

STATEMENT OF POLICY AND AUTHORITY

A major business objective of RRC is the provision of goods and services that fully satisfy the customer in terms of both 'fit for purpose' and value for money expectations. The evidence-based service excellence system (SES) is the means adopted to ensure that quality and business objectives are met.

The primary objectives of the system are to:

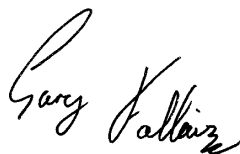
- a) Provide evidence that products and services conform to specified requirements (i.e. verification)
- b) Develop and maintain a culture of excellence and continuous improvement in the quality of services and products offered to customers and to efficiencies in internal operations.

RRC is committed to quality, health and safety, and safeguarding the environment. All staff must be involved in this endeavour for it to succeed.

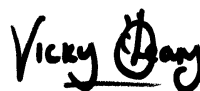
RRC is an equal opportunities employer with a culture that provides for staff development to ensure that everyone has an equal opportunity to progress in line with company aims and objectives.

The Quality Director is responsible for managing the SES and ensuring the terms and objectives are met, with input from all in the organisation. Other key players are the Document Controller and internal auditors who also champion the programme.

Amendments to the Service Excellence Manual may only be made with the approval of the Quality Director.



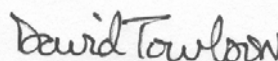
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(Managing Director)



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(Director of Development)



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(Director of IT)



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(Director of Training & Quality)



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(Non-Executive Director)