

Appendix 29

Quality Policy



Unit 212
Europa Boulevard
Warrington
Cheshire
WA5 7TN

Date:18th January 2024
Next Review 18th December 2024

www.dantegroup.net

Traditional values in a technological world

INTEGRITY - RELIABILITY - TRUST



Dante Group, The Dante Group and Dante Fire & Security are all trading styles of:-

Dante FS Group Ltd. Registered in England and Wales Registered office: Seymour Chambers, 92 London Road, Liverpool, L3 5NW

Company No 04307232

QUALITY POLICY STATEMENT

Dante's strategy is to undertake the design, installation and maintenance of electronic security systems, together with mechanical and electrical and construction, Projects (including plant replacement/upgrade) and fabrication of building facilities provision and management in accordance with best professional practice and at a reasonable financial return.

The key to success in our competitive environment is to continually strive to increase customer satisfaction and to this end: -

- The company is an installer working to NSI standards and any applicable British Standards, together with relevant Codes of Practice, and therefore all employees are committed to meeting the regulatory, legal and environmental expectations of the industry that have been agreed by insurers, police, professional institutions and relevant Trade Associations.
- The company provides an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction; such a policy attracts the best people in our field.
- Management keep abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- Measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, and capital expenditure but also complaint resolution criteria, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally, data is gathered to determine customer satisfaction to ensure that customer expectations are met if not exceeded.

Dissatisfied customers constitute business risk. International Standard ISO 9001:2015 provides a process for satisfying customers. To this end the company has developed and implemented a quality management system, using a risk based analytical approach that meets the requirements of:

- International Standard ISO 9001:2015
- NSI Quality Schedule FSQS121 for NSI Fire Gold Certification Scheme, and NSI Quality Schedule SSQS101 for security systems (Intruder, CCTV and Access Control)
- Appropriate Industry standards ie BAFE SP203-1, British, European and International Standards and NSI Codes of Practice
- Compliance with applicable legal requirements giving confidence not only that installations meet the requirements of the contract and specifications but also that our business is committed to continual improvements.

This policy is reviewed annually as a minimum to ensure its continuing suitability

Signed.....*B Sinnott*.....(electronic B Sinnott) **Date:18th January 2024**

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