

# Quality Policy Statement

As the Chief Executive Officer for Fife Resource Solutions LLP and Cireco (Scotland) LLP, I believe maintaining the highest quality is a fundamental part of our organisation's values.

Alongside Health & Safety and Environment, I will ensure that these values are at the core of our operations and be integrated within our future growth strategies.

Our approach will aim to provide a framework for delivering services to meet customer expectations through a fully competent workforce.

To meet our objectives, we must ensure we adopt the following standards;

- Establish and maintain a quality management system, which will be an integral part of our organisational culture of continual improvement;
- Comply as a minimum with all applicable statutory and regulatory requirements;
- Where we provide any product or service, ensure that our customers' expectations are met or exceeded with regular engagement and encouraging feedback;
- Monitor the effectiveness of all projects to ensure any lessons are learned and shared across the organisation;
- Continually improve the quality management system through setting quality objectives that are measurable and reinforce the organisation's values;
- Continually identify risks and opportunities linked with internal and external activities and address any actions as necessary;
- Review our employees' performance to ensure they are trained to the highest standard to carry out their duties;
- Encourage our contractors to develop a similar commitment to quality through their own activities;
- Regularly audit our internal processes against our quality objectives via management reviews; and
- Commit to achieving the highest quality standards practicable to ensure we remain competitive in the resource management sector.

With these standards and a proactive approach, I believe our employees and our co-workers will succeed in enhancing the positive culture for quality across the organisation because "We Do More".

Robin Baird  
Chief Executive Officer  
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