

## Quality Assurance Policy Statement

It is the policy of Real Estate Financial Solutions Limited to ensure at all times it adheres to 'The Small Business Standard' of quality management as recommended by the Chartered Quality Institute. In essence

- **Management** accepts its **responsibility** to demonstrate the values of the company through leadership, strategy, resources and processes, people and culture;
- **Review of the Business Plan** and other key documents will be carried out regularly to assess the performance of the company and the results of these reviews will be communicated to all employees;
- **Communication** is paramount whether within the company, with clients or with suppliers;
- **Project plans** will be designed and implemented for every instruction from every client to ensure that both progress and cost can be monitored and reported to the project team and client;
- All **employees** will be treated fairly and all procedures will comply with relevant UK legislation;
- A safe and suitable **working environment** will be provided for all staff;
- All **suppliers** will be carefully selected with regard to quality and delivery as well as to cost;
- All **documentation** will be clear and concise;
- **Feedback** will be requested from all clients, suppliers and employees to ensure that areas for improvement can be identified and acted on.
- The company will keep accurate **records**

All employees of the company will be made aware of this policy and will be required to consider its provisions in carrying out their responsibilities.

Signed

A handwritten signature in black ink, appearing to read 'J M Tauwhare'.

**J M Tauwhare**  
Director

A handwritten signature in black ink, appearing to read 'J A Burns'.

**J A Burns**  
Director

Dated: 1<sup>st</sup> February 2007