



**ANDREWS
SYKES**

Andrews Sykes Group PLC

Quality Policy Statement

The Andrews Sykes Group operates to a defined Quality system in order to provide customers with confidence that the products and services supplied are completely and consistently reliable.

A) The Quality of Service aims are:

1. Suitability and Availability - Provide equipment that will conform to construction and performance specification and customer requirements.
2. Reliability - Provide and install safe, efficient, reliable and properly maintained equipment matched to customer needs.
3. Safety - Ensure that instruction, information and advice on the proper and safe operation of equipment is available to the customer.
4. Commitment – Will endeavor to respond to emergency calls from customers whenever possible

B) The Quality System operates through the following companies and locations:

Head Office - Control of Internal Auditing and Management Review.

Andrews Sykes Hire Ltd – Hire, sale, service and installation of industrial and commercial specialist environmental plant and equipment including pumping, heating, drying, ventilating, cleaning, air conditioning, chilling and ground water control equipment and systems.

Andrews Air Conditioning and Refrigeration Ltd - The installation commissioning and ongoing maintenance of temperature control air conditioning systems.

In order to achieve this quality the Group operates a documented third party accredited quality system defined to meet the requirements of ISO 9001:2008 and is set out in its Quality Manual and Operations Procedures.

The Group employs a Manager with the responsibility to oversee the defined Quality Systems and report back to the Board of Directors. In support, local representatives are employed with responsibility for managing the day-to-day quality issues.

It is not inferred that all products supplied under the 'Quality Management System' are themselves manufactured under that system, although controls are in place to ensure that the Quality standards of our suppliers are adhered to. The Company will continue to review opportunities to improve systems and operations and implement additional controls to ensure there is continuous improvement.

Compliance with the requirements of the Company Quality System is mandatory on all personnel - deviation from the stated policy is not permitted without an agreed process change.

A handwritten signature in blue ink that reads "David Himsworth".

David Himsworth
UK Operations Director

22nd December 2010