

QUALITY MANAGEMENT POLICY

The RTC Group is a leading organisation, committed to “Setting the Standard” by creating a business and culture based on best practice and continuous improvement.

In setting the standard, we strive to be the “first choice” by delivering products and services of uncompromising quality. As a provider of multi-disciplined services across the construction, building and facilities maintenance industry sectors we will work collaboratively with our clients and will achieve these objectives through dedication to our work, effective control of risk and our attitude towards our management systems and each other.

Our commitment is founded on our principles:

- Client satisfaction is a priority and is how we measure success.
- Provide business solutions that meet our client’s needs.
- Ongoing improvement and innovation are necessary for sustained success.

Consistent with this we will:

- Emphasise a consultative and co-operative approach in all dealings.
- Pursue solutions that optimise the potential performance of our client’s assets.
- Adopt business practices that encourage improvement and innovation.
- Ensure that our actions, practices, and the products and services we supply conform to agreed specifications, standards and applicable statutory requirements.
- Promote and encourage ownership and accountability.
- Seek customer feedback to drive improvements and change.
- Establish and monitor measurable objectives and targets to review our performance.
- Acknowledge and reward performance and workmanship.
- Enhance employee knowledge and skill through education and training.
- Inform employees, contractors and visitors of their obligations regarding this policy.
- Submit our systems and work practices to external scrutiny through a third party.

All employees and contractors must:

- Take pride in their workmanship and the delivery of their service.
- Represent themselves and the business in a professional manner.
- Meet their promises and actively consult and communicate with clients and other stakeholders.



Steve Gray
Chief Executive Officer
1 May 2020