

# Rexel UK Limited

## QUALITY POLICY

Through its distribution networks for professional customers in the industrial, residential, and commercial sectors, Rexel provides innovative electrical solutions and equipment to improve comfort, performance, and energy efficiency. As a global player in the distribution of electrical equipment, Rexel uses its leadership to foster sustainable development

Rexel places customer satisfaction at its centre and 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.



**John Hogan**  
CEO – Rexel UK

**Initially Authorised: JANUARY 2015** on behalf of all Rexel UK Limited Trading Banners  
**Last Reviewed: JANUARY 2015**



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