Newlyn plc

Quality Policy Statement

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The Quality Policy of Newlyn Plc is to provide a high quality, professional service to its client base, working   within those clients own guidelines and specifications, as well as any other requirements which apply to the company.

The company will achieve this by operating an ISO 9001 compliant Quality Management System.

The company's aim is to understand and respond to the needs of its clients and the community they serve,   where applicable, in a sustainable way. The company aims to provide an efficient service while at the same   time ensuring that information provided is accurate, true and within the legislation currently in force.

Through the operation of the management system we are committed to achieving the clients' requirements by   completing the services:

- In a timely fashion
- In accordance with the principles of 'Best Value' where applicable
- In a cost effective manner
- To the agreed specification

It is the objective of the management system to enable continuous improvement to be achieved resulting in   reducing the cost of meeting client requirements by 'getting it right first time' thereby ensuring customer   satisfaction.
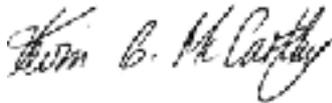
Personnel are trained in the operation of the management system.

Incidents where the specified requirements are not achieved, customer complaints and defects are   reported, investigated and rectified promptly.

Within the company, the implementation and effectiveness of the management system are reviewed at   management meetings.

The person responsible for implementing and improving this policy is the Managing and Operations Director.

The Managing and Operations Director accepts that the company procedures do not override the necessity to   comply with the applicable laws and constraints of this country or with any international regulations associated   with the provision of certificated Enforcement Agent services.

Signed_____ (Managing and Operations Director, Newlyn plc)

Date: 13 June 2017