

Policy Statement

Bcerta Limited Top Management and Staff are committed to the highest standard in the provision of our service and believe that it is essential to the achievement of our business objectives and the continued success and growth of the Company.

It is the policy within the company to ensure that all Team members work together to maximise client satisfaction and are committed to continual improvement.

Our service is designed in compliance with applicable legislative requirements and International Standards ISO 9001:2008, ISO 14001:2004, ISO 27001 and OHSAS 18001. We have developed procedures and associated documents to meet these requirements held within our Integrated Management System.

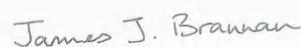
The attainment of these goals requires strong and responsive management with a united commitment from all staff.

To achieve this we will:-

- Communicate with and train all Bcerta employees to have the knowledge and commitment to operate within our Quality Management System
- Communicate with and listen to our clients in order to provide a bespoke service addressing their requirements
- Offer advice and support to enable our clients to be fully compliant with appropriate legislation
- Enhance our levels of client satisfaction focusing on service provision, continual improvement and preventative action
- Work continuously to improve the efficiency and effectiveness of our service provision
- Communicate with our associate network providers to ensure they are working to our standards.
- Carry our regular, documented Internal Audits to identify opportunities for improvement and to initiate preventative action where necessary

Our aim is twofold: To create a world class client service that is second to none and to create an internal atmosphere where quality management is second nature.

Signed:



Position in Company: Chief Executive Officer

Date: 20 January 2012