

Quality Policy Statement

It is the policy of the Directors of **Resource Futures** to ensure that the company supplies services that will totally satisfy the agreed and implied needs of its Clients. Consequently it is the responsibility of all persons employed by the company to ensure that the requirements of their Clients are fully understood and met first time, every time.

To achieve the Company's quality objectives the Chief Executive of **Resource Futures** has established, documented, implemented, maintains and continually improves the effectiveness of a quality management system that is designed to comply with the requirements of ISO 9001:2008.

The quality management system defines the management objectives, policies and procedures associated with all quality-related activities carried out by the Company.

An integral part of the quality management system is the monitoring and measurement of a series of parameters. Our performance against these parameters is measured and appropriate improvement objectives are set as the means by which we continually improve our performance to our clients. The results of our improvement programmes are presented to the regular Management Review meetings at which new performance improvement objectives may be agreed.

The contents and aims of the quality management system have been communicated to all employees of the Company. In addition, everyone within the Company has been fully trained to carry out their allocated responsibilities.

To ensure that the quality management system continually reflects the operations of the Company, and is being operated correctly, it is regularly audited, reviewed, improved and revised by the Chief Executive.



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Jane Stephenson
Chief Executive - **Resource Futures**
19 December 2013