



Quality Management Policy

Established in 1974, Heat Trace Limited is an innovation-led company that is a technical leader in patented electrical heat tracing (and related) products, with around 90% of its products exported around the world.

Because many of our products are used in hazardous environments, we must comply fully with international standards (CSA, ATEX, FM) relating to product performance and safety, including all statutory and legal requirements. In order to sustain our growth, we must also continually meet all our customers' needs and expectations and our Quality Management System (QMS) is an integral part of achieving and maintaining customer satisfaction. Our QMS is based upon continually achieving the requirements of the International Standards ISO 9001:2015 and ISO 80079-34:2018. All top management and employees are therefore required to adhere to the policies, procedures and practices defined in our QMS.

In order to ensure that our QMS enables the Company to perform as required, we need to ensure that:

- The Company's business and process objectives are met on an ongoing basis.
- There is clear ownership of - and accountability for – the performance of the Company's core, support and maintenance processes.
- We monitor our product and service provision to ensure that they continue to meet customer and market place needs.
- The Company systems and processes are reviewed periodically to ensure that they remain effective in meeting their objectives and delivering customer satisfaction and that the QMS is continually improved.
- The Company endeavours to provide adequate resources to enable all the above to happen.
- Any Company employee found to be wilfully contravening this policy may be subject to disciplinary procedures.

This policy will be reviewed annually.

QMS Policy Authorisation: Steve Bonner

Position in Company: Managing Director

Signed: 

Dated: 25th JAN 2021