

## Quality Policy Statement

The Companies (React (Northern) Limited / Gecomac Limited) recognises the importance of its quality performance and is committed to quality excellence and aims to provide a service in a manner which conforms to the approved BS EN ISO9001 quality standards.

The Companies aim to precisely understand our customers needs, and will endeavour to deliver our products and services competitively and to the highest quality. The Companies shall ensure that this quality management policy statement and the associated procedures apply to all its activities and work undertaken. To achieve customer satisfaction and improve its business through quality the Companies commit to the following:

- Continually assessing the service provision processes and identifying and eliminating the potential for errors, in order to achieve a target of zero defects.
- Identifying and conforming to the needs of clients and continually providing a high-quality service that meet or exceeds their requirements.
- Solving client concerns / complaints immediately, preventing problems from recurring, and building a positive working relationship with clients.
- The establishing and regular reviewing business objectives through an effective internal audit and management review process.
- Communicating through the provision of suitable information and training, the importance of meeting customer needs, and all relevant statutory, regulatory and contractual requirements.
- Comply with all relevant legislation.

This will be achieved by;

- Establishing, implementing and maintaining a quality management system certified against BS EN ISO9001 and which also complies with the requirements of the appropriate international accreditation standards.
- Setting and reviewing measurable quality objectives and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the Companies.
- Reviewing the effectiveness of the quality management system and assessing opportunities for its continual improvement.

This Policy and its requirements are communicated to all employees and is displayed in the building. The Policy is made available to the public and any other interested stakeholders.



Managing Director

01<sup>st</sup> November 2024