

### Quality Management Policy Statement

Direct Carousel Services is committed to total customer satisfaction through the supply, fitting and maintenance of all electrical products achieving customer satisfaction whilst complying with all health and safety and environmental requirements.

Every employee is charged with the task of meeting or exceeding customer expectations in keeping with our objectives.

Direct Carousel Services continually seeks to develop our staff to maintain and improve customer focus and satisfaction through communication, training and quality workmanship. This philosophy has formed the basis of our success through mutual beneficial relationships with customers and suppliers.

Our objectives to ensure total quality management are:

To understand our market and our customers' needs and expectations.

To continually facilitate and improve our growth.

To treat our customers with compassion and understanding.

To deal with complaints expediently.

To minimise the causes of complaints and to ensure that the root cause is removed to prevent recurrence.

To maintain a healthy motivated workforce trained and developed to achieve their potential.

Direct Carousel Services is committed to continuous review of its quality policy for the mutual benefits it achieves.

Signed  .....

Dated ..... 22<sup>ND</sup> February 2011 .....