

STATEMENT OF POLICY WITH RESPECT TO:

## Quality Assurance

Hargreaves Industrial Services are committed to meeting customer, legal and ISO 9001 requirements. We aim to provide the services listed below in a controlled, well planned and consistent manner:

- ◆ Provision of plant and labour to operate and maintain materials handling and processing systems (including flue gas de-sulphurisation plants)
- ◆ Provision of labour and services for engineering, industrial cleaning, welding, inspection, painting, electrical work and mechanical work
- ◆ Provision, maintenance and installation of access services and equipment
- ◆ Repair, installation and maintenance services for coal fired power stations, natural gas power stations and other heavy industries
- ◆ Provision of plant and labour to operate and maintain materials handling and processing systems
- ◆ Project management of engineering support activities including design and fabrication services

We will monitor our performance in order to generate continual improvements to enhance the effectiveness of the Quality Management System (QMS) and the business processes. Relevant Quality Objectives have been set and are formally reviewed at the senior managers meetings throughout the year.

Each and every employee are fully aware of their roles and responsibilities in terms of quality to ensure that controls and processes are effective and complied with in order to continually meet and satisfy our customer needs and expectations.

Our Quality Policy is defined and strongly driven by our quality objectives which reflect our management principles and behaviours:

- ◆ Achieve our commitments for quality, safety, cost, and as a services provider
- ◆ Build a mutually beneficial relationship with interested parties i.e. customers and employees, ensuring their long-term success.
- ◆ Understand the needs and expectations of our employees and customers
- ◆ Commit to ensuring all services supplied and installed are done to the highest standard that complies with applicable legal and other requirements
- ◆ Deliver our service and operations to a defined quality processes and train our people accordingly
- ◆ Strong management involvement
- ◆ Develop competencies, creativity, empowerment and accountability through appropriate development programs
- ◆ Drive continual improvement and innovation based upon efficient business processes, to promote best practice.
- ◆ Effective analysis of data, information and audit findings
- ◆ Communicating this policy with both internal and external customers.

The quality management systems and performance is communicated to all those concerned and feedback from all staff is openly encouraged.



**Mark van Kalles**  
Managing Director – Asia