



## QUALITY POLICY STATEMENT

It is Calor's policy to provide to its customers expertise, goods and services of the highest standard and fit for their intended purpose in order to comply with,

- agreed standards both internal and external, specifications and customer requirements
- legislative and regulatory requirements, objectives and targets and company policies
- the specific requirements of individual customers and stakeholder needs.

Calor is committed to developing, implementing and maintaining a Quality Management System (QMS) in line with the requirements of ISO 9001:2015 Quality Management Systems. This commitment also extends to complying with the requirements of ISO/IEC 17020:2012 "Conformity Assessment – Requirements for the operation of various types of bodies performing inspection" at Calor's Pressure Test Services Northern Ireland, cylinder testing and refurbishment service.

In line with continual improvement Calor aims to improve its performance, efficiency, and productivity across the company, maintain its current marketplace position and to enhance the future prospects for growth and development of the company. Calor is committed to:

- satisfying our customers by meeting or exceeding their requirements, including complying with regulatory, legislative, contractual and/or other obligations.
- working in collaboration with our interested parties, other stakeholders, clients, partners and employees to create mutual benefits.
- continually innovating to improve the quality and performance of our services and support of greener products.
- improving the effectiveness of our service by undertaking risk-based audit programme.
- providing professional and competent resources in order to carry out roles effectively.
- ensuring the suitability and effectiveness of our suppliers by working in partnership to deliver the requirements of this policy.

The management systems effectiveness is continually monitored by the setting of measurable objectives, undertaking management reviews and through internal and external auditing. Corrective actions to address non-conformances identified, ensures the efficient operation of our processes and the needs of interested parties and customer concerns, regarding the quality of expertise, goods and services provided are resolved as far as is practicable.

Calor's Senior Management Team fully support the policy and its implementation and will ensure that the policy and related objectives are reviewed to ensure continued relevance. As a minimum the policy will be reviewed annually and made available at Calor workplaces.

A handwritten signature in black ink, appearing to be "Duncan Osborne", with a long horizontal line extending to the right.

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**Duncan Osborne**  
**Chief Executive Officer**

**17<sup>th</sup> September 2020**

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**Date**



### Amendment & Revision Status

Revision No.	Date	Approved By	Details of Changes
<b>1</b>	<b>24/10/2019</b>	<b>Chief Executive Officer</b>	<b>Change to Calor CEO</b>
<b>2</b>	<b>17/09/2020</b>	<b>Chief Executive Officer</b>	<b>Incorporation of ISO/IEC 17020:2012 Reference</b>