

QUALITY POLICY AND OBJECTIVES

Established in 1997 and driven by our sustained and continuously growing client list, RCL has grown significantly to become a unique principle contractor delivering primarily mechanical and electrical-led turnkey projects using our specialist in-house engineering solutions and building works teams.

We have extensive expertise in delivering complex engineering projects in both critical and non-critical environments in most commercial sectors including offices, data centres, retail and the public sector.

Our technical ability to understand our clients requirements in all aspects of their projects, gives them the confidence and peace of mind that the programme will be delivered with the least amount of disruption to their day-to-day business and the sound knowledge that we understand the impact engineering services has on the daily operation of the building and its staff.

In addition to these services and to maintain our on-going client relationships, RCL facilities management provides comprehensive support by delivering planned and reactive maintenance, timely support and project management solutions tailored to our clients' needs and business priorities.

The Company quality policy is based on an aim of focusing on customer requirements and expectations and enhancing customer satisfaction whilst continually improving the effectiveness of the quality management system and working within statutory, regulatory and legal requirements.

Quality objectives are defined and monitored at the management review meetings and all employees are expected to contribute towards attainment. The Compliance Manager Reviews and reports on progress at 6 monthly intervals.

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Rob East

Technical Director

Date: December 2017

A handwritten signature in black ink, appearing to be 'P Rolfe'.

Paul Rolfe

Managing Director

Date: December 2017