

QUALITY: OUR POLICY STATEMENT

Who are we?

We aim to be the Nation's Local Builder™ by operating from a network of offices in major towns across the UK, using dedicated teams who live and work in their communities. These teams provide building, maintenance and plumbing, heating & electrical services tailored to local need and customers' wishes supported by the resources of one of the industry's leading players.

We believe this approach offers customers a unique combination of local focus and national presence.

Why is Quality important to us?

We set out to be mould-breaking in our industry by focusing relentlessly on our customers' needs and the service we provide when we develop, build and maintain properties in our local communities.

- We care passionately about our customers, our people and the quality of our service.
- We are committed to challenging preconceptions about how things should be done.
- We want customers' experiences of Rok to be exciting and rewarding. We help them articulate their needs and use our skills to make their dreams a reality.
- We stand for promises kept, expectations exceeded and working relationships that are mutually beneficial and fun.

How do we promote Quality in our businesses?

We believe that the best approach to meeting our customers' expectations and driving performance improvement is to employ effective systems and processes that are consistent across all of our operating businesses. We call these 'The Rok Way'.

Many of the processes integrated into 'The Rok Way' have been designed with ISO 9001:2008 (Quality) requirements in mind. All of our employees are required to deliver our services through the mandatory processes defined through 'The Rok Way'.

We have a series of measurements against which our services may be tested and these have been devised taking feedback from our customers, employees and suppliers into account.

Who has ownership of Quality in our businesses?

- We undertake a twice yearly, third party audit on all Quality related systems and processes in each of our Quality registered businesses.
- Each of our Area Business Leaders has direct responsibility for delivering in accordance with 'The Rok Way'. Ongoing training and development of our people underpins our proactive approach to continuous improvement in all that we do.
- Garvis Snook, Chief Executive, has Group Board responsibility for Quality issues.

This Rok Policy Statement will be displayed prominently, or available to view, at all sites and workplaces and will be kept under review to ensure its continuing relevance.



G Snook, Chief Executive
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