

Form No.	COM-POL-43		Last Review	Sep 2023
Revision	2020v1		Reviewed By	A Bolton

## QUALITY POLICY STATEMENT

The core business of Marlowe Fire & Security Group is the design, installation, maintenance and monitoring of fire and security systems which is to be carried out in accordance with best industry and professional practices. The Company is dedicated to delivering quality services and products so as to fully meet the requirements of our customers at all times. The goal of the Company is to achieve high levels of customer satisfaction which are monitored closely through KPI measurement and ensuring feedback flows through to our Continual Improvement processes. The Company is committed to collaborating with our suppliers and customers to achieve the highest quality standards.

To achieve this, we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, and has been externally accredited by the National Security Inspectorate (NSI) to Gold Standard, demonstrating our employees' commitment to meeting the regulatory, legal and environmental expectations of the industry agreed by insurers, police, professional institutions and relevant trade associations.

The Quality Policy principles and objectives will be always communicated and available to staff.

Compliance to British and European Standards and Approved Codes of Practice are monitored and audited both internally by our own Compliance Manager and externally by the National Security Inspectorate (NSI).

Systems are in place to continually monitor quality performance and to assess levels of customer satisfaction. Marlowe Fire & Security Group continually review and assess changes in technology and working practices to ensure that the best possible service is delivered to our customers.

Objectives needed to ensure that the requirements of this Policy are met are set by the Management Review Team while measuring Continual Improvement requirements.

Our management structure ensures that all personnel are competent to carry out their agreed tasks, and where necessary will provide appropriate training, equipment, and resources to maintain the highest levels of performance.

On certain installations it may be necessary to sub-contract labor. All sub-contractors are assessed in accordance with British Standards and NSI guidelines before carrying out work for the Company and all works are carried out under the supervision of dedicated Project or Contract Managers.

The Quality Policy shall be reviewed annually or following significant legislative changes and where improvements have been identified it will be communicated to all staff and made available to visitors to the Marlowe Fire & Security Group who may use the premises.

Document Owner:      Rob Flinn              Chief Executive Officer              Date: 30<sup>th</sup> September 2023

