

## Quality Policy

R&L Hiab is committed to operational excellence through the continuous development and improvement of our business management systems and operating processes. Our goal is to meet changing customer needs and provide products and services that represent value, safely, on time and in a manner that ensures optimal business performance.

We are committed to profitability balanced with safety of employees, environmental and social responsibilities and continuous process improvement, commitments that can only be achieved with the support of our people.

Quality performance is therefore an undertaking to excellence from each employee. It is achieved by leadership, communication and teamwork that is based on the promotion of ethical business values and practices.

### **Management will:**

- Define business objectives and performance across the business
- Encourage employee participation
- Ensure that there are adequate and appropriate resources for all work undertaken, including the provision of suitably qualified persons and appropriate equipment
- Promote a culture of continuous improvement, including regular policy, process and documentation review
- Demonstrate our commitment to our customers by our attitudes, approach and actions
- Meet our obligations under all relevant legislation, regulations, standards and codes of practice
- Implement effective communication channels that provide relevant and timely information to all aspects of the business

### **Every employee is expected to share in the commitment to operational excellence by:**

- Observing company documented policies and procedures
- Proactively participating in training and personal development
- Focusing on the delivery of products and services
- Striving to improve performance by identifying better ways to operate

Management are committed to the maintenance of our Management Systems as a way to continually deliver a safe and reliable service to our people and Clients.



**Stirling Thomson**

**Managing Director**

**Date: 17<sup>th</sup> January 2021**