

## Group Quality Policy

Demonstrating a strong track record in the continuous improvement of our performance, is a key differentiator and critical to the success of our business. We are committed to consistently providing the best value to our customers through satisfying their needs and surpassing their expectations, while delivering sustainable results for all stakeholders.

To achieve this objective, we:

- Create and communicate a clear purpose, direction and culture for the organisation.
- Set clear quality objectives and targets, linked to Business Plans, that are regularly reviewed to ensure continuing progress to achieving those plans.
- Communicate this policy and objectives to all personnel and promote a commitment to quality at all levels in the organisation.
- Develop people's skills and involve all personnel in achieving the organisation's aims, so that we can successfully meet the changing needs and expectations of all our customers and stakeholders.
- Encourage mutually beneficial relationships with our supply chain, developed through a proactive and structured approach, identifying and achieving extra opportunities in products, services, markets, financial performance where possible.
- Continually maintain review and develop our processes and Quality Management System to ensure that we continue to deliver against the needs and expectations of our customers and stakeholders.
- Implement the Quality Management System and provide the resources for its maintenance, improvement and continuous development.

This policy is fully endorsed by the Directors and is publicly available. It will be periodically reviewed to ensure its continuing suitability and that it remains appropriate to the purpose of the organisation.

Wates operate a Quality Management System that is certified as compliant with BS.EN.ISO.9001: 2000.



or and behalf of the Executive Committee

**Paul Drechsler**

Chairman and Chief Executive

April 2009