

QUALITY POLICY

The objective of Powertherm Contract Services Limited is to design, manufacture and install insulation systems, access solutions, trace heating and industrial painting services across a range of industries.

To achieve this objective, the company will maintain an effective and efficient Integrated Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the company, and address risks and opportunities associated with them;
- Ensure quality objectives help the company achieve client requirements by:
 - Providing a high standard of client services;
 - Implementing efficient processes to ensure the manufacture of quality products;
 - Ensuring timely delivery of products to clients;
 - Working with reliable and high-quality suppliers and subcontractors;
 - Working safely to minimise accidents and near misses.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from clients on how well its products and services meet their requirements, and set objectives for continual improvement;
- Analyse the causes of any complaints or problems, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers and subcontractors who enable the company to create and deliver a reliable performance;
- Recruit employees who are client-focused, and support them with appropriate training and systems to ensure their competence always meets the company's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products, services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Integrated Management System;
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the company's Integrated Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Directors:



Position: Managing Director

Date: 28th January 2020