

To all staff

Following the recent changes which have resulted in Enverity becoming an independent, limited company I have completed a review of the company including roles and responsibilities, our strengths, development needs and of course the finances. It is obvious that there is a great deal of commitment to the company, especially among the senior staff, and you have my thanks and respect. I have discussed some minor role changes with the senior staff and also recruitment and opportunities for staff development and these should be apparent in the near future.

The future is looking positive and as well as recruiting more staff a number of investment possibilities are now being considered. With your continued support I believe Enverity Limited has a significant part to play in our industry.

With our reputation for quality, both of product and service, I now regard this to be our major marketing direction and to that end the Quality Management System (QMS) must be actively supported by all staff and driven by seniors. This will require some minor changes in working practice with the following fundamental points now being subject to regular scheduling which is to be diligently maintained.

- Calibrations to be performed when scheduled.
- Training/assessment of staff, especially Site Staff is to be given greater focus.
- Validation testing is a valuable tool and must be given adequate priority.

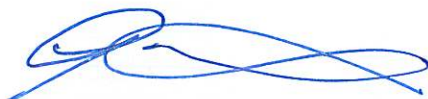
To maintain the QMS effectively and to enable it to efficiently support Enverity's drive for improvement certain records must also be given greater focus as follows...

- The Recording of Errors and departures from the system in the Daily Quality Record.
- Completion of Contract Review has improved and this trend must continue.
- Operational managers must make the effort to familiarise themselves with the quality procedures, and functions of the system.

The Quality Manager currently performs much of the implementation work which is the responsibility of operational managers and I remind you all of this responsibility and ask that you involve yourselves fully and give input to the QMS.

I am confident of your abilities to run Enverity Limited without constant direction from myself but will be monitoring certain aspects of performance and remain quickly available as and when needed.

In summary Quality is an integral and effectively operational element of the work we do and as such I shall personally be eager to promote compliance to help maintain and extend our client-base. In addition a drive for improved Health & Safety and the introduction of an Environmental Policy will be undertaken in the next months.



Graham Henderson
Director