



Quality policy

1st Solution Contractors Ltd is one of the leading providers of Fire alarm installation, maintenance and electrical contractor services. One of the ways we maintain and enhance this leading position is by its commitment to a Quality Management Systems that reflects the requirements of ISO9001:2015.

Customers expect the best quality service from 1st solution contractors Ltd, and our main objective is to constantly improving and maintaining the quality service that exceed their expectations.

The Management have identified that a total commitment to Quality is fundamental to the achievement of our mission which is to be the supplier of choice for all aspects of our scope of business. This QMS is just one of the many ways that 1st Solution Contractors Ltd demonstrates its commitment to continuous never ending improvement in quality performance. Inherent in our Quality Policy is the timely and efficient satisfaction of our Customers' requirements. Management review is fundamental in achieving this and the results of audits and other performance metrics will be formally reviewed periodically to ensure that corrective mechanism are functioning. Quality planning will be carried out based on the importance of the process concerned and as specified by the Managing Director. The process is generic and dependent upon the requirements.

1st Solution Contractors Ltd Managing Director is responsible for determining that adequate Quality measures are specified, monitoring their implementation and ensuring that corrective action is taken whenever the need arises. The Management Team has responsibility for all matters involving the quality of the work and the conformance to the customer or 1st Solution Contractors Ltd standards and contractual quality requirements. Some sections of the Company's activity may be subcontracted. Where this is so, the requirements of this Quality Manual are to be considered as a check list, against which specific arrangements can be considered and agreed from the Quality point of view to implement fully the requirements of ISO9001 so far as 1st Solution Contractors Ltd is concerned. To ensure that all levels of personnel understand the quality policy of the Company it is used in the induction-training course for new employees.

Planning - The requirements of quality have been defined and documented. This means that the individual functions and levels within 1st Solution Contractors Ltd have defined their quality objectives (goals). Where necessary Quality Planning will also be used to embrace how the requirements are met and continually improved.

This policy outline how we will achieve high quality standard that are expected within 1st solution contractors Ltd both internal and external environment. This has been set out to inform all employees and suppliers the important of this policies and procedures where applicable, so they also can comply with them.

Policy objectives - Quality and administration is the mix of our structures, at and underneath board level that sets the structure to:

- Guarantee required guidelines are accomplished, including client and pertinent statutory and administrative requirements:
- Plan and enhance continuous improvement to all areas of our services
- Identify and eliminate risks that may have on affected on our quality of our services.
- Performance reviews
- Internal & external compliance audits
- Establishing and reviewing quality objectives along with measures and actions required to achieve them

This policy will be subject to review at the annual performance review meeting or sooner if required and will be made available to our interested parties through our company website

A handwritten signature in black ink, appearing to be "VAB", is written over a horizontal dashed line.

Signed (Director)