



Quality Policy

Rydon



Striving for the best

Background

We believe the management of Quality is instrumental to our future success across the Group by ensuring continual improvement and high levels of customer satisfaction. When designing, implementing and maintaining our system we have taken a holistic, integrated approach to our business process management to ensure that all aspects of our business operations are effectively included within our Quality System.

The system is made available to all employees giving instructions and guidance on how to capture customers' requirements and how to communicate and interact both internally and externally ensuring our products and services are fit for purpose.

The system also meets the requirements of BS EN ISO 9001.

Policy

It is the established policy of the Rydon Group

- To supply our customers with products and services which consistently meet their needs and expectations through continual improvement and innovation, with due consideration given to achieving sustainability;
- To deliver products and services to schedule;
- To deliver all products and services within the agreed financial budget;
- To monitor and review our operating system with particular reference to Health and Safety, Customer Satisfaction, the Continuous Improvement System, and environmental issues;
- To ensure that we set targets of improvement and measure our performance against these targets;
- To review these objectives at our annual Management Review of the Quality System.

All personnel performing quality functions within Rydon which may have sustainability implications are provided

with sufficient and well-defined responsibility, authority and organisational freedom to enable them to identify and evaluate quality problems and to initiate, recommend and provide solutions. Where appropriate the Group Board authorises solutions to problems encountered.

The status and adequacy of the Quality programme are subject to continuous review.

Governance

Company policy is approved by the Group Board which is chaired by the Chief Executive. Each policy is reviewed at least annually to ensure that we respond to our clients, business strategy, legislation, and any standards or codes of practices determined by the market.

Our Quality, Health & Safety and Environmental Management systems are certified by the British Standards Institution who are approved by the United Kingdom Accreditation Service (UKAS).

*Signature(s) removed for security reasons:
signed copies available on request.*

Signed: _____

Robert Bond
Group Chief Executive

Dated: October 2013