

QUALITY POLICY

Air Temp Solutions Ltd is committed to maintaining the highest standards in all our activities, to provide a quality service to **meet and exceed our clients' and other interested parties' expectations and requirements**. We aim to do this in a responsible and considered manner, to benefit our stakeholders, our employees and the business as a whole.

Key to our commitment to continual improvement is the goal of understanding, and meeting, the needs of our clients, thereby achieving client satisfaction. Our aim is to do things right, first time, every time, and to this end we aspire to:

- Continually understand and fulfil the changing requirements and expectations of our clients and other interested parties in a constructive manner; thereby achieving client satisfaction and compliance with regulatory and statutory requirements.
- Understand what constitutes acceptable standards, through the setting, monitoring and reviewing of client focused objectives and targets, and ensure these are communicated to all persons working on our behalf.
- Maintain dialogue with our clients, employees and other interested parties.
- Control, communicate and review all our processes that are crucial to delivering client satisfaction, and achieving compliance with regulatory and statutory requirements, notably through the implementation and maintenance of our Integrated Management System ("MS").
- Provide a working environment to encourage employees at all levels to direct their abilities to the continued success of the organisation and the satisfaction of clients, as well as their own personal fulfilment.

We are committed to achieving continual improvement of both our performance and the effectiveness of our processes, as contained within the MS, and to comply with the requires of ISO 9001:2015. Adhering to these will allow us to understand, control and enhance how we meet the needs of our clients.

The Managing Director is accountable for the effective implementation of this policy, and the wider MS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the person with responsibility for the MS shall be responsible for ensuring that this policy and the MS is implemented and maintained throughout Air Temp Solutions Ltd.

We will seek to embed this policy into 'business as usual' activities, and will communicate it to employees, persons working on our behalf and other interested parties, via the MS and website. This policy will be reviewed annually to ensure it continues to meet the needs of the organisation and reflects new developments and feedback from all interested parties.



Phil Sainty
Managing Director
4 February 2026