

# Quality Policy Statement

Taylorshouse Limited is committed to the search for excellence and the total satisfaction of our clients justifiable and legitimate demands, and their specific requirements.

We strive to be an efficient service provider and to offer our clients a prompt, courteous and effective service. We seek to deliver services in a manner that is not detrimental to the Environment or to the Health and Safety of our employees, our clients, and the general public both inside and outside our facilities.

Taylorshouse's objective of consistent high quality performance is met by mandatory adherence to procedures, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources, according to the principles of Quality Assurance.

The Taylorshouse quality policy is based on the following four principles:

1. The Company is responsible for reviewing our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them; ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers, large and small.
2. The directors are charged with the provision of an ongoing staff training and development programme so that the quality policy is understood, implemented and maintained at all levels within the Company.
3. To further ensure that the policy is successfully implemented, Taylorshouse employees will be personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
4. All personnel are responsible for ensuring that when mistakes are made, they are recorded and rectified quickly, and are not repeated.

Signature of person responsible for policy:-

(print name) James Taylor

(signature)



(position) Director

(date)

11<sup>th</sup> June 2010