

## **POLICY STATEMENT**

### **Focus and scope of the activities**

The management of Heatmaster BV hereby declares that it has integrated a management system within its entire business organization. This management system involves the engineering, delivery and commissioning of heating systems in thermal oil, hot water or steam versions for maritime, offshore and industrial applications.

The management system naturally complies with the applicable legislation and regulations, and with the wishes and requirements of our customers and other relevant stakeholders, as well as with the continuous improvement requirements that the ISO 9001 standard (version 2015) sets for the management system.

Heatmaster BV wants to be known in the market as a very reliable, experienced, innovative but competitively priced company in (maritime) heating systems. Our team of engineers is driven to constantly take on new (technical) challenges in a changing market, in order to be and remain a leader in our industry and to design and deliver high-quality systems. Our delivery program includes all key components of heating systems, such as boilers, burners, heat recovery systems, pumps, valves, heat exchangers, control systems with and without PLC and touch-screen controls, and all common spare parts for our systems. In addition, we offer a worldwide network and our service engineers are available 24/7.

Heatmaster BV is focused on combining these goals and core values in the best possible way in collaboration with its clients.

### **Customer requirements**

Our business processes focus on the demands and conditions of our customers and relevant stakeholders, in combination with the continuous increase of customer satisfaction. This ensures that the continuity of our organization is guaranteed.

Defining our customer's requirements is achieved through analyzing our formal and informal customer contacts, and the specific requirements as stated in technical specifications. These wishes are translated into a product and / or service package that is delivered by our organization. Our quality manual describes how our organization ensures that we continue to comply with this.

The experiences and insights regarding customer requirements and the requirements / conditions of other relevant stakeholders will be updated annually in a consultation prior to the assessment of the management system.

### **Management system and quality manual**

Our management system is set out in our quality manual; this includes a (brief) description of our processes, including the required inputs and desired outputs, and manageability of any risks, taking the ISO 9001 standard (version 2015) as the starting point.

Management assumes responsibility for the correct interpretation of and compliance with the management system and that it complies with laws and regulations. The Quality Manager is responsible for managing the management system. He is convinced that all employees have understood the goals of the management system and that they are able to comply with what is

prescribed in the management system.

Management will assess the implementation and operation of the system (such as process descriptions and work instructions) according to a fixed schedule.

### **Corrective, preventive and improvement measures**

Every employee within the organization has the right and the task to suggest improvements of the quality aspects within the organization. This with the aim of continuously improving the processes and thus meeting the wishes and conditions of our customers and relevant stakeholders even better.

### **Goals**

Annual targets are formulated and evaluated during the assessment of the management system. These are drawn up per aspect, with the associated measuring points. These annual targets, together with the context & risk analysis, form a living part of this policy statement.

Hendrik Ido Ambacht, 9-5-2025



Miki Hua  
Managing Director

