



# THERMAL HIRE LTD

HEAT TREATMENT SPECIALISTS

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## Quality Policy Statement

Thermal Hire's commitment to Quality is total; the Company has established and maintains a Quality Management System consistent with the requirements of BS EN ISO 9001:2015 for all provisions and BS EN 9100:2016 (AS9100 Rev. D) in the delivery of quality Heat Treatment Services.

The Quality Management System documents the disciplined procedures that statutory and regulatory requirements demand.

A copy of this Quality Policy statement is included in the induction procedure for all new personnel, in order to ensure that from the outset employees understand that quality is the responsibility of everyone in the organisation.

Thermal Hire Limited seeks to continually improve the services offered by establishing a policy of continual improvement and as such has the following Quality Objectives;

- continually develop and train employees to fulfil their roles
- aim to provide continual customer satisfaction
- monitor, investigate and continually reduce any internal equipment shortages due to damage or misplacement.
- maintain accurate stock levels in order to meet or exceed customer expectation
- use key performance indicators and process measurements to make informed business decisions.

On a regular basis this Quality Policy Statement and objective outcomes are reviewed and monitored for their ongoing effectiveness.

As a Director of Thermal Hire Limited the Quality Management System has the full support of the Board of Directors.

**B. Riley**  
**DIRECTOR**

**Date 07/11/2019**



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## **Our Mission**

It is our aim to provide a high quality service, surpassing our competition and the expectations of our clients.

The company strives to provide solutions where others are not be able to, to accommodate special requirements and overcome technical challenges.

We will act with integrity at all times, conducting our business with responsibility towards the community, environment and industry.

By practising these principles, we aim to achieve profitable growth to secure the future of the business.

## **CSR Policy**

Thermal Hire Ltd's outlook on Corporate Social Responsibility (CSR) is one of improvement, inclusion and conducting business the proper way. All of Thermal Hire's activities, production and financial, are carried out with complete transparency. It is the company's belief that professional conduct is the cornerstone of responsible business.

The company's focus is on sustainable and responsible growth. The directors view investment and the innovation it brings about as critical to aid improvement. In doing so the company endeavours to use the resources in the communities local to work areas, enabling both corporate and social growth for all parties involved. The company encourages its employees to take part in philanthropic activities to further benefit the communities in which we conduct our business.

By committing to the society in which we operate we build a trusting and sustainable relationship which is beneficial for all those involved.