

Our Reference  
Your Reference  
Date

8 January 2010

Re: Ryan Hanley Quality Management System  
o Quality Policy  
o Quality Objectives

Dear Colleague,

Please note the revised Quality Policy and Quality Objectives for Ryan Hanley.

### Quality Policy

**Ryan Hanley is committed to providing a high quality consulting engineering service to its Clients.**

### Quality Objectives

The Ryan Hanley quality objectives are to deliver a **sustainable** service with:

1. **Integrity;**
2. **Innovation;**
3. **Accuracy;**
4. **Profitability;**  
to be achieved by fostering;
5. **Continuous improvement of processes;**
6. **Staff development;**
7. **A sense of ownership.**

Yours sincerely,



GERARD F GIBNEY