

## Quality Policy

STV Building Services Ltd aims to provide a defect free service to its customers, on time and within an agreed budget.

STV Building Services Ltd operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification.

The management of STV Building Services Ltd is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management of STV Building Services Ltd has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in the Management System Policy Manual.

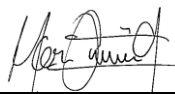
All personnel understand the requirements of this Quality Policy and abide with the contents of the Management System Policy Manual.

In addition to all English and EEC Legislation and Regulations, STV Building Services Ltd complies with all legislation specifically related to the supply of their services in relation to the Building industry.

STV Building Services Ltd constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Signed:



Date: 19/04/2011

Mason Quincey (Managing Director)