



## QUALITY POLICY

It is the policy of PTL Building Services Ltd to provide services to its customers that not only meet agreed contractual specifications and standards, but also satisfy or exceed the customer's service requirements.

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.

In addition, it is our policy to satisfy applicable legislation, achieve industry standards and conform to specific national standards to which PTL Building Services Ltd are approved.

To this end, every manager is required to:-

- Maintain staff who are suitably qualified to interpret, clarify and confirm customer requirements and achieve industry standard levels of performance commensurate with the service provided.
- Ensure all staff observe the requirements of the Quality Management Systems (QMS) Manual and relevant QMS plans and procedures.
- Design, plan, control and document in a systematic manner, procedures and work instructions necessary to provide the requisite level of quality assurance.
- Ensure all staff maintain records to substantiate the quality assurance of the service or project undertaken.
- Provide evidence of a quality service, demonstrate the standard of service provided and supply certification where required.

The Quality Manager is the nominated management representative and as such is responsible for ensuring that the policies described in the QMS Manual are effective and that all staff comply with these policies. However, quality is not solely the responsibility of the Quality Manager and all employees are required to support and comply with the policy.

Signed .....

A handwritten signature in black ink, appearing to be 'MUR', written over a dotted line.

Date .....

01-01-2009