- Ensure all temporary workers / contractors are aware of their statutory rights at the point of registration.
- Ensure that all information is taken and stored at the appropriate times and copies are available at the request of the client.
- Inform the client of any changes to the project or project terms within 24hrs
- Ensure all new employees complete the standard company induction training (including training on company policies and procedures) within 4 weeks of commencing their role with Nano Eco Group and its partners.
- Provide regular staff training and development via approved training providers, internal workshops and the company's appraisal system.
- Monitoring of temporary / contract assignments, permanent placements and staff / company performance in line with the timescales and processes detailed in the feedback sections below.
- Compliance with the Conduct of Employment Agencies and Employment Businesses Regulations 2003 and all other relevant legislation and regulations.
- Remain up to date with current legislation and communicate legislative and regulatory changes to staff via work based seminars.
- Maintenance of all contractual process documentation in line with current legislation and best practice.
- To meet the minimum requirements of any client.

## **Management Reviews & Internal Audits**

The Recruitment Manager conducts two internal quality audits per annum. The internal audits ensure that Nano Eco Group's management and staff:

- Adhere to company, legislative, regulatory and client specific procedures.
- Maximise the effectiveness of service delivered to clients.

Internal audit documents will clearly identify the content of the audit and how the results will be determined and monitored. Further to the completion of the audit, the audit report will be issued, complete with any corrective actions that are required. It is imperative that the corrective actions are completed within the agreed timescale. The outcomes of audits together with any corrective action will be shared with staff to support continuous improvement and compliance.

All internal audits will be documented and relevant audit documentation will be available for inspection by an authorised representative of Nano Eco Group's clients. All audit reports will be kept in the company audit file.

In addition to the above, themed and spot check audits will take place intermittently throughout the year and these will focus on the specific areas of the operation.

The manager has the overall accountability for quality and the audit process and will be responsible for reporting results to the board of directors.

## **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 project.
- End of week calls made to the client at the end of the first week of the project. These calls also enable Nano Eco Group 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.
- 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 database and feedback obtained from this process will be recorded and reviewed on a quarterly basis in order to support continuous improvement.

## **Staff Feedback**

Nano Eco Group Limited will ensure that all staff are involved in the process of evaluation and planning for improvements based upon feedback from questionnaires, reviews, monitoring, complaints and/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 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.
- Formal annual appraisals designed to provide an objective view of performance. 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 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**

Nano Eco Group Limited is committed to providing relevant training to all staff to maximise 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 managers.

Ongoing training needs will be identified by managers through the company's review and appraisal process detailed previously, taking into account each individual's education, skills and experience. 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.