

Quality Policy Statement

Simply Warmer is committed to satisfying the requirements of our customers in all respects and shall strive to ensure that the quality of the products and services provided exceed expectations.

This is achieved by operating a formal Quality Management System (QMS), which is designed to meet the requirements of ISO 9001 and is implemented across our entire organisation.

Consistent with ensuring that the products and services achieve a standard that conforms to contractual requirements, our organisation shall also comply with all relevant legislation and other codes of practice applicable to our industry.

The Managing Director, together with the Board of Directors and Senior Managers are committed to ensuring that our QMS is effective in achieving high quality service provision to deliver excellent levels of customer satisfaction. To this end, our organisation will strive to continually improve our products, processes and services.

To improve the effectiveness of our QMS, the system will be reviewed quarterly, during which we will also review the ongoing suitability of our Quality Policy, which calls for continuous improvement in its quality management activities.

Our commitment

We will:

- Follow a programme of continuous improvement and make best use of management resources in all quality matters
- Communicate our Quality Objectives and the performance against these objectives throughout our organisation and externally to all interested parties
- Take due care to ensure that all our activities are safe for employees, subcontractors, customers and others who come into contact with our work, including the general public
- Work closely with our employees, subcontractors, customers and other stakeholders to establish the highest Quality Standards
- Adopt a forward-looking view on business decisions that may have a direct impact on Quality
- Train all our employees, subcontractors and relevant stakeholders in the needs and responsibilities of Quality management

Signed



Matthew Thomas
Managing Director

Date 23/10/2015