



Quality Policy

We have established a Quality Policy which is reviewed and signed off by a director annually. The latest policy will be communicated throughout the business and displayed in reception and is available to any interested party upon request.

The Quality Policy forms the core of our management system. Therefore, any processes and procedures are created, and followed, to ensure we meet the terms of the policy.

Leadership Commitment & Roles and Responsibilities

Accurate Cooling Services Management remain committed to the on-going implementation of the QMS and for continually developing and improving its effectiveness, by

- Taking accountability for ensuring our QMS policy statement and associated core objectives remain compatible with the strategic direction and context of the business
- Ensuring adequate resources remain available to enhance customer satisfaction and maintain compliance
- Engaging, directing, and supporting employees in contributing to the achievement of intended results
- Maintaining a working environment that encourages and motivates individuals towards continued improvement
- Proactively supporting other members of our management team in demonstrating leadership as it applies to individual areas of responsibility

The Directors are fully engaged in the process of planning; driving; reviewing and improving processes to maintain and enhance customer satisfaction. The Company has a clear focus upon satisfying the needs of customers and reinforces this across the business through the importance it places of safety and welfare, along with quality and compliance obligations. Standards are enforced and inspected within a framework of rigorous internal and external audit.

Our top management must demonstrate leadership by, providing adequate resources, providing strategic direction, establishing roles and responsibilities and encouraging the integration of the requirements of the ISO 9001 standard into our day to day business activities.

Quality is seen as everybody's responsibility within our organisation. Roles, responsibilities and authorities have been delegated with regards to the effective running of the management system. However, overall accountability rests with top management.

The Company has established its formal quality policy statement and it is communicated and cascaded to all staff in the reception area.

For more information on the structure of our organisation, please refer to our organisation chart below.



Company Registered in England & Wales, Registration No 4283173

Registered VAT No 785 3396 83

Registered address: Unit D7 Chaucer Business Park Watery Lane, Kemsing TN15 6YU

Our continuing Policy is to provide a high quality, professional and efficient service to meet the needs and expectations of our clients. This will ensure we have a strong customer focus and will enhance the long-term sustainability and profitability of our business.

Our Management Team displays leadership and commitment, and accept responsibility for establishing, implementing, integrating, and maintaining our Quality Management System.

We undertake to ensure sufficient resources are made available within the Organisation and to ensure through communication, engagement, practical example and training that Quality is the fundamental aim of all members of our Organisation.

Through direction and support, each employee will have a full and proper understanding of the importance of the Quality Management System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of our Organisation

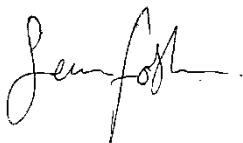
Equally, every employee is responsible for, and will be trained, to perform the duties required by his or her specific role

Our Organisation has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Top Management

We hereby certify that our Quality Manual accurately describes our Quality System and evidence how we comply with the requirements of the ISO 9001 quality management standard.

Our Quality Management System will be monitored, measured, evaluated, and enhanced within our performance evaluation process with regular reporting as to its status to Top Management. Excellence in every task we carry out

Signature



Signed by: Sean Fosten

Position: Managing Director

Date: 23.02.2024



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