

Quality Assurance Policy Statement

The Chief Executive and the Management of the Richard Irvin Building Services Division are fully committed to providing all customers with a high level of service through the operation of a quality assurance management system that has been modelled on the nationally and internationally recognised standards i.e., BS EN ISO 9001(2000).

Best practice principles are continually reviewed and applied to ensure both regulatory and client requirements can be achieved. Furthermore, customer satisfaction will be achieved through the implementation of the management system, customer feedback and internal performance indicators.

If weaknesses in the system are highlighted, improvements will be proposed, fully evaluated and implemented.

These standards and levels of service will be achieved through:

□

- The development and application of the Division's quality management system.
- Education and training for all personnel in quality awareness and the Division's quality Procedures.
- A process of continuous improvement.

It is the aim of the Building Services Division to consistently and continuously meet customer needs while, at the same time, taking all necessary measures to ensure best practice is employed with regard to safety and environmental management.

Our quality system demonstrates and enhances the Division's reputation for professionalism and quality of its personnel and services, thereby maintaining its position as a leader in the market sectors in which it operates.

The quality assurance process defined in the Division's Quality Manual has the unqualified support of the Richard Irvin Services Group's management team who by their leadership, encouragement and example, will demonstrate that quality is the responsibility of each employee.

Signed:



Chief Executive J. Murdoch Date: March 20 2009

Reviewed and Updated on 20 March 2010 Next Review Date: 20 March 2011