

## Quality Policy Statement

---

Reactive Zero Two Limited is a provider of first class 24/7, 365 days a year building maintenance services, providing a vast range of services that cover a wide range of soft and hard FM service needs that our clients have, providing them with a singular contractor that can meet all these service needs whilst working to the highest quality, health and safety and ethical business standards.

The Directors of Reactive Zero Two Ltd are committed to ensuring that services provided, fully meet all contractual obligations in respect of quality promises, cost and programme, and provide satisfaction to our clients and customers. The company is also committed to ensure that it undertakes its activities in full compliance with applicable legal and other requirements to which the company subscribes.

### OBJECTIVES

Our ultimate goals are derived from our core values;

- Deliver on the highest quality standards in the services we provide for the customer
- Deliver on the best market value point in the services we provide for the customer
- Provide continual improvement for customer satisfaction and interaction with our services

To accomplish this the company is responsible in areas of training, equality, development, safety and welfare for all of its employees. It shall encourage their participation in the continual improvement of working practices and quality of services in order to build a sustainable and better future. To accomplish this;

- All services are delivered by highly skilled, experienced and trained personnel who are fully committed to our core values.
- The company will only work with sub-contractors and suppliers who meet and maintain the same high standards we operate to. We commit to ensure that our own suppliers apply similar or higher standards of quality management measures that are appropriate to the work they engage with, and describe their arrangements that quality management is effective in reducing incidents of sub-standard delivery.
- Reactive Zero Two pursues a policy of recruiting the best people available and we believe in developing their skills through coaching and training to get the best out of them.
- Through the use of IT, technology, innovation, training and business process management, we ensure that we provide our customers with innovative and efficient operations.
- We continually review the effectiveness of our service to our customers by setting and monitoring our quality objectives and KPI's.
- We ensure this quality policy is communicated to everyone in the business through our management system and intranet. All employees are expected to contribute to the effectiveness of the quality management system. This engagement is supported by senior management.

This statement shall be subject to an annual review.

AUTHORISED BY:



Toby Gale

Operations Director of Reactive Zero Two Ltd

Reviewed 10<sup>th</sup> January 2024