

Quality Policy

Renaissance Services specialises in accommodation, services solutions and Integrated Facility Management (IFM).

We are committed to continually improving our high-quality services and performance to satisfy our clients, shareholders, and stakeholders.

We strive to ensure the implementation of Quality Assurance and Quality Controls across all business areas of services, operations productions, and deliverables, with the assurance of adherence and adaption of the Quality Management System by everyone working at Renaissance Services. The Quality Management System (QMS) is designed and conducted to comply with the requirements of ISO 9001:2015.

Our Objectives are to:

- Acknowledge all requisites of activities, services and operations of Renaissance Services clients, shareholders and stakeholders.
- Commit to understanding the current and future needs of clients, meet their requirements and strive to exceed their expectations.
- Engage and recognise the essence of everyone's roles and responsibilities constantly update, seek continuous improvement and increase awareness of environmental conservation including pollution amongst our workforce and contractors.
- Encounter internal and external interested parties and accept social, environmental, charitable, regulatory, and legislative responsibilities.
- Establish business and quality objectives, which are reviewed annually through Management Review.

Our Targets are to:

- Conduct surveys and collect feedback from clients, shareholders, stakeholders, and everyone at Renaissance Services and identify opportunities for continuous improvement.
- Provide necessary resources to aid in maintaining and managing all aspects of services and operations to sustain the expected high quality of deliverables.

Renaissance Services Management will:

- Ensure that all objectives and targets are communicated and understood by all employees and contractors.



Stephen R Thomas
CEO

Description	Revision Number	Date Issued
Issue 1	2	July 2023