



Quality Policy Statement

Version: 7

Issue date: January 2022

RCPO00017	Quality Policy
ISSUE DATE January 2022 REVIEW DATE January 2026 NEXT REVIEW DATE January 2027 VERSION 07	AUTHORISED BY:  Mark Taylor CEO

Version Change Summary		
New Version ID	Date of Change	Summary of Changes
1	3/12/2021	Creation
2	14/1/2022	Updated format
3	16/01/2023	Reviewed, minor changes to policy
4	09/01/2024	Reviewed, with objectives
5	13/01/2025	Reviewed, updated SLT information
6	04/08/2025	Resigned by CEO, Org chart removed
7	21/01/2026	Reviewed, BESA, senior removed, Ltd added,

1. Purpose

Rock Compliance Ltd views quality as an opportunity to measure, learn and improve for the future.

Rock Compliance Ltd adheres to the procedures contained within the IMS (Integrated Management System).

The Board of Rock Compliance is committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements. It is committed to always delivering a high standard of service to all our customers. The requirements of this management system should be considered mandatory on all employees. Ultimately, the delivery of the quality objectives within the quality management system framework is the prime driver of this policy.

Rock Compliance Ltd aims to deliver against three broad areas which form part of the strategic plans for the business:

- To be the best place to work
- To be the best national provider
- To be the most successful in our sector

Each of the above objectives have numerous Sub-Objectives called the Balanced Score Card that are recorded, monitored and analysed Monthly by the Compliance Team and the Leadership Team.

The Directors of the Company recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001: 2015 to achieve this.

It is Rock Compliance's intent to continually improve the effectiveness and implementation of Quality Management System to satisfy all applicable requirements relevant to the business and to resource accordingly to achieve this.

It is recognised that quality is the responsibility of all employees, and all levels of management and supervision are charged with ensuring clear communication and understanding of the management system among all their staff and colleagues.

We strive to retain all our key accreditations: Living Wage, Disability Confident, ICO, Legionella Control Association, Construction Line, SSIP Accreditations, ISO9001 ISO45001 and ISO14001

The key principles of Rock Compliance Ltd are:

- Customer focus - We treat all our customers (internal & external) as if they are our principal customer. Every customer touch point must leave the customer satisfied.
- Process approach – We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system which uses the Plan, Do, Check, Act process. Improvement – We aim to be 'best in class and look for incremental improvements in everything we do.
- Leadership - As a management team we set an example by maintaining the highest standards of integrity and honesty that is expected of all our employees.
- Improvement: We will look at every area of the business where any incremental improvements can be made.
- Planning - We will plan important business events and ensure activities are carried out on time and in a controlled manner.
- Engagement of people - We give opportunity to all our employees to contribute to the success of the company.

Relationship Management - We treat our suppliers how we would like them to treat us. All Managers will:

- ⌚ Resource and plan policy implementation.

- ④ Ensure that quality management system requirements are reviewed regularly and are easily available to all people who may need access to it.

- ④ Monitor, measure and review performance so as to learn from experience and to ensure continued improvement.
- ④ Ensure that, through training, coaching and advice, all employees are competent to undertake their duties.

2. Procedure

Anyone dealing with any Quality issues, including complaints will follow the relevant quality flow processes.

3. Review

This Policy will be reviewed periodically to ensure it reflects current legislative requirements and best practice. Any changes will be brought to the attention of all employees.

4 Organisation and Responsibilities

The Directors of the Company have assigned responsibility and authority to the Head of SHEQ to ensure that the quality management system conforms to the requirements of this standard.