



QUALITY POLICY

The objective of the ReeceR Group of companies is to correctly interpret our customers' requirements from the initial point of contact. We believe this is the key to the continued referrals and recommendations from existing customers, which takes ReeceR forward into new areas within the industry.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015

In particular, the company will:

- Continually purchase a variety of new and used portable buildings which are of good quality and at reasonable cost to us; to offer customers a range of portable building options at a competitive price.
- Offer our customers a used product, refurbished to a required standard specified by the customer within the customers time scale.
- Depending on the volume of specific requirements by our customers we will endeavor to source products to keep in stock to meet their needs.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process, with a view to achieving Continual Improvement.
- Proactively seek feedback from customers on how well its products or services meet their requirements by asking our customers to complete a customer satisfaction questionnaire and reviewing all responses.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance. Attempt to use all local suppliers to boost local economy and reduce the carbon footprint by shorter delivery distances.
- Recruit employees who are customer focussed and support them with appropriate training and systems' to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products and services and business processes.
- Ensure all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the ReeceR Group complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.