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## QUALITY POLICY

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Telluric Land Remediation Ltd is a contracting company specialising in providing solutions for the remediation of contaminated land and groundwater.

We work closely with the client, consultant and regulatory authorities to design and implement sustainable, cost effective, remedial solutions in response to specific needs and site conditions.

The management and all who work at Telluric Land Remediation Ltd are committed to providing the highest possible level of service in satisfying the requirements of our customers.

In order to ensure that we achieve excellence in all our activities we have implemented a formal quality management system, which satisfies the requirements of BS EN ISO 9001 : 2008.

The company's objectives which underpin the quality management system are:

- ◆ Our customers' needs shall be fully understood.
- ◆ Appropriate resources are provided in terms of facilities and relevant skills to fulfil customers' needs.
- ◆ The company is committed to a process of continual quality improvement, and sets quality improvement objectives which are re-assessed regularly.
- ◆ The company strives to achieve the principle of 'getting it right first time, every time'.
- ◆ Progress towards the quality objectives is monitored.

The quality policy and quality objectives adopted by management have been made known to all employees.

This will be the foundation on which we will build continuing improvements in our performance.

The quality policy and management system are reviewed and updated regularly to take account of changing circumstances and customer requirements.

Date:

22<sup>nd</sup> April 2009

Managing Director

*R James*