



Green Giant Consulting Ltd

Quality Policy

GREEN GIANT CONSULTING is committed to providing the highest standards of service to all customers without exception.

Our policy is one of continuous improvement with focus on the following objectives: -

- Focusing on customer needs and expectations by delivering an impartial, confidential service aimed at exceeding their expectations.
- Understanding clearly the requirements of customers and establishing clear and unambiguous Terms of Reference and measurable objectives.
- Offering cross functional services and support targeted at providing tangible improvements in corporate performance and meeting commercial needs.
- Delivering high quality, value for money services at competitive rates using modern knowledge and techniques.
- Communicating honestly and promptly with our customers and offering advice and comment which can be substantiated and stand scrutiny.
- Ensuring that every employee and sub-contractor takes responsibility for customer satisfaction.
- Address dissatisfaction with corrective and preventative actions.
- Compliance with the relevant regulatory standards and requirements
- Ensuring that the standards of service delivery are maintained through assessment and accreditation with independent nationally recognised accreditation bodies
- Inspiring confidence and trust in customers, Regulatory bodies and Competent Authorities
- Ensuring that the client is offered the opportunity of giving feedback at the conclusion of an assignment and that such feedback is acted upon where necessary.

Health and Safety Policy

GREEN GIANT CONSULTING is committed to ensuring:

- the health, safety and welfare of all our staff and others who work under our control;
- the safety of the general public who interact in any way with our organisation;
- that the way in which we develop our undertaking contributes to the well-being of the community at large;

In order to meet these aims we shall:

- keep up to date with best practice in relation to health and safety and comply with all relevant legislation and authoritative guidance;
- ensure, so far as is reasonably practicable, those who undertake work on our behalf apply the highest standards of health and safety for their employees and the community in general;
- co-operate actively with local authorities, statutory bodies and public services in the interests of public safety and the safeguarding of the environment;
- maintain to a high standard any premises over which we have control;
- give a high priority to health and safety in all our operations;
- develop, implement and monitor health and safety regimes appropriate to our work;
- co-operate with, and monitor, the performance of contractors who work for us;
- provide the necessary resources to implement our policies and keep them up to date;
- consult with, and involve, our staff in matters affecting their health and safety;
- provide the necessary equipment PPE and training for the tasks to be performed;
- Where necessary supplement our in-house resources with external resources and enlist specialist support to keep our policies and procedures up to date if necessary.

The statutory duties placed on Green Giant Consulting and all our employees, sub-contractors and providers of services, are to be regarded as minimum standards. We aim to achieve best practice in terms of health and safety in all that we do.

Responsibility for the execution of this policy rests with the Directors of the company.

Social Media Policy

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content and does not interfere with your ability to do your job productively.

Employees, associates and delivery partners shall avoid making social media communication that could damage our business interests or reputation, even indirectly. Employees, associates and delivery partners who abuse this policy will be subject to the company's disciplinary process up to and including dismissal.