
QUEST HEALTH, SAFETY & ENVIRONMENTAL

QUALITY POLICY GENERAL STATEMENT

FES FM is committed to the pursuit of Business Excellence and will adopt the ISO 9001:2000 Model to act as the framework for Business Planning and Self Assessment purposes.

It is the policy of FES FM to meet and exceed the demands placed upon us from various quarters such as;

- Statutory requirements,
- The industry,
- Our business partners
- Our own internal high standards.

FES FM have employed an innovative integrated management system designated QUEST.

QUEST considers:

- QQuality.
- Environmental.
- Safety.
- Training.

QUEST is designed to operate on two levels:

- QUEST Plan.
- QUEST File.

QUEST Plans will document the tactics to be observed in pursuance of our objectives. Bespoke QUEST plans for individual applications are constructed in consultation and co-operation with our partners. This approach ensures that we can deliver our contractual requirements and the expectations and demands of the client within a robust and mutually beneficial framework.

The QUEST file provides the evidence that we are managing the requirements described within the plan.

The QUEST System also contains a continually updated information resource for its users.

The QUEST Plan and File are updated as the evolution of the contract dictates. The information gathered in the QUEST plan is available at all times for our business partners to access.

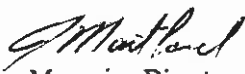
FES FM will provide its Partners with a service that meets the agreed service levels. The service will be provided in a manner that delivers value to all interested parties.

FES FM will: -

- Establish and review quality objectives.
- Demonstrate that the expectations and needs of the Customer are being met.
- Afford reasonable access to relevant parts of the Management System that will satisfy agreed audit requirements.
- Meet or exceed the quality and organisational goals of the customer.
- Deliver results against the ISO 9001:2000 criteria.
- Ensure that all employees receive appropriate training, coaching and mentoring that is required for them to execute and verify the work assigned to them.
- Ensure that the work experience for all employees is rewarding, minimises staff turnover and provides for development opportunities.
- Provide adequate resources, including suitably qualified, experienced and well-motivated people, to manage all aspects of Service Delivery.
- Develop robust Processes and Procedures that will integrate its operations with those of Partner operations.
- Continually improve and develop services with value in mind and provide the vehicle for innovation to take place
- Allocate additional resources (Sub-contractors and Suppliers) that have been evaluated and selected on the basis of their ability to meet the quality and health and safety requirements of all concerned.

The service shall be subject to systematic audit, monitoring and review to ensure that there is continued effectiveness in delivering against the agreed requirements.

I Maitland



Managing Director.

FES FM Ltd.

January 2010.

QUEST HEALTH, SAFETY & ENVIRONMENTAL QUALITY POLICY ORGANISATION

For organisation chart, please see up to date FESFM organisation document.

The following responsibilities are apportioned, by virtue of their designation, the people with responsibilities are duly authorised by the Managing Director to take the necessary steps to ensure compliance:

Managing Director.

- The Managing Director has ultimate responsibility to ensure that the company fulfils its legal obligations and to ensure that the objectives set out in all company policies are achieved.
- Ensuring that effective management, financial, human and other resources are employed in the pursuance of the stated aims of company policy.
- He will also ensure that policies are reviewed to ensure continuing compliance with the law and the business plan of the organisation.

Risk Managers.

- Ensuring the company is aware of statutory obligations and recommended codes of practice.
- Arranging for the provision of written procedures.
- Assisting personnel at all levels of the business in matters relating to Health & Safety, Environmental or Quality.
- Advise management on their responsibilities for quality.
- Interpret and update management and employees on new and developing legislation and other standards.
- Advise through line management where improvements in standards or practices can be made.
- Identifying training needs and advising on training programmes.
- Assisting development in all areas of the company management systems.
- Enabling the appointment of "Competent" persons to assist in the implementation of the procedures.
- Auditing managers on compliance with company procedures and preparing reports for the Managing Director on compliance.
- Communicating audit reports to the relevant board members along with recommendations to ensure compliance.

Managers & Directors.

- All are accountable to the Managing Director for the implementation of company policy.
- To ensure that procedures are developed and adhered to and to ensure that all persons working under their remit are suitably trained and experienced in safe working practices.
- Responsibility for the endeavours for all employees for whom they have operational responsibility.
- Implementation and management of the company management system (QUEST).
- Will know their own and other person's responsibilities for implementation of company policy.
- Will ensure that all documentation is complete and up to date.
- Co-operate and co-ordinate with the client's representative in matters relating to the company's policies.

Managers will be responsible to ensure that the following are provided for the employees and sub-contractors directly under their control:

- Safe methods of work are employed at all times and documentation kept up to date.
- Advise and assist in the training of company personnel.
- This policy is reviewed specifically for the sites under their remit and a site specific QUEST plan is implemented.
- They are fully aware of all working practices and procedures.
- All sub-contractors and suppliers employed are managed in compliance with the policy and procedures at all times.

All Employees.

Will ensure that

- They are fully conversant with company policy and comply with it.
- They will co-operate with the company in meeting its statutory duties.
- They will not attempt to carry out any works that they are not competent to do.
- They report any inadequacies of company policy to their line manager.
- They will take reasonable care of themselves and others who may be affected by their acts or omissions.