

## Rexel UK Limited

### QUALITY POLICY

Rexel UK Ltd, through its distribution network, provides innovative products, services and solutions for electrical installation, improved electrical performance and energy efficiency.

The company's objective is to exceed customer expectations by having available, in stock, a range of own brand and leading manufacturers goods that are available over the counter and for same day delivery. Where profiled items are not available in branch we aim to provide a same day delivery service to a majority of customers in the UK if orders are placed within agreed timescales. By providing high standards of customer service we aspire to be recognised as the UK's leading distributor of electrical products and services.

Every quarter, a survey is carried out in which we ask customers to rate various aspects of their experience with us. Feedback from this is used to drive business improvement and ensure changes being made are improving customer satisfaction.

Directors and Managers are responsible for implementing this Policy and all employees are responsible for delivering a quality service to our customers.

In order to achieve this Policy, Rexel is committed to complying with customer, as well as legal requirements and to continually improve the effectiveness of our Quality Management System, which is consistent with BS EN ISO9001:2015. Improvements in the Quality Management System will be driven through the setting of annual objectives and targets.

Processes and procedures for the Quality Management System are available on the Hub.

Accredited certification to BS EN ISO9001:2015 will be achieved via a recognised third party.

The scope of the Quality Policy is all Rexel UK Limited sites.

This Policy will be reviewed on a regular basis to ensure its overall operational effectiveness.



**Edgar Aponte**  
CEO UK and Ireland