

QUALITY POLICY STATEMENT

ISS Labour is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility towards our plant and the communities in which we operate. Our company strategy and vision is to exceed customer expectations for safety, sustainability, cost, delivery and value. Additionally we are committed to creating a profitable business based on the following principles:

Our People

The Board of Directors are committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we operate. Our Employee's and Agency Worker's interests are foremost throughout all aspects of our business and how we conduct our affairs. Our strategic plan requires our company to commit to:

- Creating and nurturing an environment of success based on honesty and integrity
- Equitable sharing in the success of the company
- Empowerment through training and communication
- Individual growth and equal opportunity
- Providing a safe and secure working environment

Our Customers

Our customers requirements represent one of the highest priorities within the business. Our obligation is to pro-actively seek out and define customer needs whilst addressing all requests expeditiously without creating false expectations.

Our Community

The Board of Directors are Committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We pro-actively comply with all applicable safety environmental and regulatory requirements to which we subscribe.

Our Quality

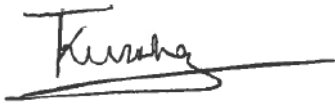
Beginning with a clear definition of our customer's and other interested party expectations we strive to meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to achieve a robust and successful business.

This policy and the systems that sustain it will be briefed to all workers and contractors throughout the organisation and will be supported by appropriate training and mentoring where necessary.

This policy will be reviewed at least annually for effectiveness or when there are significant changes to the Quality System and will be communicated to all staff and clients where required.



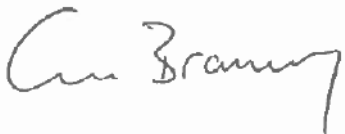
Gary Beeston
Managing Director – Group



Tim Kirkham
Managing Director - Track and Trades



Colin Kelly
Managing Director - OLE



Chris Bramley
Operations Director



Phil Nardone
Finance Director



Nicki Sunderland
Central Services Director