

QUALITY POLICY STATEMENT

The Directors of Rhino Exteriors Ltd appreciate the importance of being customer focused and fully understanding customer requirements. We believe that such an approach leads to a successful project and satisfied customers.

In order to ensure the Company maintains this focus & continues to meet the needs of our customers & other stakeholders, the Organisation operates a Quality Management System in line with the requirements of BS EN ISO 9001: 2015 for the provision of services associated with the Design, Procurement & Installation of Specialist Roofing & Cladding Systems.

The Organisation's Senior Management is committed to the following aims:

- ✓ Develop and seek to continually improve the company's processes, procedures and performance through the application of the management system.
- ✓ The continued enhancement of customer satisfaction in all that the Company provides.
- ✓ The adherence to industry best practice & legislative compliance
- ✓ The use of a process approach and risk-based thinking.
- ✓ The importance of valuing staff and workers and ensuring proper training and development of our team

These aims will be achieved through:

- Ensuring that customer needs and expectations, as well as statutory & legal requirements, are fully determined, understood & communicated from tender stage through to inspection and handover to the customer.
- Establishing and communicating appropriate operational procedures and controls
- Assessing areas of risk to the organisation on an ongoing basis and seeking to effectively mitigate / manage those identified through the management system.
- Establishing a Quality Policy as well as objectives & targets to continually measure our performance against
- Ensuring that Management Reviews take place and that the management system achieves its intended results.
- The Organisation constantly monitors its performance promoting and implementing improvements when appropriate.
- Provision and planning of the availability of resources to achieve the organisation's objectives.
Provision of appropriate training to our staff in line with industry best practice & our own requirements

All staff and operatives understand the requirements of this Policy and are actively encouraged to contribute to the development and improvement of the management system benefiting the individual, the company and ultimately our customers.

Copies are available to other stakeholders upon request. This policy will be reviewed annually as a minimum and as required.

Signed

Dan Finch – Director
30-04-2024