

Quality Policy

Our vision is to be the world's finest pest control company and aim to deliver some simple promises to our customers:

- Prevent pest problems or get rid of them quickly if they occur.
- Provide reliable service from a dedicated technician who understands their needs.
- Give a rapid response to their queries, problems or emergencies.
- Give them professional advice on the most appropriate product or service.
- Communicate clearly, giving feedback & making recommendations.
- Provide clear & accurate invoices.

Our Goal is to promote a positive culture by delivering consistently high quality service to our customers. In so doing I commit to provide the resources and environment to meet both our obligations and aspirations to demonstrate we are the experts in Rentokil Pest Control.

We have a Quality Management System ("QMS") that provides assurance to our customers, and offers both confidence and guidance to our colleagues. The key elements of this system lay out:

- The expectations that all colleagues must adhere to their key quality responsibilities, regardless of function, location or level in the organisation.
- The processes by which we carry out our work from taking an enquiry from a customer, to providing the service agreed and collecting payment.
- The standards of behaviour we expect from our colleagues and managers in working to these processes and delivering these services.
- The reporting, reviewing, auditing and actioning of our compliance and performance to these standards and processes.
- The technical training and competence required from our colleagues to safely and consistently deliver outstanding service to our customers.

As part of our quality commitment we are registered to the ISO 9001:2015 Quality Standard working in conjunction with our own set of operating procedures. Maintaining these objectives are achieved through:-

- Continuous registration to ISO 9001 and conformance to internal operating procedures with ongoing performance analysis of quality related activities and management review meetings.
- Comprehensive scheduled internal audit reviews by professionally trained internal auditors.
- Adopting and driving best practice through membership - with relevant assessments by the British Pest Control Association and CEPA certification (EN 16636 European quality standard for pest management services)
- Regular communication to all colleagues on customer care and quality matters which includes our CORE customer service program

Where we supply PPE & Safety Products:

- The company will undertake to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.
- Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate

conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

- Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.
- We make this declaration in the knowledge that any of the details could be subject to audit by the British Safety Industry Federation (BSIF) or the company managing the Registered Safety Supplier Scheme and that no breach of confidentiality will occur if the information contained within this declaration is placed in the public domain. We acknowledge that in the event that any of the information in this declaration changes, it is the responsibility of the signatory to advise the details to the Registered Safety Supplier Scheme Governing Board.

Signed:

A handwritten signature in black ink, appearing to read 'Phill Wood', followed by a period.

Phill Wood – Area Managing Director

Date: 26th January 2022