

## QUALITY POLICY STATEMENT

The core business of Smar Technology Ltd is the design, installation, maintenance and monitoring of security systems which is to be carried out in accordance with best industry and professional practices. The Company is dedicated to delivering quality services and products so as to fully meet the requirements of its customers at all times. The goal of the Company is to achieve high levels of customer satisfaction which are monitored closely through KPI measurement and ensuring feedback flows through to our Continual Improvement processes.

To achieve this, we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015

The Quality Policy principles and objectives will be communicated and available to staff at all times.

Compliance to British and European Standards and Approved Codes of Practice are monitored and audited by our own Compliance Manager.

Systems are in place to continually monitor quality performance and to assess levels of customer satisfaction. Smar Technology Ltd continually review and assess changes in technology and working practices to ensure that the best possible service is delivered to our customers.

Objectives needed to ensure that the requirements of this Policy are met are set by the Management Review Team while measuring Continual Improvement requirements.

Our management structure ensures that all personnel are competent to carry out their agreed tasks, and where necessary will provide appropriate training, equipment and resources to maintain the highest levels of performance.

On certain installations it may be necessary to sub-contract labour. All sub-contractors are assessed in accordance with British Standards and NSI guidelines before carrying out work for the Company and all works are carried out under the supervision of dedicated Project or Contract Managers.

The Quality Policy shall be reviewed annually or following significant legislative changes and where improvements have been identified it will be communicated to all staff and made available to visitors of Smar Technology Ltd.

Signature: *Chris Idle*

Date: 1st April 2023

Name: Christopher Idle

Position: Managing director

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