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QUALITY POLICY STATEMENT

Phehella was established in 2018 to provide quality assured training solutions skills to the engineering industry.

Quality is paramount to our business because we value our clients. We strive to provide our customers with training programmes which meet and even exceed their expectations. To do that, we have streamlined key processes and worked with industry experts to help us achieve the highest standards of operation. Our team members have been trained by industry experts in order to deliver the high-quality service to every single one of our clients.

We are committed to excellent service. To be able to deliver a service that better serves you, we have the following systems and procedures in place:

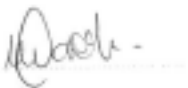
- regular gathering and monitoring of training evaluation feedback
- a client complaints procedure
- selection and performance monitoring of trainers against set criteria
- regular training content improvement and research
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, client feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees and partners.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is 01 February 2022.

Signed



Chief Executive Officer

Date: 01 Feb 2021