

## Quality Policy

Our Policy is to recognise and understand our customer needs and requirements enabling us to deliver products and services that meet or exceed their expectations. The way in which we deliver these products and services must ensure sustainable profitable growth of the business and recognise the wider interests of all our stakeholders.

The main objectives under our Policy are:

- To continue to build and develop an organisation founded on the fulfilment of our customer needs, with particular emphasis on service, safety, quality, technical integrity, reliability and environmental awareness.
- To regularly communicate with our customers, allowing us to recognise, understand, meet or exceed their current and future requirements.
- To ensure a unity of purpose delivered through a strategic process founded on leadership, management, commitment and accountability.
- Actively engage the skills and experience of our staff at all levels, and in doing so ensure that the organisation operates to its full potential.
- To identify improvement opportunities and progressively implement process improvements through the measurement and analysis of internal and external performance indicators.
- To continually develop mutually beneficial supplier relationships that add value throughout the supply chain.

These objectives will be delivered through a Quality Management System that is founded on the continual improvement of our key inter-related processes.

This Policy Statement is available to all staff through the company Intranet system and displayed in all main work areas. It is also encompassed as part of the Quality Management System induction process. The continued relevance of the Policy Document is assessed as part of the Senior Management Review.

Signatory: Bob Drummond, Managing Director

Date: 22nd August 2002