

	QUALITY POLICY Retail Facility Management LLP		
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Prepared by: Tolengutova S.	Revision: 00	Page: 1 of 2	Brought into force: <u>10 September 2018</u>

Approved by _____ S.Tolengutova
Director
«Retail Facility Management» LLP
September 10, 2018.

Attachment №3 to Order №01/ОД dated 10.09.2018

RETAIL FACILITY MANAGEMENT QUALITY POLICY

Retail Facility Management LLP intends to achieve competitive advantage and take a leading position among international facility management companies.

A client must receive the facilities served and managed by us in full compliance with designs, specifications of contracts, met with international standards, applicable regulations and wishes of client not making worse a workmanship of our property management services.

Choosing a quality strategy, as a priority, the management of Retail Facility Management LLP identifies key tasks to achieve its goals:

- to ensure compliance of production activity to the requirements of ISO 9001 and ISO 45001:2018 standards
- to plan carrying out of services according to requirements stated by client
- to deliver materials and equipment to facilities right on time
- our quality management system must constantly improve
- ensuring facilities with uninterrupted energy
- our own transport and equipment ensuring compliance with deadlines are in our hands
- unlocking the potential and ensuring a high level of professionalism of every company employee
- quality of our materials produced for services must comply with the requirements of the client and be not below the values stipulated in applicable standards.

We carry out these principles through the following:

- The personal participation of top management in the development of quality management system and its continuous improvement.
- Regular informing and making it clear to all personnel by top management that to comply with the requirements of Client, standards of company, designs and technical regulations is a must.
- Involvement and encouragement of all employees in work on quality improvement.
- Continuous training and development of all employees and support of their efforts aimed at assurance of good workmanship.
- Creation of a team included all employees, who continuously improve their professional skills.
- Assurance of high-quality labor at every workplace.
- Refusal of compromises decreasing a quality of the rendered services.
- Satisfaction of the Client's requirements not contradictory to the requirements of quality standards.
- Establishment, operation, and continuous improvement of quality management system based on the requirements of national and international standards, process approach, moral and financial incentives of employees.

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- Improving the quality by continuous improvement of processes, control rather of defect causes than defects themselves, determining of actions to eliminate the causes of potential nonconformities for prevention their occurrence.
- Regular providing of all activities influencing on quality with the resources required.

Retail Facility Management Director

Samal Tolengutova