



# QUALITY POLICY STATEMENT

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Status/Priority – Mandatory	Issued to: All Staff			Page: 1 of 1

Alarm Communication Limited (ACL) aims to be an excellent business providing optimum infrastructure and support of Fire, Security and BEMS systems.

We recognise our obligations to all our stakeholders including clients, suppliers and staff to operate a sustainable business. Our aim is to continually improve our services to clients, our workplace safety and impact on the environment.

We have established measurable objectives for the business covering:


- Customer Satisfaction
- Operational Effectiveness
- Reduced Waste of Materials and Resource and Prevention of Pollution
- Avoiding harm to staff and anyone affected by ACL operations

Our management system is based on assessing risk throughout the business which may cause us to fall short of our objectives. The requirements of ISO 9001-2015 are the basis for our controls and improvement systems.

We take steps to mitigate identified risks thereby helping us achieve our objectives. Furthermore, we have mechanisms in place to alert us to any shortcomings in our services, health & safety provision or environmental performance. Where shortfalls occur, we take action to address them and as far as practical eliminate their causes to avoid recurrence.

As part of the steps we take to maintain a sustainable successful and compliant business, we examine and audit our regulatory obligations and those we have to our stakeholders, taking steps to maintain legal compliance throughout all areas of the business.

Through our commitment to improve the quality of our service we are supporting our aim to be an excellent and sustainable business into the future.

Ray Healey, Director	
Date:	29 Jan 2021