

## Quality Policy & Environmental Policy

Broadland Radiators & Heat Exchangers Limited (the 'Company') is committed to providing its customers with radiators and heat exchangers of the highest quality.

This is achieved by the implementation, maintenance and continual improvement of the effectiveness of our quality management system that complies with the requirements of BS EN ISO 9001:2015. Broadland Radiators & Heat Exchangers Ltd is a UK Registered Private Limited Company which was formed in 1987, Broadland Radiators & Heat Exchangers Ltd has worked with major suppliers and contractors within the oil and gas industry.

Quality Objectives to improve the effectiveness of the quality management system and company processes are established, measured and reviewed at the management review.

All staff are required: -

- \* To know and understand all the systems and procedures that apply to their duties.
- \* To work to Company Procedures, and bring to the attention of the Managing Director, any problems which could have an impact on the quality of work undertaken by, or services given by, the company.
- \* To recommend any changes to systems and procedures which could give improvement to the quality system and/or company performance.

To this end the Company operates a quality management system to meet the requirements of ISO 9001:2015. This is implemented in all areas and functions that have an effect on quality of the services provided and will be monitored both internally and by an independent accredited Certification Body. Whenever appropriate the system will be updated to improve its effectiveness in achieving the quality objectives.

This policy and the performance of the QMS as a whole are subject to annual review to ensure they remain appropriate and effective, and to reconsider quality objectives that may arise as both the business, and the educational environment evolve.



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23rd September 2022

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