

Quality Policy

2022

Heightsafe Systems Ltd (Heightsafe) will provide products that conform to the highest industry standards to its clients on time and within budget. Heightsafe complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance, implementing improvements when and where appropriate.

Heightsafe operates a Quality Management System, externally UKAS certified to ISO 9001, integrated within our systems for managing Health, Safety and the Environment. This includes aspects specific to:

- the installation and re-inspection of work at height safety solutions;
- lightning and surge protection;

Copies of the Quality Policy are made available to all members of staff as a means of communicating the Quality Management System's effectiveness.

Policy Framework

Heightsafe's framework to setting its objectives are to write these considering SMART steps to help the company achieve its aims, by making them:

- Specific.
- Measurable.
- Achievable.
- Relevant.
- Time-bound.

Our stated aims are to:

1. Communicate throughout Heightsafe the importance of meeting client needs and relevant statutory and regulatory requirements.
2. Ensure Management Reviews set and review quality objectives, and report on internal audit results as a means of monitoring and measuring processes, and overall effectiveness of the Quality Management System.
3. Continually improve the Quality Management System's effectiveness by following the steps of plan-do-check-act to ensure all processes are adequately resourced and managed.
4. Continually seek opportunities for improvement, for example following up on client feedback.



5. Use a risk-based approach to address product conformity, and the requirements of the business both internally and externally, using plans and objectives to improve performance and enhance customer satisfaction, including proactively and reactively auditing suppliers.
6. Encourage all employees to contribute to improvements in our quality performance.
7. Give our staff the right information, advice, and training so they know their responsibilities and are competent to work.
8. Immediately investigate non-conformance occurrences, and take action to control it, including immediate corrective actions, and future preventative steps that are appropriate to the effects of the non-conformity encountered.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

This Quality Policy Statement has been approved and authorised by:

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05/04/2022

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05/04/2022