

Quality Policy Statement

BDR Thermea UK & Ireland is a market leader in smart heating and hot water solutions for the domestic and commercial markets in the UK & Ireland. We are proud of our heritage and our mission is to bring a sustainable future closer through smart indoor climate solutions. In line with our values of Customer Focus, One Team and Sustainable Future; and our Global Policy; we aim to deliver the best value through our products, training, service and technical support. We acknowledge our environmental and social responsibilities; we strive to innovate and operate to industry, sustainable and ethical practices.

Working closely with our stakeholders, we are committed to delivering supplier and operational excellence across our products and services; to deliver continuous improvement in safety, reliability and quality through our commitment to our Zero2Ten strategy the concept of frontloading the development of new products.



- ZERO is the target for the number of product safety or epidemic quality outbreaks.
- 2 is the target % for field calls to our products within the first 2 years (standard warranty period).
- TEN is the target % for year-on-year reduction in warranty cost.

Our Quality Policy is to:

- Provide products and services that delight our customers and fulfil their requirements.
- Continually improve our management systems, products and service provision.
- Effectively communicate objectives and manage risk to continually drive improvement.
- Train and brief all staff to fully deploy quality through policies and procedures.
- Assure compliance with relevant legislation, international standards and statutory obligations.
- Work with our stakeholders to deliver operational excellence and continuous improvement through our Zero2Ten strategy.

Our Management ensures this is achieved by:

- Setting and reviewing measurable quality objectives regularly to ensure these are met.
- Seeking regular feedback from our customers and to use these to improve our products.
- Deploying a quality management system certified to BS EN ISO 9001:2015.
- Providing resources and ensuring responsibilities and authorities are effectively deployed and governed.
- Reviewing the effectiveness of the quality management system and driving improvement.
- Ensuring all activities comply with stated methods and our customer's requirements.
- Supplier measurement and improvement initiatives to mutually benefit both organisations and our product reliability.

Karen Boswell OBE
Managing Director UK and Ireland
20th October 2023

Date: October 2023	Version: 7
Prepared by QSHE Director UK & Ireland	Approved by Managing Director UK & Ireland
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