

## **QUALITY MANAGEMENT POLICY**

The RTC Group is a leading organisation, committed to “Setting the Standard” by creating a business and culture based on best practice.

In the “Pursuit of Excellence in Everything We Do”, the business strives to be the “first choice” of our customers by delivering products and services of uncompromising quality. As a provider of multi-disciplined services across the construction, building and facilities maintenance industry sectors we will achieve these objectives through dedication to our work and by our attitude towards our management systems and each other.

Our commitment is reinforced by the principles that:

- Customer satisfaction with our business solutions is a priority.
- We will pursue business solutions that optimise the potential and performance of our customer’s assets.

Consistent with this we shall:

- Emphasise a consultative and co-operative approach in all dealings.
- Provide business solutions that meet our customer needs.
- Ensure that our actions, practices and the products and services we supply conform to agreed specifications and applicable statutory requirements.
- Promote ownership and accountability by all stakeholders.
- Focus on customer feedback to drive improvements and change.
- Establish and monitor measurable objectives and targets so as to promote participation, innovation and continuous improvement.
- Work in accordance with our management systems and meet any additional customer requirements.
- Ensure our work practices demonstrate our commitment to quality, health and safety, the environment and to sustainable development.
- Encourage all employees and contractors to perform at their best.
- Engage business leaders to actively participate in quality improvement activities and to lead by example.
- Inform employees, contractors and visitors of their obligations regarding this policy.
- Submit our systems and work practices to external scrutiny through a third party.

All employees and contractors shall:

- Take pride in their workmanship and the delivery of their service.
- Represent themselves and the business in a professional manner.
- Meet their promises and actively consult and communicate with clients and other stakeholders.



Richard Claut  
Director  
20 Sept 2016