



Quality Policy  
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## 5.3 Quality Policy

RHINOCEROS LTD specializes in the rebuilding, repair, refurbishment and maintenance, of highway structures. This includes concrete construction and repair, blast cleaning and the application of specialist protective coatings and systems, tiling both faience and ceramic. Granite repair, restoration, cleaning and polishing. The nature of the company's activities places particular emphasis upon the experience and proficiency of its personnel, and the quality, durability and reliability of its products and services. Customer requirements are identified and met with the aim of improving customer service and satisfaction. The reputation, success, growth and future prosperity of the company, and all who work within it, is directly related to how closely we can meet or exceed customer expectations and requirements. The quality policy of RHINOCEROS is to carry out all works and complete each project to a standard that meets or exceeds customer expectations and regulatory requirements. The quality system is designed to ensure that both the clients', and statutory requirements are fully recognised and receive complete and proper attention through the planned and controlled execution of all activities. Quality assurance is the individual responsibility of all. All personnel are required to ensure that quality is not compromised in the performance of their various duties. RHINOCEROS will always source materials from suppliers providing materials of the highest quality, least harmful to the environment, of best value, which match the contract specification. RHINOCEROS will train all personnel and sub-contractors to carry out each and every task professionally and to a high standard. RHINOCEROS will encourage and assist all staff to continue to study and train to improve their professional skills. RHINOCEROS management recognise that the key to expansion, increased profitability and the good reputation of the company lies in having a highly trained and motivated management team and workforce.

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Managing Director  
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