

Bailey Fire Services Quality Policy

The objective of Bailey Fire Services Limited is to become market leader within the Sprinkler & Dry Riser service & maintenance sector in London, South East and Midlands offering exceptional levels of customer service and response at competitive market rates.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, Bailey Fire Services Limited are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by:
 - Offering a high standard of customer service by implementing quality ways of working throughout the business with a key focus on excellent service and prompt response time.
 - Continuing to follow existing processes that allow us to offer our customers same day reports and certification with an open line of communication throughout.
 - Ensuring consistency across all processes in order to create a simple and user- friendly service for our customers.
 - Placing customer retention at the heart of all processes.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers and subcontractors who enable the organisation to create and deliver a reliable performance by only using services that meet our own quality standards;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;

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- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork, ensuring all staff are fully trained and involved in quality improvement;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Bailey Fire Service:

Prepared by: Pete Bailey

Position: Director

Signature:

Date: 04.02.25