

Total Piling Ltd.

QUALITY POLICY STATEMENT

The Company is committed to high standards of service to its customers by following clearly defined responsibilities for quality by all personnel – operatives, supervisors, managers and directors. All Company personnel are trained and competent to carry out their duties.

The Company has an integrated combined QA/H&S/Environmental Management System that sets out in detail who does what, where and how to satisfy the customer's requirements.

We aim to be the best by following these principles.

- Listening and talking to our clients to understand what they want, which is not always what they think they want.
- Getting it right first time.
- But if something does go wrong put it right as soon as possible without seeking to apportion blame before starting remedial works.
- Promoting a culture of quality, pride in our work and continual improvement.
- Setting clear goals and actively encouraging all personnel to get involved to achieve them.
- Teamwork within the Company to achieve quality.
- Teamwork with the client, engineers, architects and contractors to achieve quality.
- Creating a work environment in which all our people have the opportunity to fulfil their potential.

All Company personnel are issued with a copy of this policy and instructed to comply.

Arrangements are in place to regularly monitor and audit the Company's compliance with the Policy and relevant legislation in association with Safety Measures Ltd, acting as our professional advisers. The Directors review the objectives and targets and this policy document each year.

SIGNED: *Philip Bates*

POSITION: Director

DATE: 02/01/2015