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**QUALITY POLICY**

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Prima Services Group Limited (PSGL) provides recruitment, manpower supply and contracting services to the rail, construction, housing and general engineering and technical industries and approved track safety training and assessment.

PSGL is committed to a programme of continual improvement based on the requirements of ISO 9001:2008.

PSGL provides a high quality service to all of its customers and in order to achieve this we will:

- Understand our customers' needs and satisfy them.
- Ensure the competence of our staff and provide them with suitable and adequate resources.
- Communicate our business systems and objectives to our staff and ensure understanding and adherence.
- Encourage our staff to contribute to the continual improvement of our systems and development of our business.
- Review this policy on a regular basis to ensure suitability.



**D J Clarke**  
**Managing Director**  
**PRiMA Services Group Limited**