

Quality Policy Statement:

FläktGroup UK Limited is committed to meeting the requirements of the EN ISO 9001:2015 Quality Management System Standard in all areas of operation, including sales, commercial operations, installation, and service. These requirements are recognized and implemented via FläktGroup UK Limited's Business Management Systems.

The Directors and staff of FläktGroup UK Limited consider its Business Management System Procedures to be of vital importance in ensuring the provision of products and services of the highest standard, in order to satisfy our customers' needs and expectations.

In particular FläktGroup UK Limited are committed to:

- Compliance with all relevant legislation
- Ensuring that goods and services supplied by FläktGroup UK Limited are of a quality that meets agreed specification, in terms of both performance and reliability.
- Ensuring, to the best of our ability, that goods and services are supplied in a timely manner, in accordance with Customer requirements.
- Taking account of the needs and expectations of all stakeholders and stakeholder groups.
- Relevant interested parties may have requirements related to climate change, FläktGroup are fully aware and engaged with the issues, lobbyists, regulations, etc. relating to the impact of climate change, and take our influential position as a Global HVAC manufacturer seriously regarding this and all environmental issues. FläktGroup takes the appropriate action, where possible and practicable, to align with the expectations of our markets, customers, stakeholders and legislators in a professional and balanced way.
- Ensuring that the Quality Management System is fit for purpose and capable of ensuring that the company can achieve its objectives, both strategic and quality related.
- The setting and reviewing of Quality Objectives through the Quality Management Review process.
- Continual improvement of the Quality Management System.
- Ensuring that personnel employed by FläktGroup UK Limited are competent and capable of delivering a service or product of sufficient quality to satisfy the requirements of FläktGroup UK Limited and its Customers.
- Ensuring that suppliers and sub-contractors to FläktGroup UK Limited are capable of delivering a service or product of sufficient quality to satisfy the requirements of FläktGroup UK Limited and its Customers.

The Senior Management Team will review this policy at regular intervals not exceeding 12 months to ensure that it remains appropriate to both the context and the purpose of FläktGroup UK Limited.

It is expected that all employees of FläktGroup UK Limited will acquaint themselves with, observe and put into practice the requirements of the FläktGroup UK Limited Business Management System Procedures in order that the aims listed above are achieved.

This policy statement is authorized for FläktGroup UK Limited by:

Andrew Paddock



FGUK Managing Director

20th January 2026

This Policy will be reviewed every year.