

## QUALITY POLICY

The Company operates as one of the UK's leading companies in the supply of air compressors, other associated equipment and spare parts. It is part of the Atlas Copco Group.

The objective of the Company is to supply these services to the highest standard, to fulfil the requirements of our distributors and individual customers.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, the Company will:

- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process.
- Monitor customer satisfaction through customer feedback on a regular basis and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Work closely with our internal Group suppliers, and select and work closely with any external suppliers, in order to offer a comprehensive product range and high level of service to our customers.
- Work closely with our transport companies who make it possible for us to deliver the products to our customers in a timely manner
- Recruit and develop employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Operate within the requirements and obligations; socially, ethically and commercially, of the Atlas Copco Group and work towards their common, sustainable goals and objectives.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Date: 18/11/2013