

## RCL QUALITY ASSURANCE POLICY

The cornerstone for customer satisfaction and the key to our continued business success shall be the quality of the buildings, products and services we provide to our clients. Accordingly it is the policy of this company:

- To focus on the needs of our customers, by exceeding their expectations with our quality and service.
- To reliably and consistently deliver buildings, products, and services that meet the quality requirements and expectations of our customers.
- To seek and achieve continuous improvements in the quality and value-for-money of the buildings, products and services we produce.
- To protect the environment we work in and to conserve resources as best we can.
- To perform the tasks assigned to us right, first time, on time, every time.
- To work together as a team dedicated to mutual help and achievement of our quality goals.

**Phil Robinson**  
**Managing Director**

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Implemented 1 August 1993  
Last Amended 26 January 2010  
Reviewed 28 February 2014

Approved by Management:

A handwritten signature in black ink, appearing to be "P. Robinson", written over a dotted line.

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