

## QUALITY POLICY

Chloros believes that its customers expect a continually improving service. We aim to ensure we exceed all our customers' requirements and expectations by delivering a level of service above our customer standards.

To achieve our aim, we will aim to implement a management system that complies with the international standard of good practice BS EN ISO 9001. It includes a commitment to meet the standards of service expected, as well as legal and regulatory requirements. We will continually develop the system and ensure it remains effective.

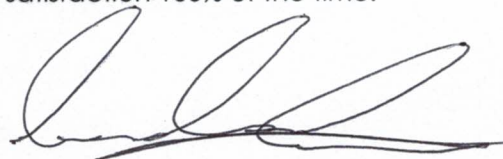
Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- To build a mutual relationship with our customers, ensuring their long-term requirements are met through the understanding of their needs.
- Achieve our commitment to quality, cost and service.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best available techniques, and customer surveys.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development training programs and show strong management involvement and commitment.
- We strive to be perceived by our customers as a company whose service and support consistently exceed those of our competitors.
- If one of our customers have a problem with our service or our actions, we will react immediately and decisively to overcome it.
- Wherever possible we will do what we have agreed to do, keeping our customers informed of progress.
- We strive to be the preferred supplier for our products and services in our chosen field.
- We aim to comply with the requirements of the ISO certification and continually improve the effectiveness of the Quality Management System.

Management is responsible for monitoring the quality system and reports regularly to the Directors on the system's implementation, status and effectiveness. It is the policy of Chloros that documents within the quality management system are reviewed on an annual basis with input from our team. The review will be brought forward if there is a change in legislation/legal requirement to update the effected documentation.

Using these guiding principles, everyone at Chloros is fully accountable for satisfying our customers by meeting or exceeding their needs and expectations with efficient solutions and services. Our goal is 100% customer satisfaction 100% of the time.

Andrew Sawers



Director, Chloros Environmental Ltd

