

## 1.3 QUALITY AND ISMS POLICY

It is the policy of the Company to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of the Company to:

- give satisfaction to all our clients and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the business management system. These include but are not limited to clients and their requirements documented in contract, purchase orders or other specifications etc.
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- the reduction of hazards, prevention of injury, ill health, and pollution.
- provide the necessary resources and equipment, alongside trained and competent staff to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this quality and information security policy.
- maintain a management system that will achieve these objectives and seek continual improvement based on "risk".

This Manual provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on client service.

To ensure the company maintains its awareness for continuous improvement, the Quality and ISMS system is regularly reviewed by the Senior Management Team to ensure it remains appropriate and suitable to our business. The Quality and ISMS system is subject to both internal and external annual audits.

### SCOPE OF THE POLICY (ISMS ONLY)

The scope of this policy relates to the Company's use of computer systems and how it handles data in pursuit of its business of providing active and passive fire protection services. It also relates, where appropriate, to external risk sources including functions which are outsourced.

Senior Management

*Steve Slade*

**SIGNED BY STEVE SLADE**

Position: Commercial Director

Date: 01/11/2023

