

## QUALITY POLICY

Sanitair specialises in the provision of HVAC hygiene for both domestic and commercial air conditioning systems.

We are committed to providing safe and healthy working conditions for the prevention of work-related injury and ill health for our workers and for contractors and visitors to the workplace. We are dedicated to the quality policy that will ensure that our products and services always meet the requirements of our customers. The goal of the company is to always achieve a high level of customer satisfaction. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, workers will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined, and monitored at Management Review. The quality policy principles and objectives will be always communicated and available to workers. Training will be an integral part of the strategy to achieve the objectives. Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to ISO 9001:2015 and is planned and developed jointly with our other management functions. We are all committed to operating continuously to this standard and we will maintain the necessary quality approvals consistent with our customer requirements. We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. We shall ensure that all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Craig Jefferies  
CEO

06 March 2024

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