

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 and other applicable requirements are understood and communicated to the workforce.
- Determine and provide appropriate resources to meet customer's and other requirements
- Respond effectively to changing customer and other requirements
- Ensure the finished product, services and activities meet customer's requirements and expectations and achieves compliance with relevant statutory, regulatory obligations and the expectations of interested parties.
- Provide sufficient information, instruction, 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 codes 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 and addressed*
- Review and commit to continuously improving the management systems, business processes and operational performance.
- Use this policy to provide a framework for setting quality objectives, includes a commitment to satisfy applicable requirements and a commitment to continual improvement of the quality management system.

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

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