

QUALITY ASSURANCE POLICY STATEMENT

Bolt & Heeks Limited's aim is to provide building and management services within the construction industry which are of the highest quality.

The company's policy of continuous improvement, arising from customer satisfaction surveys, is based on fully understanding and accepting customers' requirements in everything we do, from the enquiry stage through build to final handover to the customer, and by the day-to-day transactions of our staff and departments.

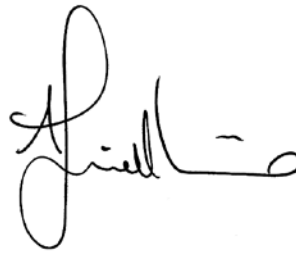
The board of Bolt & Heeks is committed to ensuring that the company operates to its ISO9001:2008 Quality Management System (QMS) and seeks improvements in all its processes.

For this policy to succeed, the directors shall ensure that:

- All employees are aware of their responsibilities within the QMS
- All employees have adequate training in the requirements of the QMS
- Adequate resources are in place to allow the QMS to operate
- Accurate records are maintained and audits undertaken regularly to ensure companywide compliance
- Regular quality systems reviews are undertaken and continual improvement sought throughout the business

This policy forms part of the comprehensive Quality Management System in place for the company operating with accreditation to European Standard EN ISO 9001:2008.

Signed:



Alan Williams

Joint Managing Director

Date: April 2009