

Quality Policy

HVAC & Refrigeration Engineering Ltd. is committed to providing services, which will meet the needs of the Company and its clients in achieving their respective business objectives. Each of the Company's employees is given both individual and collective responsibility for the achievement of the objectives of this policy.

The Company's business management system is considered to be a dynamic system and will be amended in accordance with the changing needs of the Company and its clients. This will include the operation of continuous improvement processes to achieve ongoing improvement in the quality of service provided.

The business management system is built upon a number of straightforward business processes so as to be easily understood and effectively implemented by all personnel within the Company.

HVAC & Refrigeration Engineering Ltd. will:

- ❑ Meet the needs and exceed the expectations of its customers in order to achieve customer satisfaction at all stages of the service delivery.
- ❑ Maintain a Business Management System which is compliant with and assessed against ISO 9001:2008.
- ❑ Use the Quality Management System as a practical and commercially effective value-adding tool.
- ❑ Enhance the Company's integrity and reputation through continual improvement at all levels of the business.
- ❑ Establish Quality Objectives annually at Management Review Meetings and will communicate and monitor their effectiveness at regular intervals throughout the year, through team meetings and regular management meetings.
- ❑ Meet employee expectations through communication, training and advancement.
- ❑ Regularly review this Quality Policy and our business management system to ensure its continued suitability and effectiveness throughout the business.

The Directors are ultimately responsible for the effective communication of this Policy and operation of the business management system. In order to demonstrate the Company's commitment to achieve this goal the Managing Director has been appointed Company Quality Management Representative to manage and control the system.

Raymond Davidson

Managing Director

HVAC & Refrigeration Engineering Limited

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