

# Quality Policy

## Company Quality Policy and Objectives

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It is the Company's objective to supply portable fire extinguishers and ancillary items and provide a contract maintenance service to the highest standards that meet published specifications or the agreed requirements of the customers of Firemark Limited at an economical price and in accordance with the agreed Service Level Agreement.

In order to satisfy these requirements, the Company has recognised the importance of applying a Quality Management philosophy to ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

Quality is therefore a discipline central to all aspects of the Company. As a fundamental part of the Company's commitment to quality, a Quality Management System has been established and documented that encompasses all functions affecting quality and is based on the requirements of EN ISO 9001: 2015. The Company is committed to comply with the requirements and continually improve the effectiveness of the Quality Management System.

Portable fire extinguishers are categorised as Category III pressure equipment by the European Pressure Equipment Directive, EC Directive 97/23/EC. It is a legal obligation that the extinguishers comply with the essential safety requirements of the PED. All Firemark portable fire extinguishers are manufactured to the requirements of BS EN 3. The servicing division conforms to the requirements of BS 5306 Part 3 and Part 8.

Quality objectives are set to measure the ability to meet and enhance customer satisfaction.

The Quality System is subject to regular audit and review to ensure that the requirements are complied with. The results of the audits are used to continually improve the effectiveness of the Quality Management System.

The Quality Manual, together with associated Procedures and Work Instructions contained elsewhere, must be regarded as mandatory working documents. It is the responsibility of all staff to ensure their part in the Company Quality Policy is understood, implemented and maintained at all times.

The Board of Managers hold regular meetings to review quality objectives and establish new initiatives where necessary. The review also ensures the continued suitability of the Company Quality Policy and the quality objectives.



Stephen Ward  
Managing Director