



QUALITY POLICY

The aim of the Nuclear Technologies division is to be a centre of excellence in nuclear consultancy services who consistently strives to exceed our clients' and stakeholders' requirements and expectations. Our policy for achieving this is to recruit well-educated highly-trained employees, to provide appropriate further training where identified as required, and to provide a systematic framework within which our employees deliver our various services.

We operate a quality management system built on processes that have been benchmarked against nationally recognised good practice, including that disseminated by The Association for Project Management, shown to lead to successful outcomes and aspire to continuous improvement. To give our clients and employees confidence in our quality management system, we have ensured that it fully meets the requirements of ISO:9001 and we seek to maintain third-party certification of approval to that standard.

We aim to maintain our clients' full confidence in the division as a supplier by developing long-term partnerships with them. Each service provided should create a recommendation for further business. We actively seek client feedback where we consider it appropriate and, where possible, use this to identify potential improvements in our delivery process. Quality objectives are set, measures established, and analyses made regularly to allow review of these objectives. Our most important criterion of quality is the satisfaction of our stakeholders.

Nuclear Technologies' Company Management System is regularly reviewed, as is this Policy, and improved wherever possible to promote achievement of our quality objectives. Our over-riding aim to operate as a competitive and successful company is determined by our resources, by our systems, by the dedication we show in our work and, above all, by our attitude to quality.

The Divisional Director and Board will ensure that adequate resources are made available and that the necessary actions are taken to implement this policy effectively and that it is communicated to all employees.

A handwritten signature in black ink, appearing to read 'K. Hildred', written in a cursive style.

Dr Karen Hildred
Divisional Director
Issue 5.5 - Nov 2019