



CERTIFICATION

BUSINESS

ISO 9001

SERVICE

THERMAC **QUALITY** **POLICY** STATEMENT

Our Policy is cross-functionally developed by management to express Thermac's quality objectives and continuous improvement approach.



WWW.THERMAC.COM

Quality Policy Statement

Thermac (Hire) Ltd. undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, Thermac (Hire) Ltd. will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

Where products are sourced from external organisations which hold technical files relating to the products being offered, Thermac (Hire) Ltd. will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, Thermac (Hire) Ltd. will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

We recognise that simply satisfying customers is not enough, we must aim to delight them so that they tell their colleagues about us, recommend our services and give us repeat business.

- Measurable quality objectives in line with the strategic direction of the Company shall be established. These include:
- To establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015, and any other Client specific quality requirements.
- To consistently provide products and services in a manner which will satisfy Client requirements in all respects.
- To implement appropriate actions to address any risks and opportunities associated with internal / external issues, and to meet the needs and expectations of interested parties.
- To ensure all Company personnel are fully competent to carry out their assigned task.
- To strive to continually improve our services provided to Clients, through the use of this Quality Policy, quality objectives, performance evaluation including audit results, corrective actions and at Management Review.
- To establish annual quality objectives at strategic and operational levels within the Company, that will be measured and reported upon at the management review meeting.
- To maintain documented information as objective evidence to demonstrate compliance with the Quality Management System.
- To control & continually monitor all projects undertaken.
- To comply as a minimum with all applicable statutory and regulatory requirements.
- To review the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy

Objectives shall be communicated to all personnel, so that they are understood, and shall be monitored and subject to systematic, periodic review by management

Thermac Limited see the attainment of ISO 9001 as a significant milestone on our journey to excellence, and regard it as the minimum standard to which we will work, although as a general principle, customer requirements shall always prevail.

Furthermore, we are committed to continually improving the effectiveness of the Quality Management System.

Steps shall be taken to ensure that this quality policy is communicated and understood within the organisation.

The Directors and Senior Management shall periodically review this policy to ensure its continued suitability to the organisation.

Signed

A handwritten signature in black ink, appearing to be "Jason Davy". The signature is written in a cursive style with a large, sweeping loop at the end.

Jason Davy

**Managing Director – For and on behalf of Thermac
Limited**

Issue 7

Date of review: March 2026

Date of next review: March 2027