

# QUALITY POLICY STATEMENT

WPA's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the QA manager.

To achieve and maintain the required level of assurance the Directors retain responsibility for the Quality System with routine operation controlled by the QA Manager.

In order to ensure the highest possible quality service is provided to their clients, WPA will:

- a) create and maintain an effective Quality Assurance System complying with International Standard ISO9001, and to strive to continually improve the quality of the service provided by WPA.
- b) achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) ensure compliance with relevant statutory and safety requirements.
- d) endeavour, at all times, to maximize customer satisfaction with the services provided by WPA.