

RED Group and all associated entities (RED) (the 'Organisation') aims to provide high quality services to its customers on time and within budget.

The Organisation operates a Quality Management System (QMS) that has gained BS EN ISO 9001:2015 certification, including aspects specific to the provision of consultancy services, sustainability solutions, and other related services for the building services industry.

The QMS ensures compliance with statutory, regulatory, and other relevant requirements and encompasses all aspects of the Organisation's activities.

Commitment to Operational Excellence

The Organisation is dedicated to achieving operational excellence by:

- **Maintaining and continually improving the Quality Management System** to enhance its effectiveness and ensure the highest standards of service delivery.
- **Fulfilling customer needs and expectations** with the aim of achieving and exceeding customer satisfaction.
- **Communicating the importance of meeting customer needs** and all relevant statutory, regulatory, and other requirements throughout the Organisation.
- **Establishing and reviewing Quality Objectives** through Management Reviews, and reporting on Internal Audit results to monitor and measure the effectiveness of the Quality Management System.
- **Ensuring the availability of resources** necessary to support the Quality Management System and achieve operational excellence.

Management is committed to:

1. Maintaining the Quality Management System
2. Continually improving the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

Management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory, regulatory and other requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual. All personnel understand the requirements of the Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



Mark Smith
Chief Executive Officer

08 July 2026