

QUALITY POLICY STATEMENT

A primary concern of Carrier Rental Systems (UK) and Toshiba Carrier (UK) is the quality of products and services we offer to our customers. The Company endeavours to ensure satisfaction by offering, at competitive prices, products and services that fully meet the customer's expectations whilst also complying with the requirements of ISO 9001:2015 and all other applicable standards, specifications and requirements of society.

It is therefore the Company's general quality objectives to:

- Market products and provide a service of such quality that will earn customer confidence and satisfaction and efficient performance. To this end, the Company ensures that all personnel undergo appropriate and regular training.
- Every effort will be made to ensure that the customer's needs and requirements associated with the supply of service are met to the full extent.
- Ensure that the collective responsibility in the various operations of the Company which concern quality is being met in the most effective manner.
- Achieve these objectives using a properly directed approach in which every member of the organisation is aware of his/her responsibilities.

Relevant Company management will monitor, review and when necessary amend the quality management system (including the policy and objectives) to ensure its continued improvement, suitability and effectiveness.

Responsibility for the introduction, implementation, maintenance and improvement of the quality management system has been assigned to the Health, Safety, Environment and Quality Manager, who has the Board of Directors full support and encouragement in achieving its aims. Due to the number of locations within the Company, 'day to day' representation will be shown by Area Managers.

Bertrand Rotagnon
Regional Sales Director
HVAC Europe

Matt Short
Operations Director
HVAC UK&I Service Director

David Dunn
North Europe Sales Director
Carrier GCS

Zoe Brown
HR Manager
HVAC UK&I

Steve Curl
Group EHS & ECO Manager
HVAC UK&I

Simon Boniface
Senior Legal Counsel
HVAC UK&I

Alex Gooch
Finance Director
HVAC UK&I

Neil Hitching
Marketing Director
Northern Europe

Paul Smith
Equipment Sales Director
HVAC UK&I

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TOSHIBA

