

RED FUNNEL GROUP LIMITED

QUALITY POLICY STATEMENT

Statement of Policy

It is the Policy of the Company to provide services of a consistently high quality to our customers and to establish objectives and processes necessary to deliver results in accordance with customer and legal requirements.

The Company's objectives are:-

1. To enhance customer satisfaction by consistently providing a quality of service that meets or exceeds customer expectations.
2. To provide such service in a manner which ensures the safety of our customers and staff.
3. *Have a commitment to continual improvement*

These objectives will be measured through Key Performance Indicators and achieved by:-

- Continuous appraisal and when areas for change are identified, these are introduced following careful assessment, including a cost benefit analysis, for the improvement of the service to our customers and the enhancement of the management system as a whole.
- *Implementing and complying with all requirements of the Integrated Quality and Environmental management system and any other applicable requirements.*

In order to ensure that quality requirements are met, there is a defined management responsibility to ensure that all personnel are adequately trained and are fully familiar with the Company's commitment to providing services of consistent quality to our customers.



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James Fulford
Chief Executive Officer

06/12/2010

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Date