

## QUALITY POLICY

M + W Zander FE UK Ltd aim to provide defect free goods and services within agreed time scales and within budget.

The Company operates a Quality Management System that has attained BS EN ISO 9001: 2000 certification, including aspects specific to its business activities.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Company the importance of meeting customer needs and legal requirements
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources

The management is committed to a continuous improvement process whereby

- The Quality Management System is developed and improved
- The effectiveness of the Quality Management System is assessed and reviewed
- Customer satisfaction is regularly assessed with the aim of continual enhancement

The structure of the Quality Management System is defined in the Quality Manual.

Company personnel are familiar with the aims of this Quality Policy and implement the requirements of the Quality Manual.

The Company complies with UK, Irish and EU legislation and regulations, specifically related to its business activities.

The Company constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is annually reviewed in order to ensure its continuing suitability.

Signed:

Peter Greenhalgh

Managing Director  
M+W Zander FE UK Ltd  
Date: November 2008

