

SHIELD SERVICE GROUP plc

QUALITY CONTROL

QUALITY ASSURANCE & PERFORMANCE MANAGEMENT:

a) Quality Plan and Assurance Systems:

Shield Cleaning Services aims to provide services that conform fully to our Client's requirements on time and within budget.

The Company operates a quality management system that has gained BS EN ISO 9001: 2000 Certification, including aspects specific to the cleaning industry.

The quality management system is described in a Quality Manual. All personnel understand the importance of quality and abide with the contents of the Quality Manual.

Shield Cleaning Services complies with all legislation relevant to the cleaning industry and also the Health and Safety at Work Act 1974.

The Company constantly monitors all aspects of its quality performance and will implement improvements when appropriate.

b) Key performance indicators and methods of measurement and reporting:

The Quality Manual is the means by which Shield Cleaning Services satisfies the requirements of its Clients, particularly with regard to management responsibility.

The Company is obliged to ensure that its employees understand its Quality Assurance Policy, and that its procedures are implemented and maintained at all times. The Quality Manual is in accordance with the requirements of BS EN ISO 9001: 2000. The quality system is periodically and systematically reviewed by the management and checked by quality audits both internal and external.

The Quality Manager is responsible for the control of all matters pertaining to the implementation of these procedures.

The assurance of quality is fundamental to the work undertaken by Shield Cleaning Services and all personnel at every level in the Company's structure practice the procedures established.