

QUALITY POLICY

The Directors & Management are fully committed to promoting, developing and continuously improving our Quality Management system QMS in accordance with BSI ISO 9001:2015. This policy reflects our ethos and philosophy, whereby we have implemented the standard to guide all operations within the business.

We are committed to monitoring and measuring the effectiveness of our operations, ensuring continuous improvement, and striving to both acquire new customers and retain existing ones.

Key Objective:

Quality objectives will be established both strategically and individually, throughout the business. These objectives will be reviewed regularly during management review meetings and feedback from clients and employees.

Commitment to Quality:

Reliable Contractors Ltd provides a high-quality service that meets our customers expectations, while adhering to all relevant regulatory and legal requirements, including commitment to eliminating modern slavery and human trafficking in our operations and supply chain. We understand that modern slavery is serious issue that can affect business globally, we are committed to ensuring that our practices, policies and operations align with principles outlined in ISO 25700:2022 regarding the prevention of modern slavery.

We recognise the importance of engaging with all our employees, contractors and suppliers to ensure their awareness and compliance with this commitment. To support this, we will continue to provide the necessary tools, resources, and motivation to act in accordance with these principles.

We understand that our customers expectations and perception of the quality of our services are constantly evolving. Therefore, we are committed to meeting and where possible exceeding these expectations.

Key Elements of our Quality Policy:

1. Internal Audits & Continuous Improvement:

We will regularly assess the efficiency and effectiveness of our policies and procedures through internal audits, management reviews, and setting measurable objectives. We will also evaluate the effectiveness of our measures to combat modern slavery and take corrective actions where necessary.

2. Resource Allocation & responsibility:

We will allocate the necessary resources and assign clear responsibilities to maintain effectiveness, support the ongoing success of our business, and ensure compliance with modern slavery prevention practices.

3. Legal & Regulatory:

We will ensure that all customers, legal, and other applicable requirements, including those related to modern slavery and human trafficking, are satisfied in our operations.

4. Effective communication:

We will establish communication channels that enable us to fully understand and meet the needs and expectations of our customers and other interested parties. This quality policy, including our commitment to preventing modern slavery, will be communicated to all relevant stakeholders, both internal and external.

5. Infrastructure & support:

We will maintain an infrastructure capable of supporting all company activities and achieving our strategic objectives, including the necessary measures to prevent and address modern slavery.

6. Employee development:

We are committed to continually developing the expertise, professionalism, and integrity of our employees. Through our training and appraisal processes, we will enhance the skills of our workforce to maintain high standards of quality and ensure awareness of modern slavery issues

Review & availability:

This policy is available to all interested parties as appropriate. It will be reviewed annually as part of our management review process to ensure its continued relevance and effectiveness in preventing modern slavery.

Signed:



Brian Greene

Managing Director

Dated: 31st January 2026



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