

Quality Assurance Policy

Shamrock Environmental Corporation is committed to excellence and to the delivery of quality products and services to our customers. The Company will strive to understand customer requirements, and perform services and activities that meet or exceed customer expectations in a cost competitive manner.

The successful implementation of this policy requires compliance with applicable industry and consensus standards to assure quality standards are achieved in all Company operational activities. The achievement of quality requires a total commitment of all Company personnel. This commitment must be directed to the continual pursuit of providing cost-effective services while meeting quality objectives expected by our customers.

To meet these objectives, the following principles will be our guide:

- Senior management will take full ownership for quality assurance, and will create an environment that ensures quality objectives are met.
- Quality assurance is the responsibility of line management. Managers and supervisors will be evaluated according to their ability to understand and meet the requirements of their customers.
- Quality is every person's priority. Each employee is expected to implement his or her duties properly, the first time and every time.
- All conditions found to be in non-conformance with quality assurance requirements must be reported to supervisors and investigated and corrected immediately. If an employee feels that his or her concerns are not being adequately addressed, the employee must seek resolution through the proper chain of command, up to and including the President.
- Quality assurance will be addressed during all phases of facility operations, projects and service work, from proposal development through project closeout.
- Quality assurance and continuous improvement will be pursued at all levels of the Company. Compliance with Company, industry and customer standards will be periodically evaluated.

Our ethic of giving Safety, Environmental Compliance, and Quality the highest priority will be our guide to ensure we constantly do what is right. With vigilance, attention to detail and employee teamwork, we can meet and exceed the expectations of our customers.

