

Quality Policy

The REDBOX Group quality policy has been developed solely for the purpose of providing the best quality service, products and after care service to our clients during the execution of our business activities.

Quality is important to our business because we value our clients. We strive to provide our customers with products and services that not only meet but also exceed their expectations.

We are committed to continuous improvement and have developed an Integrated Management System (IMS) which is communicated throughout the organisation.

The processes and procedures within the IMS describe how the organisations activities are managed and provide a framework for measuring and monitoring our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development of our employees
- Regular auditing of our internal procedures
- Measurable quality objectives which reflect our business goals
- Management reviews of audit results, customer feedback and complaints

All employees are individually responsible for the quality of their work and are provided with appropriate training, so we constantly improve the performance of the company.

REDBOX Group are committed to:

- Achieving continual improvement and ensuring the effectiveness of the Integrated Management System through setting, monitoring and achievement of quality objectives.
- Achieving and maintaining a level of quality which enhances the customer experience for all our clients.
- Satisfying all applicable legislative requirements.

All procedures and processes are reviewed regularly and are available in the company handbook.

The Managing Director retains overall responsibility for the implementation of the Integrated Management System. Clarification of the company's policies, processes & procedures are available from the company Directors.

Signed:

Mr David James
Managing Director

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