

Quality Policy

The Quality Policy of Robinson Services, as established and ratified by our Senior Management Team, is to perform all aspects of our service and to regulate our business operations to deliver consistently high standards of professional service to all our clients and end users.

This commitment is an intrinsic part of the Company's Strategic Business Plan, which, in the context of 'Excellence', sets out our objective *"to become the 'brand of choice' in our business sectors by excelling in the performance of our service delivery and by nurturing strong leadership and outstanding professionalism"*.

In pursuit of this policy and our Strategic Plan, we have established and published management processes which specify and control all aspects of our service delivery and the requirements of our clients.

Compliance with these processes is assured through:

- identifying and understanding our customers' needs and expectations
- employing competent managers
- providing appropriate employee learning and development adding value to our customers
- setting objectives and measuring performance
- actively encouraging employee support and professionalism
- ensuring regular internal audit and external surveillance
- encouraging feedback from our clients, employees and end users

Managers and employees seek, always, to identify opportunities to improve and increase the effectiveness of our performance while demonstrating and delivering conformance with the requirements of our ISO 9001:2015 certification.

This policy commitment is made in support of our strategy to identify Robinson Services as a unique brand through:

- achieving business growth
- increasing client satisfaction
- maximising the effective use of our resources
- ensuring our skills are employed to generate the greatest influence

This policy statement and the level of management resource are regularly reviewed to ensure their continuing suitability.



David Robinson
Managing Director

2 March 2022

This Policy has immediate effect and replaces all previous versions.