

## Quality Policy Statement

Nationwide Fire Sprinklers is a family-owned and family-run business. For two generations we've been leading the industry in the design and installation of bespoke fire protection systems. Our mission is to keep our customers and their property safe. We do that by setting ourselves impeccably high standards, and maintaining strict quality control measures across every aspect of our business.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking
- Ensure that the resources needed for the QMS are available; including training, support and encouragement
- Communicate the importance of effective quality management and of conforming to the QMS requirements
- Ensuring that the QMS achieves its intended results
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service

This policy will be communicated to all employees and organisations working for or on our behalf.

Signed 

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Keith Rhodes

Managing Director