

QUALITY POLICY – QMP402

Blazequel (the 'Organization') aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The Organization operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, to which they provide their services, and the scope of registration has been defined as "The specification, installation and maintenance of Fire Detection, Security and Fire Extinguishing Systems, including Fire Risk Assessments and Fire Safety Training, within the UK".

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Procedures Manual and is regularly reviewed to ensure its continuing suitability.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual, and Copies of the Quality Policy are made available to all members of staff.

Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

The Organisation complies with all relevant statutory and regulatory requirements and constantly monitors its quality performance and implements improvements when appropriate.

Signed: Andrew Picton **Name:** Andrew Picton **Date:** 02.01.2025