

# Quality Policy

**We are committed to be a world-class leader in our business. We believe that exceeding the expectations of our stakeholders, is the most important means to achieving and maintaining this leadership.**

**Meeting stakeholder requirements and customer expectations requires our commitment to the finest practices in quality, and by creating an environment that encourages all employees, through competency of training and communication, to pursue the aim of continuous improvement in everything we do.**

**Quality objectives set via the business planning process are documented and monitored at regular management meetings, and communicated through the key measures charts and monthly management reports**

**This commitment to customer satisfaction is to govern our relationships and actions with our customers, both internal and external, our suppliers and our employees.**

**Paul Edwards, UK Managing Director**

A handwritten signature in blue ink, reading "Paul S. Edwards", is written over a horizontal line.