

## Quality Policy

Ultra Ice (UK) Ltd are committed to delivering consistently high standards of service to its customers, to agreed specifications by means of an organisation in which individuals have and accept clearly defined responsibilities for the quality of their work, are provided with information on the required standards of service, and are trained and competent to carry out their work.

The standards of service for managing quality will be integrated with those for managing health, safety and the environment in a manner which safeguards the quality of the product and the achievement of specified customer requirements. These standards of service will be maintained within a framework for continual improvement. This we aim to achieve within the requirements of BRC accreditation, which will aim to be granted by October 2009. Implementation of our management system will be delivered through professional standards of risk, safety, environmental, quality and product management.

This policy will be reviewed for continuing suitability and adequacy in line with our process for management reviews of the Business Management System. As part of these reviews we will set out and monitor measurable objectives to ensure that these needs meet with statutory, regulatory and customer requirements.

Our pursuit of excellence in the delivery of these services is not an option, but a business necessity which will be achieved by:

- Listening and talking to our customers to better understand and hence meet their needs
- Getting our work 'right first time' by operating an integrated management system
- Ensuring that the culture of continual improvement at every level of the organisation is effective
- Setting clear objectives and actively involving all our people in their attainment
- Working as teams both within our organisation and with our customers, sub-contractors and suppliers.
- Creating a work environment in which all people have the opportunity to fulfil their potential

This policy will be brought to the attention of all employees, made available to the public and reviewed on an annual basis



Simon Minchin  
Director  
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