

QUALITY POLICY STATEMENT

Mercury Alarm Services Limited is committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements. It is committed to delivering a high standard of service to all customers at all times. The requirements of this management system should be considered mandatory on all employees.

Top Management recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which intends to comply with the requirements of BS EN ISO 9001:2015 to achieve this.

It is Mercury Alarm Services Ltd's intent to continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and management are charged with ensuring the clear communication and understanding of the management system among all their staff.

The company sets Quality Objectives (*See Section 6.2*) to help us measure the performance of our quality management system.

The key principles of Mercury Alarm Services Limited are:

Customer focus – We depend on our customers and as such they are the highest priority within our business. We are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

Leadership - As a Management Team we set an example by maintaining the highest standards of integrity and honesty that is expected of all our employees. The Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of people - We give opportunity to all our employees to contribute to the success of the company. We aim to recruit & retain highly motivated, competent people. Our people are seen as our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.

Process approach – We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system which uses the Plan, Do, Check, Act process. We will manage our activities and associated resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes are structured into a documented Quality

Management System which intends to meet the requirements for BS EN 9001:2015 and SSQS 101, Issue 8.

Improvement - We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement.

Evidence Decision Making - We base decisions on evidence to ensure the correct decisions are made. We will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship Management - We treat our suppliers how we would like them to treat us - An organisation and its clients, suppliers and collaborative business partners are interdependent. We seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

Top Management will:

1. Resource and plan policy implementation.
2. Ensure that quality management system requirements are reviewed regularly and are available to all interested parties.
3. Monitor, measure and review performance against our Quality Objectives, so as to learn from experience and to ensure continued improvement.
4. Ensure that, through training, coaching and advice, all employees are competent to undertake their duties.
5. Ensure that this Policy is communicated to and understood by all employees, and is available to all relevant interested parties.



Signed: S Skeldon
General Manager, 10/05/17