

## 2. Quality Policy Statement QM02

The Management of the Company has a policy of continual improvement. In line with this policy we recognise the benefits of operating our business in accordance with the requirements of ISO 9001: 2000.


The Company will comply with and fully embrace the spirit of the requirements of ISO 9001. This will enable us to follow a structured and consistent approach to business, maximise internal efficiency, and maintain the very highest standards of customer care possible.

The Company complies with the requirements of all regulatory legislation relevant to the industry and Health and Safety at Work Act 1974. It also complies with specific public technical standards as and where required.

The Company believes that adopting the procedures implicit within these standards will enable us to increase the Company's operating efficiency, minimise wastage and improve profitability, whilst maintaining and continuously improving the levels of customer satisfaction.

Our aim is always to achieve total customer satisfaction with the products and services we offer so customers continue to choose the Company as their preferred supplier and also confidently recommend our Company to other potential customers.

This policy statement is to be understood and followed by all personnel employed by the Company.

Signed   
(Managing Director)

Date: 09.09.2003.