



harmony[®]
the fire protection experts.



Quality Policy Statement

Harmony Fire Limited is a leader in the fire protection industry providing design, installation, commissioning, and maintenance of both active and passive fire prevention and protection systems including electronic security systems for intruder alarms, video surveillance systems (CCTV) and access control.

Harmony Fire Limited is fully committed to our Safety, Health, Environmental and Quality management system which has been developed and implemented to meet our customers' expectations and align with the requirements of ISO 9001:2015 and related governing standards.

Harmony Fire strives to consistently provide the highest standards of quality and professionalism in all areas of our business. Harmony Fire believes that our organisational values must be realised and that all quality objectives must be met. Harmony Fire Limited is committed to:

- Implementation of an integrated management system aligned to our methodology scroll including the proactive use of systems and procedures to reduce errors and promote prevention measures as is the objective of our organisational Quality Control Process. It is the duty of all employees and subcontractors appointed within the organisation to actively contribute to system performance and improvement.
- Preventing quality failures by identifying, addressing, and managing risks, including those that can affect conformity of products and services, rather than detecting and correcting these errors or defects after they occur or are identified (Latent Errors).
- Identifying opportunities to promote continual improvement with a focus on customer satisfaction.
- Continually improving our organisational quality culture by ensuring employee awareness of this policy, including employee awareness of individual roles and responsibilities, including associated authority. The organisation will further ensure these are effectively understood, via a positive learning culture that encourages staff consultation and feedback to promote improvement.
- Ensuring that this Policy shall be made available to interested parties, upon reasonable request.
- Identifying applicable requirements associated with interested parties, such as customers, accreditation bodies and statutory bodies.
- Establishing processes, procedures, and methods to meet statutory and regulatory requirements.
- Continually improving our integrated management system by raising standards, ensuring that processes are delivering their intended outputs, and responding to the changing needs of our customers, industry standards and technological developments in which we specialise.
- Determine, monitor, and review internal and external issues, relevant to the purpose and context of the organisation and its strategic direction, that affect the ability of the integrated management system to achieve its intended results.
- Promoting, developing, and maintaining organisational and individual competency of our employees to meet organisational objectives and the needs of our customers.

Harmony Fire's Directors and management representatives will annually:

- Review this policy to ensure it is effective.
- Review responsibilities and procedures for quality management.
- Set clear quality objectives and targets, compatible with the context and strategic direction of the business.
- Monitor and measure performance and communicate the results.
- Ensure adequate resources are made available to implement the policy; and
- Communicate this policy to all employees interested parties as deemed necessary to achieve its objectives.

**Signed on behalf of the Board
of Directors**

Mr. Warwick Melvin

Chief Executive

01st April 2024

Revision 08