

QUALITY POLICY

Our Commitment to Quality

At Richardson, we provide exceptional quality service. Our commitment to continuous improvement drives us to excel in:

- **Customer Satisfaction:** Understanding and meeting our clients' needs is paramount. We strive to exceed expectations through innovative solutions and timely delivery.
- **Human Resource Development:** We invest in our employees by providing comprehensive training and development opportunities. A motivated and skilled workforce is the cornerstone of our success.
- **Operational Excellence:** We employ efficient and effective processes to optimize our operations. By streamlining workflows and adopting best practices, we ensure consistent quality and productivity.

Our Quality Management System

To achieve these goals, we have implemented a robust Quality Management System (QMS) based on the ISO 9001:2015 standard. Our QMS ensures that we:

- **Plan and Execute:** Set clear objectives and develop strategies to achieve them.
- **Monitor and Measure:** Track key performance indicators to identify areas for improvement.
- **Review and Improve:** Regularly assess our processes and make necessary adjustments to maintain high standards.

Environmental and Social Responsibility

We are committed to operating in an environmentally responsible manner and contributing positively to the communities we serve. We consider the impact of our activities on the environment and strive to minimize our ecological footprint.

Collaboration and Partnership

We value strong relationships with our suppliers and partners. By collaborating closely, we can work together to improve product and service quality.

Employee Empowerment

Every employee plays a vital role in our quality journey. We empower our staff to take ownership of their work, make informed decisions, and contribute to continuous improvement.

By adhering to these principles and our QMS, we aim to establish a benchmark for quality and customer satisfaction in our industry.

Key Improvements:

- **Clear and Concise Language:** Removed unnecessary jargon and streamlined sentence structure.
- **Stronger Verb Choice:** Used more impactful verbs to enhance the text's energy.
- **Active Voice:** Employed active voice to make the text more direct and engaging.
- **Focused on Key Points:** Highlighted the core commitments and actions.
- **Enhanced Readability:** Improved formatting and paragraph structure.

Monitoring Functionality:

This is a crucial topic that is discussed in our board of directors meetings to evaluate performance, changes in legislation and industry standards, its applicability in the company and any improvements necessary. These meetings are minuted and shared with the managers of the department so that suitable action is taken where essential.

Signed:

Edmond Disha

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SHE Director

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