

RPS REM Quality Policy

Consistent with the Group and Divisional aims, the intent of the RPS REM Quality Policy is to provide a high quality Health, Safety and Environmental consultancy service to our Clients ensuring:

- **Customer satisfaction**

We will endeavour to meet our clients' requirements in an efficient, timely and cost-effective manner, to provide optimum value in terms of quality of service and project delivery;

- **Staff role within the Quality Management System (QMS)**

We will aim for staff at all levels to have appropriate skills and act in a professional manner, thereby delivering high quality services and generating client satisfaction. We will provide resources so that all staff understand their role in the successful implementation of our QMS and are included in the development and improvement of procedures relating to their job role;

- **Continual Improvement**

We will seek to achieve continual improvement of our QMS by regular review of our quality objectives, procedures and working methods;

- **Review**

This policy will be reviewed at least annually.



Dr. Gary Cranmer, Director

Date 11th August 2015