

## QUALITY POLICY

Plexus Fire & Security Limited is committed to:

- Providing Fire & Security products and services, which fully meet the initial and continuing needs and expectations of all our customers
- Fully complying with Industry Codes of Practice and Product Standards and Police Policies on response to Security Systems (NPCC) and Fire Brigade response to Fire Detection & Alarm Systems (CFOA)
- Involving our staff through teamwork, training and professional development to continually improve the services we offer
- Working together with our Suppliers and Sub-contractors to provide the best and most appropriate products and services

The Business Management System is supported and endorsed by the Senior Management and every employee within the company and is a reflection of our desire to provide our clients with the highest standards possible in client care and provides a framework for establishing and reviewing business objectives. The Business Management System is closely monitored both internally and externally by NSI.

### MANAGEMENT COMMITMENT

The Company is committed to implement and maintain, a documented Management System which complies with the requirements of ISO 9001:2015 and SSQS101, FSQS121. This operating system is designed to embrace all company functions, thus ensuring the efficiency of the business and the consistent delivery of a quality product for all customers. To this effect, this Quality Policy has been established and communicated at all levels within the organisation through the annual strategy renewal process.

SMART business strategies, goals and objectives for each department, subsidiary and division are challenged and set on an annual basis. Within this, goals and objectives for all staff are set for the forthcoming year.

### LEGAL REQUIREMENTS

The company will exhibit the highest standards in maintaining a policy of honesty and correctness at all times towards both clients and employees. The Management Representative, in conjunction with the Senior Management team, has responsibility for ensuring that all legal requirements applicable to the business activities and relevant industry 'codes of practice' are identified, understood and adhered to.

### CLIENT FOCUS

All enquiries for products will be subject to formal controls. Procedures are established to ensure that the customers' needs and requirements are determined and adequately met with the objective of achieving customer satisfaction at all times. Within this, other interested parties are considered as deemed necessary.

The scope of certification to ISO9001:2015 is applied to the Plexus Fire & Security Limited's operations and covers:

**The Design, Installation and Maintenance of Electronic Fire and Security Systems including Access Control, CCTV Systems, Intruder Alarms & Fire Detection and Alarm Systems in accordance with the requirements of BS EN ISO 9001: 2015 and NSI SSQS101 & FSQS121, NSI NCP 109, NSI NCP 104, PD6662, BS5839 Part 1, BAFE SP203-1 and BS7858.**

Signed: Ross Adams



Managing Director  
12<sup>th</sup> January 2024