

Quality Policy

The policy of Pell Frischmann is that our services to the Client are performed in a manner that satisfies Client needs, relevant standards and prevailing statutory and regulatory requirements, with regard to quality, health and safety, reliability, performance and environmental criteria. This policy has been formalised in the Pell Frischmann Quality Management System. The Quality Management System addresses the model specified in ISO 9001: 2008 – Quality Management System Requirements. The British Standards Institution has assessed Pell Frischmann for the following:

- Project management
- Multi-disciplinary design
- CDM Co-ordinator services
- Quantity surveying services
- Construction supervision

The Quality Management System has the active commitment of the Board of Directors, who identifies business improvements, ensure the effectiveness of the Quality Management System by identifying continual system improvements and provide initiatives for preventive actions. The Quality Management System is communicated at all levels of the organisation through formal training and on-the-job support. All Company personnel are responsible for the quality of their own work and that of personnel reporting to them. All Company personnel whilst in the Company's employ must observe the Quality Management System. The ultimate responsibility for Quality Management System is with the Board of Directors and the Chief Executive who will ensure adequate financial and physical resources are available.

The business objectives of Pell Frischmann are as follows:

- To maintain a well trained workforce with appropriate expertise
- To encourage a culture of innovation, both technically and in the way we work
- To provide outstanding Client service
- To acquire new Clients whilst retaining existing Clients by delivering flexible, tailor-made solutions to meet the Clients' objectives and needs
- To provide a return to shareholders



Sudhu Prabhu
Chief Executive
20 February 2009