

Quality Policy

V3.0

Ham Baker is committed to ensure that:

- The products and services we provide consistently meet our customer's expectations.
- Our quality system complies with ISO9001:2008
- Set objectives and targets that measure customer satisfaction and our process so that we can continual monitor our performance and implement improvement programmes.
- Provide adequate resources to maintain the quality management system and meet our objectives.

Our people are an important part of our strategy and it is our target to ensure that they have the necessary skills, information and working environment to carry out their roles effectively and safely.

We believe that it is important to keep our staff informed and we communicate our objectives and targets to them so that they are kept aware of our performance.

We review our strategy on a regular basis to identify opportunities to improve our effectiveness.

It is the responsibility of all of us to carry out our tasks to maintain our objectives and meet our goals.

The Compliance Director has the responsibility to monitor performance against the requirements of our quality management system.

The Managing Director has the responsibility for formulating and implementing the policy. The policy is reviewed on an annual basis during the management review.

Signed:

A handwritten signature in black ink, appearing to read "S. Bailie". The signature is written in a cursive, flowing style.

Mr. S. Bailie
Managing Director

Date: 11.3.10
Review due 03/11