

# quality policy



Our quality policy is to enhance our reputation for excellence through customer satisfaction by providing profitably and consistently a superior quality of service and product.

This policy is based upon the certain knowledge that the success of our company depends upon the need to understand and meet fully the requirements of the customer.

The means by which this quality will be assured will be through our commitment to operate a quality system which meets the requirements of the International Standard ISO 9001, through our determination to continually improve our performance and by setting and reviewing quality objectives and targets.

Whilst the responsibility for installing this system, maintaining it and providing adequate resources for it rests with management, the system can only meet our aim if everyone in the company shares the commitment to it and plays their full part. Everyone is encouraged to identify any aspect of our operations which could enable us to implement our policy more completely or more efficiently.

A handwritten signature in black ink, appearing to read "Terry O'Hare".

Terry O'Hare  
Managing Director

A handwritten signature in black ink, appearing to read "K. Johnson".

Kerry Johnson  
HR Team Leader - Support Services