


Quality Policy Statement

Version: 5

Issue date: January 2025

RCPO00017	Quality Policy
<p>ISSUE DATE January 2022</p> <p>REVIEW DATE January 2025</p> <p>NEXT REVIEW DATE January 2026</p> <p>VERSION 05</p>	<p>AUTHORISED BY:</p>  <p>Shaun Sinclair Director of Compliance and Technical Services</p>

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

1. Purpose

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

Rock Compliance adhere 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 at all times. 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 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 Senior 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 the 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 the 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, BESA, ISO9001 ISO45001 and ISO14001

The key principles of Rock Compliance are:

- Customer focus - We treat all of our customers (internal & external) as if they are our principle 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.
- 🕒 Ensure that quality management system requirements are reviewed regularly and are easily available to all persons who may need access to it.

- ⌚ Monitor, measure and review performance so as to learn from experience and to ensure continued improvement.
- ⌚ 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 the responsibility and authority to the Group Compliance Manager for ensuring that the quality management system conforms to the requirements of this standard.

