

Quality Policy Scope and Objectives

Scope

The following Policy is made available to the Public and Interested Parties on request.

OHEAP Fire and Security undertakes to follow professional best practice, to meet the customers' requirements and to meet the requirements of all relevant statutory regulations including British & European Standards, SSQS121, FSQS 121, BAFE Codes of Practice including SP203 and SP101, NPCC and CFA Policies when carrying out the following activities:

- a) The Design, Installation and Maintenance of Intruder Alarms, Access Control and CCTV Systems.
- b) Design, Installation, Commissioning & Handover and Maintenance of Fire Alarms.
- c) Installation and Maintenance of Portable Fire Extinguishers

The company operates from its head office based in Derby however service delivery is offered nationwide.

Policy

The company works to a Quality Management System which meets the requirements of International Standard ISO 9001 which assists the company in maintaining high technical standards and a commitment to excellence in all management and administration tasks.

Significant quality aspects shall be identified by carrying out reviews and audits.

Objectives

The management team, in conjunction with the individual process owners, agrees appropriate objectives and targets that relate to the significant aspects that the organisation controls or has influence over. Progress against agreed objectives and targets shall then be presented for review at the regular management review meetings and any changes to the defined objectives and targets agreed.

The company's policies therefore are to:

- Carry out all work to high standards and to always meet or exceed the requirements of the contract and any relevant statutory regulation;
- Design systems that will have high reliability and low rates of false/unwanted alarms;
- Carry out all preventive maintenances on time and within industry guidelines;
- Respond promptly and effectively to customer's requests for assistance;
- Conduct ourselves in a professional and courteous manner in all dealings with customers and suppliers;
- Continually seek ways to improve the company's products, work processes and Management System;
- Enhance the Company's Quality performance;
- Engage and consult with employees;
- Commit to provide safe and healthy working conditions for the prevention of work-related injury/or ill health that is appropriate to the purpose, size and context of the Company, and to the specific nature of its OH&S risks and OH&S opportunities;
- Commit to eliminate hazards and reduce OH&S risks.

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The purpose of the Management System is to ensure that service delivery consistently meets the needs and requirements of the business and all its stakeholders. The responsibility for the control and maintenance integrated management system is held by the Managing Director, with some duties and responsibilities being delegated to nominated members of staff as required.

The stakeholders of the Management System include;

Staff

As a service provider staff are the key resource within the business, and therefore one of the main links in the company's ability to achieve its intended outcomes. It is for this reason that all staff who fall within the scope of this Policy are subject to regular reviews to ensure that policies and procedures in terms of working practice are being adhered to. Staff are also given regular opportunities to provide feedback on their working conditions, job satisfaction and sense of employee value held by the company. These processes are followed diligently to ensure any issues are resolved promptly and to minimise any negative impacts being felt by the company or its staff.

Customers

Customers are also an essential stakeholder group when considering the success of the business, without which the ability to generate revenue would be lost. Therefore, ensuring customer satisfaction is paramount in sustaining the business and generating continual growth. Regular feedback is sought via management meetings and monitoring Key Performance Indicators to ensure services provided are consistently meeting and where possible exceeding expectations and requirements. Regular meetings are aimed at building and sustaining customer relationships and in turn giving opportunity for any issues arising to be highlighted at an early stage; thus preventing issues being escalated to complaints which could potentially damage future business opportunities.

Suppliers

The use of suppliers is essential to enable the business to provide and install Fire & Security systems as required. It is therefore essential that supplied goods and services are of a good quality and fit for their intended use. This is essential to ensure that service delivery remains unhindered by poor quality or inappropriate equipment provisions.

Competitors

In order to maintain a strong foothold within the marketplace we must ensure that we monitor and are aware of the actions and practices undertaken by our competitors. This is essential in order to ensure working practices and services provided remain at the forefront of the industry. Without this observation and monitoring of competition and industry practice the business risks becoming stale and losing the marketing advantages which are currently held.

Media

Media perception and interactions within the business are to be controlled in order to ensure company image is portrayed in the most favourable light possible. With the growth of media outlets and their accessibility increasing rapidly in recent years, it is essential for opportunities for negative portrayal and communications of the business by staff, customers, or competitors to be limited and controlled as much as is feasibly possible. Any negative portrayals entering the public domain will become virtually impossible to retract and can subsequently cause detrimental damage to the

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company image. It is for this reason that feedback gathering exercises are consistently followed by the company to ensure the satisfaction of all relevant stakeholders.

The above features are regularly monitored with active seeking of feedback from clients, staff and the consumers of the services provided by the company. Internal measures undertaken include regular internal and external audits to ensure full compliance with both regulatory and statutory requirements.

Environmental Policy

OHEAP Fire & Security is proud to have secured certification to ISO14001:2015 in recognition of our ongoing commitment to improving environmental performance. Our Environmental policy and processes are separate from this Quality Management Policy but it is appropriate to refer to it in this document.

Our Environmental policy and certification are available to the public via the company website.

Health and Safety Policy

Our Health & Safety Policy establishes the procedures and arrangements for emergencies and the provisions for the health and safety of all employees, contractors, visitors, and others who may be affected by the acts or omissions of our people.

OHEAP Fire & Security recognises the importance of health and safety in the successful operation of all its activities. The company relies on the initiative, teamwork, and active participation of management and workforce to maintain safe working practices and procedures in order to fulfil its legal obligations under the Health & Safety at Work Act (1974), the Management of Health and Safety at Work Regulations (1992) and all other relevant legislation in force.

All reasonably practicable information, instruction, training, resources, information, and supervision will be provided to ensure that employees and contractors work and perform all tasks safely and without risk to the health and safety of themselves and others.

Through correct delegation of responsibilities, it is our intention to:

- Show a visible management commitment to high standards of health and safety performance and the promotion of a positive health and safety culture throughout the Company.
- Provide clear instructions and information, and adequate training, to ensure that all employees whether management, staff, supervisors, or other employees know and understand their responsibilities in respect of health and safety, to ensure employees are competent to do their work.
- Make adequate arrangements for the regular assessments of work activities in order to identify associated hazards and control the risk arising.
- Maintain records to allow health and safety performance to be measured and where possible improved.
- Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace.

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- Ensure that any workplace under the control of the Company is in a condition that is safe and without risk to health and that the means of access to and egress from it are safe and without risk.
- Engage and consult with employees and contractors on day-to-day health and safety conditions.
- Maintain emergency procedures; evacuation in case of fire or another significant incident.
- Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe transportation, storage and use of articles and substances.

All employees can make a valuable contribution to achieving successful health and safety management and each employee must co-operate with the company to enable all statutory duties to be complied with. Employees have a legal obligation under section 7 of the Health & Safety at Work Act 1974 which are outlined below;

It shall be the duty of every employee while at work to:

- Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and
- As regards any duty or requirement imposed on the employer or any other person by or under any of the relevant statutory provisions, to co-operate so far as is necessary to enable that duty or requirement to be performed or complied with.

Objectives

In order to maintain continual improvement and development of the Management System and services provided the following objectives will be maintained and monitored;

- Customer Satisfaction
- Effective leadership
- Employee motivation
- Continual Improvement
- Effective management of the Quality Management System
- Health and Safety Principles
- Access to adequate resources
- Control and reduce Environmental Impacts

Statistical data will be gathered throughout the year and reviewed at least annually as part of the Management Review. Targets will be subject to review as part of this meeting and any areas falling below target will be raised as a non-conformance and appropriate action taken to correct shortfalls. Targets will also be reviewed in respect of continual improvement and any areas where the company is consistently exceeding specified requirements will be suitably amended.

Quality Management system

Our Quality Management system shall establish and maintain programmes for achieving objectives and targets and these will include designation of responsibility and the means and timeframe of achievements. When necessary, these shall be amended.

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Structure & Responsibility

Senior Management is committed to provide the resource essential for implementation and control of the QMS and has appointed a specific management representative who will define roles, responsibilities and has authority to ensure that the requirements of the QMS are established, implemented and maintained and that a regular report on performance is produced for top management review.

Training

We shall identify training needs in order that all personnel whose work may create significant impact on the business receive appropriate training. This training will include establishing and maintaining procedures to ensure that all employees remain aware of:

- the importance of conformance with the policy, procedures and requirements
- the significant quality impacts, actual or potential of work activities and benefits of improved personal performance
- roles and responsibilities in achieving conformance and including emergency preparedness and response
- the potential consequences of departure from standard operating procedures

All personnel shall be competent based on appropriate education, training and / or experience.

Internal Communication

We have established and shall maintain procedures for internal communication at various levels and between functions and for receiving, documenting and responding to communications from outside parties. We shall also consider processes for external communication and record any decisions made.

Documentation & Control of Documents

Our established documentation system will maintain information either in electronic or paper form to describe the core elements of our management system and their interaction and provide links to related documentation. This documented system has established and maintained procedures for controlling all documents required by this standard to ensure:

- Proper identification and handling
- Review and revision as necessary
- Only current versions are in use
- Obsolete documents are promptly removed to prevent unintended use
- Obsolete documents are suitably marked and identified

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Operational Control

By our operational control we shall identify those operations and activities that are associated with significant aspects in line with our policy, objectives, and targets. These measures shall include planning activities, including maintenance to ensure that they are carried out under specified conditions by:

- establishing and maintaining documented procedures to cover situations where their absence could lead to deviations from the policy and the set objectives and targets, stipulating operating criteria in procedures
- establishing and maintaining procedures related to identifiable significant aspects for goods and service used by our organisation and communicating those relevant procedures and requirements to suppliers and contractors

Emergency Response & Preparedness

We have established and shall maintain procedures to identify the potential and for responding to accidents or emergency situations, and preventing and mitigating the negative impacts associated with them.

Monitor & Measure

We have established and shall maintain documented procedures to monitor and measure, on a regular basis, the key characteristics of our operation and our activities. These include recording of information to track performance, relevant operational controls and conformance with objectives and targets. We have also established and shall maintain a documented procedure for periodically evaluating compliance with the relevant legislation and regulations.

Evaluation of Compliance

We have established and shall implement and maintain procedures for the periodic evaluation of compliance with all of our legal requirements and with any other requirement that we subscribe to. Records shall be kept of those evaluations.

Non-Conformance & Corrective and Preventative Action

We have established and shall maintain procedures for defining responsibility and authority for handling and investigating non-conformances, taking action to mitigate any impacts caused, and for initiating and completing corrective and preventative action. Any corrective action taken to eliminate causes of actual and potential non-conformances shall be appropriate to the magnitude of the problem and commensurate with the impact encountered. We shall implement and record any changes made in the documented procedures resulting from corrective or preventative action.

Records

We have established and shall maintain procedures for the identification, maintenance, and disposition of quality records. These records shall include training records and the results of audits and reviews and shall be legible, identifiable, and traceable to the activity, product or service involved. The records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration, or loss. Retention times are established and recorded and all shall be maintained as appropriate to the system and to the organisation in order to demonstrate conformance to the requirements of the International Standard ISO 9001.

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Audits

We have established and shall maintain programmes and procedures for periodic quality management system audits to be carried out in order to:

- Determine whether the QMS conforms to planned arrangements for quality management including the requirements of the relevant standard and has been properly maintained and implemented.
- Provide information on the results of such audits to management.

The audit programme, including the schedule shall be based on the quality importance of the activity concerned and the results of previous audits and shall cover the audit scope, frequency, and methodologies as well as the responsibilities and requirements for conducting audits and reporting results.

Management Review

We shall at annual intervals review the QMS to ensure suitability, adequacy and effectiveness and we shall ensure that the necessary information is collected to allow management to carry out an evaluation. This review shall be documented.

Signed

Nicholas Heap

Nicholas Heap
Managing Director
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