



## QUALITY POLICY

Mivan Limited is committed to maintaining and continually improving a Quality Management System that complies with the requirements of ISO 9001: 2000. The Company is also committed to providing a product that delights our customers and satisfies all statutory and regulatory requirements.

The Company has formulated a Balanced Scorecard that defines how the business will move forward.

The main Objectives are as follows:

- **Customer:** Achieve high levels of customer satisfaction to deliver repeat business and win new customers from targeted markets
- **Finance:** Sustained profitable growth whilst minimising risk
- **Internal Business Process:** Demonstrate effective execution through continually improving processes
- **Organisation Learning & Growth:** Have well-trained, motivated staff with the right tools to do the job in a safe and effective manner.

In order to assist with the realisation of the Balanced Scorecard Objectives Key Performance Indicators, (KPIs), have been identified, measures defined and targets set for each KPI. On a monthly basis the Mivan UK Operations Board will review the Balanced Scorecard KPIs. The Mivan UK Operations Board will direct Improvement Teams focused on each of the quadrants for the Balanced Scorecard to drive improvement initiatives.

A handwritten signature in black ink, appearing to read "Mervyn McCall". The signature is written in a cursive style and is positioned above the printed name.

Mervyn McCall  
Group Trading Director  
Revised 02 February 2009