

## Quality Policy Statement

Rubax is a UK Lift Installation, Maintenance and Servicing business. We are committed to providing quality services to our customers.

It is paramount that we identify and consider both the risks and opportunities to meet customer's requirements and expectations. In doing so, we will give confidence in the products and services we provide by operating safely, professionally, efficiently, effectively and ethically.

### It is our policy, and so far as is reasonably practicable, to:

- Ensure customer's requirements are understood and communicated to the workforce.
- Determine and provide appropriate resources to meet customer's requirements
- Respond effectively to changing customer requirements
- Ensure the finished product and/or service provided meets with customer's expectations and achieves compliance with relevant statutory, regulatory obligations and the expectations of interested parties.
- Provide sufficient information, training and supervision to enable employees to carry out their duties safely and effectively, ensuring:
  - *all employees have the required competence to carry out tasks*
  - *engineers work in accordance with the lift working code of practice*
  - *safe and healthy working environments and conditions are maintained*
  - *all tools, equipment and PPE are effective and suitable for purpose*
  - *the expectations and requirements of interested parties are considered*
- Review and continually improve business processes and operational performance.

This policy provides the framework for establishing and reviewing Rubax quality objectives.

It is the responsibility of all business managers to ensure their elements of the QMS remain reflective of the activities represented and that their team members are kept informed of QMS policies, arrangements, objectives and performance.

***"Our success will be a team effort".***



David Verey, Managing Director  
May 9th 2018

*Our leadership team will review this policy on an annual basis (or sooner where significant change occurs).*