

QUALITY

POLICY

> ISSUE: OCTOBER 2017



> Quality Statement

As a company, Rappel views quality as a key aspect of our business, second only to our principal commitment to health and safety. The company was founded on a passion for quality and professionalism and we aim to achieve this throughout all we do.

Rappel is fully committed to ensuring that the services we provide to our clients and the way in which we deliver those services is done so while upholding the most attainable degree of excellence. We strive to not only meet but exceed the expectations of our clients.

> RQMS

We are dedicated to continuous improvement and have established the Rappel Quality Management System (RQMS) which provides a framework for measuring and improving our performance. We are developing our RQMS to comply with the requirements of ISO Quality standards. We aim to achieve ISO 9001 accreditation in 2017.

Our RQMS system contains the procedures and associated documentation to manage, maintain and control the standard of quality our business operates to. The RQMS primarily aims to:

- *Assure that our client's needs, requirements and expectations are fully understood and satisfied*
- *Ensure that we deliver a quality service to our clients and maintain excellent client relations*
- *Guarantee that our services remain consistent and that we operate in full accordance with all statutory legislation and legal requirements*
- *Ensure that any client complaints are dealt with accordingly in an efficient and timely manner*
- *Provide a framework for auditing, updating and improving our RQMS, procedures and policies*
- *Ensure that all Rappel employees are fully competent, qualified and experienced to carry out their tasks by providing continuous training, development and support*

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> Responsibilities

The Managing Director has the overall responsibility for this Quality Policy. The Operations Director is responsible for ensuring that this Policy is available to all Rappel personnel and that they are provided with the necessary capabilities and tools in order to consistently fulfil our polices, principles and standards.

A handwritten signature in black ink, appearing to read "Nick Adamson".

Nick Adamson
Managing Director

A handwritten signature in black ink, appearing to read "Stu Lightford".

Stu Lightford
Operations Director

Issue Date: 2nd October 2017