

Quality Policy Statement

CDS' quality policy ensures its products and services fully meet the requirements of its clients at all times. Our goal is to achieve the highest level of client satisfaction. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

CDS believes in working together with clients and suppliers to achieve this policy, and in continually striving for improvements in all areas of its business.

Our quality policy is based on four key principles:

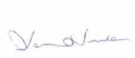
1. Conformance with our clients' requirements at all times, ensuring that we fully identify and conform to the needs of our clients.
2. Looking at our business processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Ensuring that everyone in the organisation understands how to do their job and does it right first time.
4. All personnel are responsible for ensuring that when mistakes are made, they are recorded and rectified quickly, and are not repeated.

To ensure that the policy is successfully implemented:

1. Staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
2. Objectives, needed to ensure that the requirements of this policy are met and continual improvement is maintained in line with the spirit of this policy, have been set. These will be regularly monitored and formally reported on at annual Management Review.
3. Our quality policy principles and objectives will be communicated and made available to staff at all times.
4. Training will be an integral part of the strategy to achieve our objectives.
5. CDS will operate under the disciplines and control of a Quality Management System that conforms to the International Standard 1S09001, and which is planned and developed jointly with our other management functions.
6. We will constantly review and improve our services to ensure tasks are completed in the most cost-effective and timely manner for the benefit of all our clients.
7. We will ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.



Fergus Bailie
Chief Executive



David Burton
Print & Logistics
Director



Anthony Mawson
Creative Services
Director



Mike Collier
Technical
Director



Guy Van Lopik
Commercial
Director



Richard Bradley
Director of
Technical Publications