



RAC Quality Policy Statement

Document Classification:

Public (approved for publication on website and sharing with third parties)	x
RAC Internal (not to be published without Policy Owner and Legal approval)	
Restricted (restricted to specific departments within RAC)	
Confidential (only available to colleagues who need to know to perform their roles)	

Date of document: The date upon which this document was prepared.	29 th September 2025
Policy Owner: The SMF function holder ultimately responsible for the content of the policy and compliance with the Policy Framework Requirements.	Clare Woolley
Policy Manager: The person to whom the Policy Owner has delegated responsibility for the drafting, reviewing and publication of the policy and to whom any questions or requests for advice should be directed in the first instance.	Matthew Humphreys
Target Review Date: The target date for review to ensure the policy is up to date. This policy will remain in force however, until updated or replaced.	September 2026
Board Approval Required? Some policies require regular review and approval by the Board for legal or regulatory reasons. Please specify if this requires Board approval.	
Approval: I confirm that I have reviewed and approved this Framework.	Signed: Exec: Date: 29/09/2025
Committee Responsible for Sign-Off: Reviewed and approved by.	Cttee: Culture and Conduct Date: 29/09/2025



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Document Classification: Public

At RAC, we are committed to delivering services of the highest quality that meet or exceed customer expectations, while upholding integrity and professionalism in everything we do.

To achieve this, we will:

- **Continuously Improve:** Foster a culture of continuous improvement across all aspects of our operations.
- **Leadership Commitment:** Ensure visible leadership from our Executive Committee and Leadership Teams in driving quality performance and accountability.
- **Customer Focus:** Understand and meet customer requirements to deliver exceptional service.
- **Legal and Standards Compliance:** Comply with all relevant legislation and maintain ISO9001 certification in relation to our roadside vehicle recovery and mobile vehicle servicing and repair services.
- **Colleague Engagement:** Ensure all colleagues understand their role in delivering quality, supported by training and recognition.
- **Quality Objectives:** Establish and monitor measurable quality objectives to drive performance.
- **Reviews:** Conduct regular Quality Management Reviews to assess effectiveness and to identify opportunities for improvement.
- **Audits and Certification:** Maintain ISO 9001 certification for our roadside vehicle recovery and mobile vehicle servicing and repair services. Conduct regular internal audits to support continual improvement across our business.
- **Issue Management:** Operate effective processes for identifying, managing, and resolving quality issues.
- **Resources and Skills:** Provide the necessary resources and training to meet customer requirements.
- **Communication and Visibility:** Ensure this policy is communicated, understood, and accessible across the organisation and to interested parties.
- **Policy Review:** Review this policy regularly to ensure its ongoing suitability and effectiveness.

Our policies and procedures outline our commitment to delivering quality services to our customers. This policy is available on our website and upon request.

Clare Woolley, Chief Risk and Legal Officer

Date: 29th September 2025