

## Quality Policy

Demonstrating a strong track record in the continuous improvement of our performance, is a key differentiator and critical to the success of our business. We are committed to consistently providing the best value to our customers through satisfying their needs and surpassing their expectations. This will be achieved by a continuous process of quality improvement which encompasses:

- Commitment to comply with any statutory and regulatory requirements.
- Commitment to continually improve the effectiveness of the quality management system.
- Commitment to maintain, review and develop our processes and Quality Management System to ensure that we continue to deliver against the needs and expectations our customers
- Commitment to develop people's skills and involve all personnel in achieving the organisation's aims so that we can successfully meet the changing needs and expectations of all our clients

This policy will be brought to the attention of all employees, made available to the public and reviewed annually.



P.C. Sullivan  
Contracts Director  
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