

## RESTORE LONDON LTD – QUALITY POLICY

---

Restore London Limited's intention is to ensure that its products and services consistently meet the needs of its customers at all times, all in accordance with contractual requirements, the organisation's own policies, procedures and best practice including all legislative and other applicable requirements.

The Organisation operates a Quality Management System in line with the requirements of BS EN ISO 9001: 2015, including aspects related to the provision of services related to **Principal & Specialist Contracting Related to Building Cleaning, Restoration and Refurbishment**.

**The Organisation's Senior Management is committed to the following aims:**

- ✓ Develop and seek to continually improve the company's processes, procedures and performance through the application of the management system.
- ✓ The continued enhancement of customer satisfaction in all that the Company provides.
- ✓ The adherence to industry best practice & legislative compliance
- ✓ The use of a process approach and risk based thinking
- ✓ The importance of valuing staff and workers and ensuring proper training and development of our team

**These aims will be achieved through:**

- Ensuring that customer needs and expectations are fully determined and understood in order that we may fulfil our duty to meet customer requirements
- Communication throughout the Organisation the importance of consistently meeting customer needs and all relevant statutory, regulatory and other applicable requirements.
- Establishing and communicating appropriate operational procedures and controls
- Assessing areas of risk to the organisation on an ongoing basis and seeking to effectively mitigate / manage those identified through the management system
- Establishing a Quality Policy as well as objectives & targets to continually measure our performance against
- Ensuring that Management Reviews take place and that the management system achieves its intended results
- The Organisation constantly monitors its performance promoting and implementing improvements when appropriate.
- Provision and planning of the availability of resources to achieve the organisation's objectives  
Provision of appropriate training to our staff in line with industry best practice & our own requirements

All personnel clearly understand the requirements of this Policy and abide with the contents and structure of the Management System as defined in the Manual and supporting work procedures. Copies of this Policy are made available to all members of staff, along with copies of the minutes of Management Reviews, or extracts thereof, as a means of communicating the effectiveness of the Management System to all. Copies are available to other stakeholders upon request.

This policy will be reviewed annually as a minimum and as required.



**Signed:**

**Date:** 08.01.2025

**John Rushworth, Managing Director**