



Quality Policy Statement

RPL Construction is fully committed to the provision of a quality service that meets or exceeds customer requirements and expectations.

We fully recognise the importance of achieving good standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business. We also recognise the need to continually strive for improvement and shall provide a framework for setting and reviewing objectives and measurable targets as part of the management review process

We shall comply with all legal and other requirements that apply to our business.

We also recognise the need to continually strive for improvement and shall provide a framework for setting and reviewing measurable objectives. This is achieved through the implementation of a quality management system that is UKAS accredited to BS EN ISO 9001:2008 Quality Management Systems.

We expect everyone working for us or on our behalf to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions laid down in this Policy Statement, the Management System and the Companies' quality arrangements.

The quality management processes aim to:

- Ensure that all employees are aware of this Policy Statement and the requirements of our Management System;
- Ensure that the Company complies with all applicable regulatory and other requirements;
- Set measurable objectives for continuous improvement;
- Measure and monitor customer satisfaction;
- Analyse the causes of any complaints and take appropriate action to prevent recurrence;
- Ensure the availability and competence of resources to meet the requirements of this Policy Statement;
- Provide the necessary infrastructure and work environment to meet the requirements of the Management System;
- Encourage all employees and subcontractors to identify problems and make suggestions to improve all aspects of our working practices;
- Monitor and measure the effectiveness of our business processes and company objectives through our management review and internal audit processes;

Everyone has responsibilities for quality as follows:



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- The Directors have the overall responsibility for quality management within the Organisation. The main responsibility being to ensure that all employees and subcontractors comply with the requirements of this Policy statement and the quality management systems;
- Each member of the management team is responsible for ensuring that due consideration is given to quality implications of any decision or proposal made in their respective area of responsibility;
- All employees are responsible for complying with this Policy statement and the quality management systems at all times;
- All employees and subcontractors must bring any quality related concerns or suggestions to the attention of RPL Construction through their line manager or the Safety, Health, Environmental & Quality Manager.

We recognise that the success of this Policy depends on the combined efforts of all employees and subcontractors and to this end will fully support anyone encountering difficulties complying with it.

This Policy will be reviewed annually, or sooner following experience or because of operational or organisational changes.

Signed on behalf of the Company:

A handwritten signature in black ink, appearing to read 'nl', is written over a horizontal line.

Nick Lamb

Operations Director

Date: March 2018

Next Review Date: March 2019