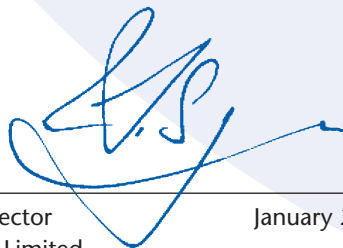


## Quality Policy

It is the Policy of HS Environmental Services Limited:

- To provide a reliable and efficient installation and maintenance of electrical and building services to its customers, whilst conforming to the companies objectives and statutory, regulatory and safety regulations.
- To maintain a management system that meets the requirements of ISO9001:2000, and includes quality system objectives that are regularly reviewed by the management team.
- To provide resources to maintain and improve the management system in order to meet the requirements of its customers and to enhance customer satisfaction.
- To establish quality objectives at each relevant and functional level in the business that are appropriate to the functional area, are measurable, will support the Quality Policy and will facilitate the company's aim to provide a service to its customers'.
- To facilitate communication throughout the company, monitor customer satisfaction and to continuously monitor the effectiveness of its Quality Management System and the Quality Policy in order to improve its suitability and effectiveness.
- To establish a documented Quality System that will allow the company to fulfil its contractual obligations by:
  - a. Ensuring that all activities that directly affect the quality of the service are carried out under controlled conditions.
  - b. The continuous monitoring and analysis of quality indicators that provide data to enable quality continual improvement against the customers' needs and expectations.
  - c. Providing resources, up to date instructions and training to all personnel, together with the promotion of quality awareness.

Signed \_\_\_\_\_  
Harry Sayer, Managing Director  
HS Environmental Services Limited



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