



STATEMENT OF QUALITY POLICY

The principle objective of the Managing Director of CRESSWELL OFFICE SERVICES LIMITED is that his Company should provide its clients with a quality of service which not only gives no cause for complaint but also surpasses their expectations. The ultimate aim is to make the Company the natural first choice for potential as well as existing clients. In order to achieve this we are committed to providing a quality service, and of supporting products, which meets not only the specified requirements of each of our clients but also their implied expectations.

Our commitment to each of our clients is to provide a truly outstanding level of service and we are confident that this can assist in improving the quality of service and environment which they, in turn, are able to provide to their own clients and staff, thereby adding value to their business.

In order to ensure that we continue to meet these goals we have implemented and maintain a documented Quality and Environmental Management System, of which this Statement is the cornerstone, which meets the requirements of BS.EN.ISO 9001:2008. We are committed to comply with the requirements of our Quality and Environmental Management System which includes measures that have been devised to ensure a continual improvement in the quality of the service which we provide to our clients. In order to ensure the continued effectiveness of our Quality and Environmental Management System it is reviewed at defined intervals and in accordance with a documented Procedure.

We are also committed to managing our operation in such a way as to minimise the adverse environmental impact of our activities and have devised and implemented an Environmental Management System addressing the requirements of BS.EN.ISO 14001:2004. Our Statement of Environmental Policy is documented on Page 4 of our Environmental Management Manual.

We have appointed Steve Woodcock, our Operations Manager who works closely with our retained Quality Management Consultant, as our Management Representative for Quality, fulfilling the role of Quality Manager. He is responsible for maintaining, improving and developing our Quality and Environmental Management System and for ensuring that it remains relevant not only to the operation and objectives of the Company but also to the needs and expectations of our clients.

David McLeod
Managing Director