

# QUALITY POLICY

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It is the policy of Crystal to ensure that product and service quality meet the high standards expected by clients and required by the Group. In order to meet these standards it is essential the Group understand the clients' needs; and consider the effectiveness of the internal processes in achieved results during the delivery of these needs. It is also imperative the value added by these processes to the company is evaluated.

In order to achieve these aims the company is committed to the:

- Enhancement of customer satisfaction by exceeding customer requirements.
- Provide punctual high quality services within specified budgets.
- Continual improvement of management and performance in quality through establishing and reviewing documented objectives.
- Compliance with the requirements of the quality management system.
- Incorporation of quality considerations into each job from the planning stage to its completion.
- Communication of these commitments and their importance to all existing and new employees, ensuring an understanding of their individual responsibilities.
- Management reviews of the quality system to ensure its ongoing effectiveness and suitability.

This quality policy shall be reviewed annually to ensure its suitability for achieving the aims of the company and ensuring continual improvement.

A handwritten signature in blue ink, appearing to read "JD", with a circular flourish on the left side.

Jamie Davies  
Managing Director  
Dated: 13<sup>th</sup> February 2018

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