

INTRODUCTION

HT Services is committed to a culture of continuous improvement, striving for excellence in all aspects of our operations. This policy outlines our commitment and provides a framework for identifying, evaluating, and implementing opportunities for improvement.

By embracing a continuous improvement mindset, we aim to:

- Enhance Quality: Deliver products and services that consistently meet or exceed customer expectations.
- Increase Efficiency: Optimize processes to reduce waste and improve productivity.
- Boost Innovation: Foster a culture of creativity and innovation to drive growth and development.
- Strengthen Employee Engagement: Empower employees to contribute to improvement initiatives and recognize their contributions.

This policy applies to all workers at all levels within the organisation. It is our shared responsibility to identify areas for improvement, propose solutions, and implement changes that benefit our clients, fellow team members, and the organisation as a whole.

SCOPE

This policy applies to all employees, management, and other stakeholders and is enforceable across all areas of the business.

POLICY STATEMENT

HT Services is committed to the principles of continuous improvement in all areas of our work. The principles that support HT Services Continuous Improvement Policy are:

- Continuous improvement cycle: Continuous improvement processes are cyclical; the outcome of one process becomes the starting point for a further cycle through the process. HT Services are committed to promote a culture of continuous reflection and assessment within the organisation to proactively identify opportunities for improvement.
- Participation: Involvement of people from all areas of the business to be involved in the process of continuous improvement. By promoting continuous improvement as the responsibility of all workers, HT Services demonstrates the value of a collective voice in identifying, evaluating, and implementing opportunities for improvement.

In addition to the above, HT Services is committed to:

- Upholding the highest standards of integrity and ethical behaviour.
- Cultivating a work environment that promotes individual growth, teamwork, and innovation.
- Achieving mutual growth with our clients, staff, and suppliers.

PROCEDURES

The following procedures form part of the HT Services Continuous Improvement process.

SELF-ASSESSMENT

HT Services self-assessment processes are routinely undertaken. All workers are actively engaged where appropriate and their input is used to inform further stages of the continuous improvement process.

Monitoring (Observation and Review)

Regular internal monitoring activities include:

- Prioritising continuous improvement by ensuring it is listed as a standing agenda item in all relevant management and departmental meetings.
- Reviewing the outcomes of toolbox talks to identify opportunities for improvement.
- Regularly promote the availability and location of the Incident / Hazard reporting system to encourage all workers to report opportunities for improvement.

Facilitating Participation and Input

- Foster an environment where workers and suppliers can report any concern or grievance formally or anonymously.
- Encourage diversity in the Continuous Improvement team by ensuring representation from each section of the business.

IMPROVEMENTS AND EVALUATION

Developing Improvement Plans

When issues are identified, HT Services use a considered and collaborative process to encourage effective decision-making, including:

- Proactive response by making management decisions are made in a timely manner.
- Encouraging autonomy in decision making where the opportunity to make small changes can have an immediate and positive effect.
- Encourage feedback from suppliers at any opportunity.
- Bi-annual Continuous Improvement meetings to audit existing policies and procedures and identify opportunities for improvement.

Implementing and Monitoring Outcomes

- Encourage an action plan when an opportunity for improvement is identified, to ensure the appropriate people are tasked with implementing the required changes.
- Outline accountability checks and consequences where identified actions are not undertaken in a timely manner.

DOCUMENTATION AND REVIEW

Recording Issues and Actions

Continuous improvements are recorded in the Continuous Improvement Register.

When an area for improvement is identified, the person or people responsible for the relevant work area must start an entry in the Continuous Improvement Register and record:

- The date the issue/area for improvement was identified.
- A brief description of the issue/area for improvement.
- Any relevant standards or principles.
- If corrective actions have not been identified, the date by which a determination about such actions must be made and the person/people responsible for this.

When an improvement plan has been made, the person/people responsible must record:

- The actions to be taken.
- The person/people responsible for the actions.
- When the actions are to be completed.

When a relevant action has been completed, the person/people responsible must:

- Record the date of completion and any outcomes of the action.
- Inform the relevant manager who must review the entry and actions taken and,
 - if the actions are considered adequate, authorise the entry and set an appropriate date for a review of the issue, actions and outcomes, or
 - if the actions are determined to be inadequate, update the register and notify the responsible person/people of the need for further action.

REVIEW

This policy is approved by the Board of Directors and is reviewed annually to ensure its relevance and effectiveness.

This policy may be reviewed earlier where a change in legislation occurs or any other requirement to which the Company subscribes is identified as needing review to ensure the adequacy, suitability and continuing effectiveness of the policy.

AUTHORISATION

For any questions or concerns related to this policy, please contact the authorised person listed below.

This policy is authorised by:



Aaron Hawke
MANAGING DIRECTOR