

# Quality Policy



RSR is committed to being a highly successful Principal Contractor, M&E Contractor, Data Installer and Interior Fit-Out Specialist. We aim to ensure that all products and services supplied to our clients consistently meet or exceed their expectations. We strive to meet the needs and requirements of our clients as effectively and efficiently as possible. RSR have implemented a QMS that has been certificated to the latest version of ISO 9001.

RSR commit to:

- Listening to clients carefully, to clearly identify their requirements.
- Communicating clearly and honestly with each other and with customers.
- Providing training to help with staff personal development and with the continual improvement of all company activities.
- Ensuring Quality is never knowingly compromised, at any level, during any process.
- Ensuring the words commitment, customer service and professionalism are fundamental to the company's vocabulary.
- Ensuring all employees understand that Quality in their work is vital and view the Quality System as a necessary and normal part of their employment.
- Setting realistic quality objectives for all operations.
- Satisfying all relevant legal and contractual obligations.

The directors ensure this policy is communicated to all employees and is subject to annual review due to the Company's commitment to the continual integration of improvements.

Signed

A handwritten signature in black ink, appearing to read 'S Birt', written over a light blue horizontal line.

Date: April 2020

Steve Birt, Managing Director

Approval Date:	April 2019	Approved By:	Steve Birt	Policy Number:	DEV002PY – Quality – Process & Development
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