



## QUALITY POLICY STATEMENT.

**“To strive to be the number one choice for consultants, main contractors, architects, caterers and end users for all the knowledge, support, guidance, experience and professionalism that they need from the design stage through to completion. We are not here for today, or the next scheme, but for the long term, learning every day, building relationships, listening, being proactive and reactive when needed, and never knowingly letting anyone down. We are good at what we do but always want to be better.”**

To achieve this, our principal aim is to always supply our clients, high quality products and installation services with unrivalled levels of customer service that conform exactly to stated or agreed specifications and order requirements.

The establishment of an integrated Quality and Environmental Management System (QEMS) is therefore the foundation to build a company culture based upon continuous improvement.

The QEMS is based on the requirements of BS EN ISO 9001:2015 and BS EN ISO 14001:2015. C&C Catering Equipment Ltd is committed to fulfilling these requirements, legislative requirements, and other specified requirements. The system has been developed to enable full integration of specific in-house, customer and underpinning legislative requirements.

The aims of the QEMS are to minimise risks, prevent defects / non-conformance or potential defects / non-conformance at the earliest stage possible. This in turn improves the overall efficiency of the organisation and assists in the achievement of the formulated improvement objectives.

The QEMS will ensure that all products and any supporting services will meet customer specification and provide satisfaction with regard to product reliability, quality, delivery and customer service.

Top management will review this policy and formulate QEMS objectives during annual management reviews to ensure its integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

This policy will be communicated to all staff and any necessary external interested parties i.e. sub-contractors that may be working on our behalf. It will be made available to the public upon request and through our web site. [www.cateringequipment.com](http://www.cateringequipment.com)

Signed:

**Peter Kitchin**  
**Managing Director.**  
**05<sup>TH</sup> November 2019**

