

QUALITY POLICY STATEMENT

Alcema & Alcema Fire Safety Limited's Integrated Management System Manual sets out the organisation and arrangement of the company's quality system in accordance with ISO 9001 (2015) requirements.

The Integrated Management System, along with the SHEQ Policy & Procedures document contains all the procedures and associated documentation to manage and control our company's activities and is available to all staff.

The aim of our Integrated Management System containing quality is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains key to our business practices
- We understand our customer's requirements and that they are achieved
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality and compliance standards
- Our staff are fully trained and involved in quality improvement
- Any complaints are dealt with efficiently and within an acceptable time period

This quality policy statement has been implemented into Alcema, Alcema Construction & Alcema Fire Safety Limited's Integrated Management System and aligns with the SHEQ Policy & Procedures and will be reviewed at regular intervals.

Signed:



Jason Spencer, Managing Director, Alcema, Alcema Construction & Alcema Fire Safety Limited

Date: 16/08/2024

Next Review: 15/08/2025

Organisation Alcema, Alcema Construction & Alcema Fire Safety Limited		Title/Subject Quality Policy Statement		Number QUALITY-DEPT-006	
Owner Jason Spencer	Approved by Chas Bray	Date 16/08/2024		Version 1.9	Page 1