



Quality Policy Statement

Quality is the responsibility of everyone in the organisation.

EMS Security Group Ltd's primary business is the design and manufacture of electronic security and fire protection equipment for the global commercial and industrial markets. The Company also manufactures PCB assemblies and assembles products for third party customers to their specification.

The Company is committed to being Best in Class including:

- The excellence of our products and customer services.
- The commitment and expertise of our staff.
- Consistently meeting customer expectations.
- Continuously reviewing and improving the processes through which we deliver our products and services.
- Providing staff with the appropriate training and tools to enable them to fully support our quality philosophy.
- Ensuring an environmentally friendly and safe workplace is provided and maintained

Our success will be measured by:

- Customer satisfaction.
- Sales growth.
- Efficient and effective operational processes.
- Rewarding employment.

We recognise that to be a long-term successful business we must deliver customer satisfaction and products that meet customer requirements and specification. Our core values challenge us to strive for excellence, embrace integrity, and ensure that we operate openly, transparently and honestly.

Quality Objectives:

We are committed to continuous improvement in all aspects of our business activities and the enhancement of customer satisfaction. To achieve this we maintain and regularly review the effectiveness of our Quality Management System. We set goals and objectives as part of our annual Management Review and communicate these to company employees and associates.

Management Commitment:

The Management Team has a continuing commitment to:

- Understanding and delivering customer needs and expectations.
- Communicating throughout the Organisation the importance of meeting customer needs and legal requirements.
- Ensuring product compliance.
- The Quality Policy and its objectives.
- Ensuring the availability of resources.
- A programme of internal auditing to monitor and measure processes and the effectiveness of the Quality Management System.
- Communicating findings of the Management Review to staff.
- Monitoring customer satisfaction and feedback.

Everyone within the Company has the responsibility for delivering best in class quality and service in the way that they discharge their roles. In order to do this, we have implemented a Quality Management System that meets the requirements of the current ISO 9001 and ISO 13485 standards which is controlled and monitored by the Management Representative.



 Chairman	 Managing Director	 Operations Director	 Finance Director
 Sales Director	 Director of R & D	 Director of Marketing	 Operations Manager
 Production Manager	 Technical Support Manager	 Business Systems Manager	 Financial Controller
 Regional Sales Director (North)	 Regional Sales Director (South)	 Commercial Support Manager	 Quality Manager
 Director of Product and Compliance			