



Rotowash Ltd
Quality Policy Statement



QUALITY POLICY STATEMENT

The quality policy of Rotowash Ltd sets out to demonstrate the Company's professionalism to provide floor cleaning machines, accessories, servicing and maintenance contracts efficiently, on time and to our customer's total satisfaction.

The company aims to achieve the highest quality standards and to create a benchmark for the industry. Our intention is to ensure that our customers perceive us as being the best in our field.

This quality manual demonstrates how we will plan, implement, control, monitor, achieve and improve these standards by:

- Providing commitment and leadership from the directors and management;
- Identifying risks and opportunities to the quality system;
- Carrying out regular management reviews;
- Specifying the standard of workmanship required;
- Ensuring that all employees are provided with adequate training, information and instruction to enable them to competently carry out their work activities to the required standard;
- Continuously monitoring the management system;
- Being innovative;
- Continually developing the professionalism, expertise and integrity of our people;
- Ensuring that a high quality of service is given, providing optimum value to the customer commensurate with cost;
- Ensuring there is a consistent approach towards public and customer safety;
- Ensuring that statutory and regulatory requirements are always complied with;
- Performing processes in a cost effective manner;
- Adopting a forward-looking view on future business decisions, which may have an impact on quality;
- Constantly striving to meet and where possible, to exceed customer expectations.

The senior management team is committed to creating a caring environment that encourages all our people to co-operate in achieving our vision in delivering our customers with quality products and service.

A handwritten signature in black ink, appearing to read "Julian Stone". The signature is fluid and cursive, with a large initial 'J'.

Julian Stone

Managing Director