



**United
Technologies**

Climate | Controls | Security

HVAC UK

QUALITY POLICY STATEMENT

A primary concern of Carrier Rental Systems (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 9001:2008 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 customer's needs and requirements associated with the supply of service are met with 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 by 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.

Richard Jones
Managing Director
January 2017

