

QUALITY POLICY

Rexel's mission is to support customers around the globe, wherever they are, to create value and run their businesses better, by providing a broad range of sustainable and innovative products and services for automation, technical supply and energy management.

To achieve this mission successfully Rexel places customer satisfaction at its centre.

Rexel has defined six core values that set fundamental principles for the way we operate and interact with our customers and other stakeholders.

DELIVER THE BEST CUSTOMER EXPERIENCE

We draw inspiration from our customers by understanding their requirements and are always looking for creative paths to help them to create more value

JOIN FORCES FOR SUCCESS

We team up with our stakeholders for mutually rewarding partnerships.

ENCOURAGE TO INNOVATE

We develop new business models and inventive ways to increase value creation.

ENGAGE PEOPLE TO DELIVER THEIR TALENTS

We develop the talent of our teams providing our stakeholders with the most experienced, knowledgeable and skilled Rexel partners.

TRUST EACH OTHER

We hold each other accountable for promises and responsibilities

ENJOY MAKING A DIFFERENCE

We act as champions and ambassadors to make Rexel the partner of choice.

In order to achieve our policy we are committed to comply 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. The Quality Management System will be continually improved through the setting of annual objectives and targets.

Accredited certification to ISO9001 will be achieved via a recognised third party for trading banners where appropriate. Details of formal certifications held will be made available on request to any interested party.

The scope of our Quality Management System covers all Company operations in the UK.

This Policy will be reviewed on a regular basis to ensure its overall effectiveness and improved performance.



Anthony McDaniel

HR & Communications Director - UK & Ireland

Initially Authorised: JANUARY 2013 on behalf of Rexel UK Limited Trading Banners

Last Reviewed: JANUARY 2013