

**We are proud of what we do and we care.  
We are courageous and ambitious and we make changes that matter.**

## Purmo Group UK Operations Vision and Quality Policy

### Our Operational Approach

#### LEADERSHIP

The Operations Leadership Team are committed to satisfying applicable requirements and providing focus to strengthen our position as the industry leader. We provide the clarity of purpose and the platform on which all our people are fully involved in achieving Purmo Group objectives and their own personal development.

#### CUSTOMERS

Our customers always come first. We are committed to delivering our customers both internal and external the solutions that fit their needs and identifying any risks that may prevent achievement.

#### PEOPLE

We have a shared story and culture. We move forward relentlessly, together and through collaboration. Every employee can feel their work has meaning. We enable our people to flourish, ensuring their safety at all times

#### MUTUALLY BENEFICIAL BUSINESS RELATIONSHIPS

Comfort delivered is our promise to all our stakeholders. It is all about our dedication and our ability to deliver. It is about listening and responding to our people, our customers and end-users.

#### SYSTEMATIC APPROACH TO MANAGEMENT

We identify, understand and manage inter-related processes through our KPI Scorecards and ISO 9001:2015, enabling us to benchmark with Purmo Group European Operations KPI's and industry standards.

#### CONTINUAL IMPROVEMENT

Purmo Group delivers comfort by doing things smarter, by always moving forward and by staying ahead of the competition. Operational objectives are set annually and monitored daily, weekly and monthly. A culture of continuous improvement is encouraged, which leads to innovation and better performance.

#### PROCESS APPROACH

The activities and resources of Purmo Group UK Operations are managed as a series of processes, which define how the company operates and lead to more effective and satisfactory results across the business. This includes identifying and managing risk at all levels.

#### FACTUAL APPROACH TO DECISION MAKING

We make more effective decisions by measuring and analysing key data, information and risks before committing to a course of action.

### Purmo Group – Comfort Delivered

We specialise in heating and cooling solutions. Our industry leading offering in hydronic heating and cooling includes radiators, towel warmers, underfloor heating, convectors, valves and controls.

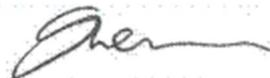
#### Our way of working and promise

Comfort delivered is our promise to all our stakeholders. It is all about our dedication and our ability to deliver. About listening and responding to the needs of our personnel, our customers and the end-users.

#### Vision

Leader in sustainable indoor climate comfort solutions.

Mr Grant Lennon



Regional Operations Director  
Purmo Group UK Ltd