

At RAC, we are committed to providing services and products of the highest quality across the entirety of our Business which meet or exceed the expectations of our customers, and to applying integrity and professionalism in everything we do.

We aim to deliver exceptional customer service and therefore continually strive to understand and meet our customer requirements. A well established and certificated Quality Management System is in place which provides a framework for the delivery of our services and products and for measuring and improving our performance.

Customer satisfaction is inherent in our business, and we therefore aim to continually improve this by actively seeking feedback on the quality of our services and products and identifying and implementing opportunities for continuous improvement.

We recognise that the quality of our service is the responsibility of all our colleagues, and we therefore have systems and procedures in place which ensure that the day to day operation of the company is carried out in an efficient manner and to defined standards.

In order to provide and maintain an exceptional service, the RAC Executive Team is therefore committed to ensuring that:

- we comply with the requirements of ISO9001 and continually improve the effectiveness of our Quality Management System;
- the principles of quality are upheld and supported by colleagues at all levels;
- suitable quality objectives are established to ensure that they are suitable and sufficient to improve customer service;
- quality objectives are measured through our internal audit and review systems;
- regular Quality Management Reviews are completed to assess the effectiveness of the Quality Management System;
- legislation is strictly adhered to, and standards are maintained.
- we have the skills and resources to fulfil our customer requirements;
- opportunities for continuous improvement are identified and implemented;
- this Policy Statement is communicated and understood within the Company and is included in induction training;
- this Policy Statement is posted in prominent places throughout our premises, on our Company Intranet site and on Patrol information systems, and is made available to customers, suppliers, and any other interested parties on request.
- this Policy Statement is reviewed regularly for continuing suitability.



Dave Hobday

Chief Executive Officer 29th June 2022