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|  | QUALITY POLICY STATEMENT | REF | IMS doc 114 |
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It is the policy of Clifford Devlin Limited to supply services of high and consistent quality to its Clients. These will be in accordance with the Company's organisational goals, Terms of Business and expectations that include the needs of our Clients.

This policy will be reviewed annually to ensure that it is still up to date and relevant.

The Clifford Devlin Limited Quality Manual defines the management organisation responsible for quality, which through periodic management reviews, ensures the suitability, achievement and maintenance of the Company's quality objectives as defined in the Quality Manual and Operating Procedures, and that continuous improvement is effected. The Quality Management System implemented is defined by ISO 9001:2015.

The Quality Objectives include setting targets for:

- ✓ Client Satisfaction and Complaints handling
- ✓ Compliance with required legislative and identified requirements
- ✓ Targets for repeat business and market share
- ✓ Staff performance and turnover
- ✓ Service development and improvement

All operations shall be carried out as defined in the Manual and Operating Procedures. Deviation from the procedures must be first notified to the HSQE Manager for investigation via the NCR system. Findings of the investigation shall be reported to the Managing Director. He is responsible for final approval of all changes to procedures prior to implementation.

It is part of the Company's training programme that this policy is understood, implemented and maintained at all levels in the organisation. This statement represents my commitment, on behalf of Clifford Devlin Limited to the Quality Policy.

For and on behalf of Clifford Devlin Ltd



Tim Clifford – Managing Director

27th April 2017

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