



Quality Policy

The Nortek mission is to “**Create a Better Tomorrow Every day**” by delivering our products, services and solutions to our global customers with superior quality and reliability, on time, and in a manner that maximises long-term shareholder value. Nortek is committed to providing an environment that promotes safety, employee satisfaction, ethical conduct, accountability for workmanship, continuous improvement, corporate responsibility and adherence to regulatory requirements.

Our business exists to provide profitable HVAC and humidification product and service solutions that are easy for our customers to select and consume, including M&E contractors, Building contractors, Specifiers and End-Users.

To ensure that we meet our responsibilities and obligations to all our customers and interested parties including our people, our partners, our suppliers and our shareholders, we are committed to:

- Delivering superior products and services to our customers on time every day.
- Understanding our customer expectations and exceeding them.
- Recognizing opportunities that benefit both our customers and the organisation, managing associated risks
- Empowering our people at all levels in a relentless drive to improve operational performance along the value chain from suppliers to customers.
- Increasing the motivation and skills of our people to add value to our customers and our businesses, through continual training and development.
- Leveraging our partners & suppliers strengths to improve our products and our businesses from product design through production, installation and operation.

Customer Experience can be improved in many ways, for example improved reliability, shorter lead times, meeting unmet needs, responsiveness to change or reduced lifecycle costs. By continually improving faster than our competitors, we can continue to be our customers' partner of choice.

Nortek is committed to the relentless pursuit of excellence in delivering superior quality products by pursuing the following goals:

- Improve customer satisfaction levels year over year, leading the industry in customer satisfaction.
- Implement innovative environmental improvements in how and what we produce.
- Continually utilise facts and data to drive sustaining long term solutions.
- Ensuring the bedrock of our performance culture is built upon a quality management system externally certificated to ISO9001 and a unified quality management system approach.

All products will be designed and manufactured to meet or exceed the relevant legal and mandatory requirements in the markets where we sell, and be certified by UKAS-approved bodies as required.

We will endeavour to empower all of our people through the core values of **T**eamwork, **I**ntegrity, **P**erformance and **S**afety to deliver customer satisfaction, recognising those who strive to improve performance.

This Quality Policy statement, in conjunction with other specified documented information, forms the foundation of the Quality Management System (QMS), itself an integrated part of the Business Management System.

Simon Parker
President and General Manager, Nortek Air Management Light Commercial Division