

## Quality Policy Statement

Our mission is to supply a highly professional and responsive service to our clients at all times. We aim to deliver a consistent level of excellence and will be judged by our clients, directly or indirectly, through their continued use of our services. We aim to exceed industry standards and establish the company as a market leader in its field.

Our commitment to quality, and its management, is paramount for the delivery of our services. It is backed by a process of continuous improvement which is designed to promote client satisfaction, confidence and value for money. The company supports the guidance for quality management given within the standard ISO 9001:2008. To this end the company has developed management systems that are externally certificated by BSI in line with its requirements.

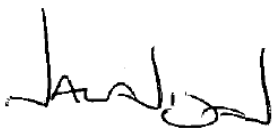
We will communicate this policy to our employees through our intranet and make it available for our customers or other interested parties on our website or on request.

Our strategic aim during 2017 is to continue the development of our management systems to achieve external certification in line with ISO 9001:2015.

The company defines our core values as:-

- Being totally client focused
- Being able to deliver the highest standard of service with a skilled and competent workforce
- A model employer which encourages personal development by training of all types
- To ensure equality of opportunity
- To achieve profitability without detriment to safety and client satisfaction
- To continuously improve the services we offer to our clients

Signed:



Nick Lanigan  
Managing Director  
April 2017

Title:	Author:	Authorised:	Dated:	Version:
Quality Policy	Hilary Jones	Nick Lanigan	April 2017	2.3