

## Quality Policy Statement

- **Compliance:** We will adhere to all relevant industry standards, codes, and regulations, ensuring our work is both safe and compliant.
- **Continuous Improvement:** We will constantly strive to improve our processes, methodologies, and technologies to deliver innovative and efficient solutions to our clients.
- **Customer-Centric Approach:** We will actively engage with our clients to understand their unique needs and expectations, ensuring our services are tailored to meet their requirements.
- **Skilled Workforce:** We will invest in the professional development of our team members, equipping them with the knowledge and skills needed to deliver high-quality services.
- **Safety:** We are committed to creating a safe and healthy work environment for our employees, clients, and the public. Safety will always be a top priority in our operations.
- **Environmental Responsibility:** We will minimise our environmental impact by promoting sustainable practices, energy efficiency, and responsible waste management.
- **Integrity:** We will conduct our business with the utmost integrity, honesty, and transparency. Ethical behaviour and accountability are core values at CB Electrical and Fire Ltd.
- **Risk Management:** We will identify, assess, and mitigate risks to ensure the safety of our employees, customers, and the quality of our services.
- **Performance Metrics:** We will regularly monitor and measure our performance to identify areas for improvement and demonstrate our commitment to quality.
- **Timely Delivery:** We will meet project deadlines and commitments to ensure our clients' satisfaction and success.
- **Team Collaboration:** We will foster a culture of teamwork, communication, and mutual respect, both within our organization and in our interactions with clients and partners.

We understand that quality is the foundation of our reputation and success. At CB Electrical and Fire Ltd, quality is not just a standard; it's our commitment, and it's woven into the fabric of our operations. We will continuously review and improve our quality management system to ensure it remains effective and aligned with our goals and values.

This policy is communicated to all employees and stakeholders and is reviewed regularly for ongoing relevance and effectiveness.

Signed:

A handwritten signature in black ink, appearing to read 'Charlie Brown'.

Charlie Brown  
Managing Director

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