



HIGHGATE MANAGEMENT

QUALITY POLICY STATEMENT

Highgate Managements' quality policy is to achieve sustained, profitable growth by delivering services which consistently satisfy the needs and expectations of its customers. This achieved by:

- ◆ Adoption of a system of procedures that reflect the competence of the Company to existing Clients, potential Clients and independent auditing authorities;
- ◆ Involving all staff, who are individually responsible for the quality of their work, resulting in a continually improving environment for all. This policy is provided and explained to each employee by the Director, General Manager or Management Representative.

The objectives for the Quality Assurance System are:

- ◆ To maintain an effective Quality Assurance System complying with ISO 9001:2008;
- ◆ To achieve and maintain a level of quality which enhances the Company's reputation with Clients; and
- ◆ To endeavour, at all times, to maximise customer satisfaction with the services provided by Highgate Management

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M Jessett
Director

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D Hume
Director

April 2011