

## Quality Policy

The management of the Cool-Therm (Group), including Cool-Therm (UK), and Cool-Therm (Wales) provides the highest possible standards of quality for its services and products.

The management are dedicated to maintaining a Quality and Environmental Management system which ensures that its services and products meet customer requirements within agreed parameters of Cost, Quality and Delivery. This is achieved using Key Performance Indicators to measure the conformance to this standard and the management use this information as drivers for the Continuous Improvement throughout the Company.

The company's Quality and Environmental Management System concentrates upon error prevention, by investigating processes, identifying errors, opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.

The company defines quality as the conformance of its products and services to established and documented requirements derived from Industry Standards, Client Requirements, Employee Expertise and Experience.

Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practices and dedicated customer care. These are manifested in key policy areas representing the highest standards in Industry Professionalism, Ethical Culture, Sustainability, Collaboration, Skilled Staff, and Quality Control over its services and products.

It is the company's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001: 2015 quality assurance standard and BS EN 14001:2015, environmental standard through registration and annual review.

Suppliers and sub contractors to the company will be actively encouraged to improve the quality and reliability of their services and products and their performance is monitored to ensure high standards are maintained throughout our whole supply chain.

The company complies with all legislation relevant to its industry sector together with the Health and Safety at Work Act 1974. The company are an approved Safe Contractor and industry members of BESA among several other leading accreditation bodies. These accreditations certify that all our procedures and work practices have been examined and approved to the highest standards of the Refrigeration and Air Conditioning Industry.

Cool-Therm has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these Standards, policies and procedures it will be able to operate to the requirements of its Clients and industry accordingly.

Signed  Date 24<sup>th</sup> August 2017

Name Alexander Strong – Technical Director