



COOPER INSULATION

Quality Policy

The Senior Management team of Cooper Insulations are totally committed to the ISO 9001:2008 Quality Management system of the Company and recognise its importance to maintain our proud reputation for quality workmanship, professional service and to constantly seek its ongoing improvement.

We ensure that the requirements of our clients are met in full, and by endeavouring to enhance the overall service to customers to ensure that they are fully satisfied with the results.

We are committed to a disciplined and systematic approach to our work practices through consistent and effective project management. This will be achieved through our three stage process of resource planning, control & monitoring, and review & recommendation.

Our Quality Management Policy is to ensure Client Satisfaction through strict adherence to the standards set out in the Project Specification and best practice guidelines, and to improve upon it where possible.

This Policy will also promote the control of suppliers and subcontractors to ensure their compliance with our standards.

The Senior Management team of Cooper Insulations have planned and established measurable objectives based on the Quality Policy for the ongoing development of the company and its clients. These objectives are regularly reviewed and measured by management.

The Senior Management team are keenly aware that the successful, effective implementation of this policy requires the full support and drive of all staff. Leadership and communication to meet this goal will be promoted as will our commitment to providing adequate training and development support to our staff.

Signed:

A handwritten signature in black ink, appearing to read 'Kevin Lynch'.

**Managing Director
Cooper Insulations
Dated: 2nd April 2011**