

QUALITY POLICY

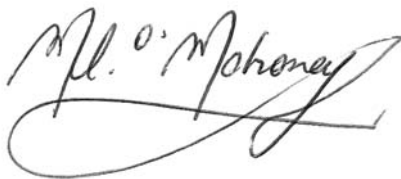
Our Quality Policy is to ensure that as far as reasonably practicable our customers are provided with pest control services in accordance with mutually agreed contractual and quality specifications.

To effect this Policy a system of management controls is operated similarly in all our branches Nationwide. These include, customer feedback reviews, corrective action log and quality assurance checklist analysis and management review meetings.

Our Pestguard Plus Manual, associated PestNetOnline (PNOL) programme, and Pest Control programmes detailed in our Pestguard Plus Quality Manual, summarise our Quality System to ensure compliance with ISO 9001:2000.

Rentokil Pest Control is further committed to providing instruction, training, information and supervision to enable all staff to recognise and understand their responsibilities to achieve and maintain quality standards.

Quality objectives are established and adequate resources are provided to ensure the implementation of this policy. This policy and our quality management system are regularly reviewed to continually improve the service.



Michael O Mahoney
Divisional Manager