



## QUALITY POLICY STATEMENT

RS Property Services (Maintenance) Ltd aims to ensure that the services we offer our clients meet our requirements and are provided safely and on time; this will be achieved by compliance with our Quality Management System (QMS) and a commitment to improve the effectiveness of the system.

- The QMS is designed to fully comply with the ISO 9001:2015 Quality Management standard following annual assessments, audits & re-certifications by BSI (British Standards Institution).
- We understand and ensure compliance with the standards imposed through legislation, local authority regulations, best practice industry standards, trade accreditation bodies and other directives that are applicable to our activities and services.
- We are committed to involving our clients, contractors and suppliers in the development and operation of our QMS. With ever increasing demands on quality, price and service, this gives all our stakeholders real confidence that we have a structured system certified by the UK's national standards body.
- Site inspections and structured client surveys form part of our QMS to ensure client satisfaction.
- We are committed to providing a safe working environment to prevent injury and ill health to employees, contractors, customers, residents and the public and strive to improve health & safety performance.
- We will identify and, where possible, eliminate hazards and reduce risks, encouraging our staff to play an active role in limiting our business, environmental and safety risks.
- The senior management team will show leadership and commitment and bears the ultimate responsibility for establishing, implementing, integrating and maintaining the QMS.
- Through direction and support, each member of our office and site staff will understand the importance of the QMS function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation. Equally, all staff are responsible for, and will be trained to, perform the duties required by their specific roles.
- The organisation has a policy of promoting continual improvement and the setting of quality objectives in line with the framework laid down within the ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by senior management and will be regularly reviewed.
- The Quality System will be monitored, measured, evaluated and enhanced regularly under the senior management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

A handwritten signature in black ink, appearing to read 'Roger Springham', is written over a light blue horizontal line.

**Roger Springham**  
Managing Director  
RS Property Services (Maintenance) Ltd