

## QUALITY POLICY STATEMENT

A primary concern of Carrier Rental Systems (UK) Ltd and Toshiba Carrier UK Ltd 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:

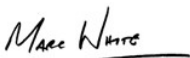
- Market products and provide a service of such quality that will earn customer confidence and satisfaction and efficient performance. To this end, the Company ensures that all personnel undergo appropriate and regular training.
- Every effort will be made to ensure that the customer's needs and requirements 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.



**Andrew Paddock**  
Building Technologies and Strategic  
Transformation Director EMEA Recharge  
HVAC Europe



**Marc White**  
Director and General Manager  
HVAC Rental




**David Dunn**  
North Europe Sales Director  
Carrier GCS



**Steve Curl**  
Group EH&S Manager  
HVAC UK&I



**Faye Armstrong**  
HR Business Partner  
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**Simon Boniface**  
Senior Legal Counsel  
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**Alex Gooch**  
Finance Director  
HVAC UK&I



**Neil Hitching**  
Marketing Director  
Northern Europe



**Oliver Sanders**  
Manager  
Outside Sales  
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**Alan Payton**  
Head of Service  
Operations  
Carrier Service

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**TOSHIBA**

