

## QUALITY POLICY STATEMENT



Checkmate Fire Solutions Limited (Checkmate Fire) are a specialist contractor providing survey, remedial and installation passive fire protection services to a wide range of clients on a national basis.

The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements, and to produce finished work that is fully compliant with the relevant UK regulations and standards and that we can justifiably be proud of.

Checkmate Fire aim to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001:2015. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements. We continually review our business risks and opportunities and set objectives against which our performance can be measured, identifying opportunities for improvement.

All personnel within the company are responsible for the quality of their work. The company provides extensive training both inhouse and externally and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer makes a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints in a timely manner.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs.
- Achieve our commitments for compliance, quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- A highly motivated, trained and competent workforce who share and believe in Checkmate Fire Solutions Limited's core values.

Checkmate Fire strive to be the best provider of passive fire protection services nationally within our industry. Through use of these guiding principles, everyone in Checkmate Fire is accountable for fully satisfying our customers by meeting or exceeding their needs and expectation.

This Quality Policy Statement is reviewed annually to ensure its continued relevance and adequacy. It is part of the company's training programme to ensure that this policy statement is briefed, understood and implemented at all levels within the company.

This Quality Policy Statement is available to interested parties on the Checkmate Fire Solutions Limited's website.

A handwritten signature in blue ink that reads "John Lewthwaite".

**John Lewthwaite**  
Chief Executive Officer  
June 2021

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