



## Quality Policy

Firemain Engineering Ltd is committed to meeting customers' expectations and exceeding wherever possible. Firemain strives to continually improve and deliver to standards of high quality and afford suitable attention to working and adhering to all relating government legislation.

In order to do this, Firemain ensures that any employees are trained sufficiently to carry out their duties and are kept up to date with the latest innovations relating to the business. The company will ensure that adequate resources are available to meet customer expectations.

All work that is carried out by Firemain will comply with Technical Standards and Statutory Requirements.

All employees are made aware of the Quality System and what is expected of them in contributing to a quality organisation and delivering a quality service.

The company will maintain Quality Assurance Accreditation by independent assessment to the standards laid down in BS EN ISO 9001: 2015. Suppliers of services to Firemain and companies it trades with, are encouraged to operate similar systems.

Firemain is committed to establishing and reviewing the Quality Objectives of the Quality System and communicating these to all members of its establishment. This policy will be fulfilled through the adoption and implementation at all times of the Quality Management Systems and Procedures required by BS EN ISO 9001: 2015.

The Quality Manual with its Quality Assurance Procedures constitutes the Quality Policy and will be reviewed to ensure it continues to be suitable.

I fully endorse the contents of the Quality Policy Manual. It is issued with my authority and adherence to these policies and procedures and is mandatory for all staff. It is a controlled document and cannot be copied unless authorised.

Signed

Phil Bayliss  
Managing Director