



**1COLD** Ltd

## Quality Management Policy

**1COLD** aims to provide defect free goods and services to their clients on time and within budget.

**1COLD** operates a Quality Management System meeting the criteria of BS EN ISO 9001:2000 certification, including aspects specific to its business activities.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of client satisfaction

The management has a continuing commitment to:

- Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
- Communicate throughout the Organisation the importance of meeting client needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, **1COLD** complies with all legislation and regulations specifically related to its business activities.

**1COLD** constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Simon J. Gumery,  
Company Secretary

Date 21/11/07