

STATEMENT OF QUALITY POLICY

It is the policy of the Company to provide a reliable and efficient service to its Clients whilst conforming to the Company's long term objectives and requisite statutory and safety regulations and to maintain Customer satisfaction. In order to achieve this, the Company implements a fully integrated Documented Quality Management System, for which ultimate responsibility rests with the Managing Director.

A Quality Assurance Manager has been appointed who is responsible for the implementation of documented procedures.

The Documented Quality System ensures that the Company can fulfil contractual obligations by:

- Ensuring that all activities which directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators (eg. Marketing Review) which provide the feedback to enable quality improvement, giving due regard to the human factor.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Managing Director ensures that this policy is communicated, understood and implemented at all levels in the organisation.



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M G Newton
Joint Managing Director