

QUALITY POLICY

QF38

Quality is important to our business because we believe that it is pivotal in maintaining clients. At Pyrotech we understand clients are increasingly prioritising quality and integrity of product and service, delivered by reputable and knowledgeable personnel. We are committed to deliver client satisfaction through consistently high quality installation, delivered by a knowledgeable workforce and supported by effective systems and resources. We aim to continually improve the service we offer to retain high levels of client satisfaction and achieve our goal of becoming the first choice passive fire protection specialist in the market whilst operating as a strong and sustainable business.

It is therefore Pyrotech policy to maintain a quality management system (QMS) designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of our primary objectives and purpose within the sector and context of the organisation.

Within this policy we will:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities
- work towards the reduction of hazards and the prevention of injury, ill health and pollution
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”

We are committed to continuous improvement and this policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. The policy, organisation and procedures necessary to achieve the above are documented in our Quality Manual.

Quality, and its impact on client satisfaction, affects all areas of the business and as such all personnel within the company are responsible for delivering to this standard within their own field of work and everyone has the scope to contribute to continual improvement. We strive to ensure this Quality Policy is communicated, understood and applied throughout the organisation and to this end the company provides training and has established systems to assist all personnel in understanding their individual obligations and to support them to achieve the standards required.

To ensure the company maintains its focus for continuous improvement, the QMS is reviewed regularly by Top Management to ensure it remains appropriate and suitable to our business. The QMS is subject to both internal and external annual audits. To ensure this policy remains effective and appropriate, is reviewed at least annually.

Signed		Chris Goodison
Job Title		Managing Director
Dated		18.01.24