PHOENIX ALARMS
& Safety Services Ltd

Unit 3 Sinclair Court, Gapton Hall Ind. Est.
Great Yarmouth, Norfolk, NR31 0NH
Tel: 01493 601655 Fax: 01493 603368 info@phoenixalarms.co.uk

QUALITY POLICY STATEMENT

Phoenix Alarms & Safety Services Ltd has developed and implemented a Quality Management System to ensure that the products and services provided by ourselves meet our customers' requirements for quality consistency.

This policy and supporting procedures have also been developed to satisfy the requirements of the membership of IFEDA, in conjunction with the BAFE modular schemes SP101 and SP203. Also to satisfy the requirements of the Lloyd's Approved Service Supplier scheme and BS EN ISO 9001:2015.

The implementation and development of the Quality System within the company has our personal commitment and support, and the commitment and support of all our staff. All Quality Control related activities are carried out by suitably experienced/trained personnel.

To ensure the effectiveness of the Quality System, internal quality audits are performed on a regular basis and the overall system is monitored through annual management review meetings between senior members of staff. Also, during these reviews, quality objectives are set for the forthcoming period.

The company endeavours to not only maintain quality standards but has adopted a policy of continual improvement through monitoring the performance of services to its customers.

The achievement of the Company's Quality Policy is the responsibility of all personnel who are individually responsible for the quality of their work and to whom this policy statement has been explained. The management will ensure that relevant quality procedures and work instructions are communicated to, understood and adhered to by all personnel.

The Company Secretary is the Quality Manager and is also the Management Representative. He also has the authority and responsibility for the implementation and maintenance of the Quality System.

The Company is committed to continually improving its services to customers.

This policy is being continually reviewed for its suitability.

Signed:..... Date: 21/5/18

Shane Payne - Managing Director

Signed:..... Date: 21/5/18

Andrew Powles - Company Secretary