



# ClearView Communications Ltd

## Quality Policy

DOCUMENT NUMBER P00826-QA-MTR Rev E			
DATE	REVISION DESCRIPTION	NAME	POSITION
27/06/2011	Original Issue	Paul Main	Managing Director
15/12/2016	Job Title Changes	Chris Wilson	Finance Director
08/01/2019	QMS Review	Michael Vincent	Service Delivery Director
02/09/2019	Change of MD	Abi Wilson	HSQE Manager
03/09/2020	Annual Review	Abi Wilson	HSQE Manager

## **QUALITY POLICY STATEMENT**

ClearView Communications regards Quality Assurance as being of key importance in maintaining excellent relations with customers. We aim to deal positively with both internal and external stakeholders to provide the design, installation and maintenance services which fully satisfies our customer's requirements and our ongoing commitment to continuous improvement.

Quality Assurance will not be subjugated to other functions for the sake of expediency. We maintain and improve quality through the use of management reviews, non-conformance reporting, complaints analysis, internal and external audits, objective planning and customer feedback. This ensures our operating procedures are being monitored and validated to ensure the best possible product is being delivered to all customers.

## **QUALITY POLICY**

ClearView's responsibilities do not cease with the supply and installation of equipment to customers. ClearView places the monitoring, performance and maintenance of customers' systems to be of critical importance. We formalise this reputation through provision of a Quality Management System which is independently certified by NSI, a UKAS (United Kingdom Accreditation Service) certified organisation, to the requirements of BS EN ISO 9001:2015.

In addition, the company is committed to comply with SSQS 101 – The NSI quality schedule for the application of BS EN ISO 9001:2015 to the Nacoss Gold certification scheme.

We also confirm that we intend to meet all relevant industry Approved Codes of Practice, any relevant product standards and applicable legal requirements. These will be reviewed periodically to ensure compliance as part of our management review.

ClearView's management team are committed to the continuous improvement of the Quality Management System by establishing and reviewing quality objectives for all areas of the company. This is to ensure that the company operates effectively and efficiently and meets the needs of its clients.

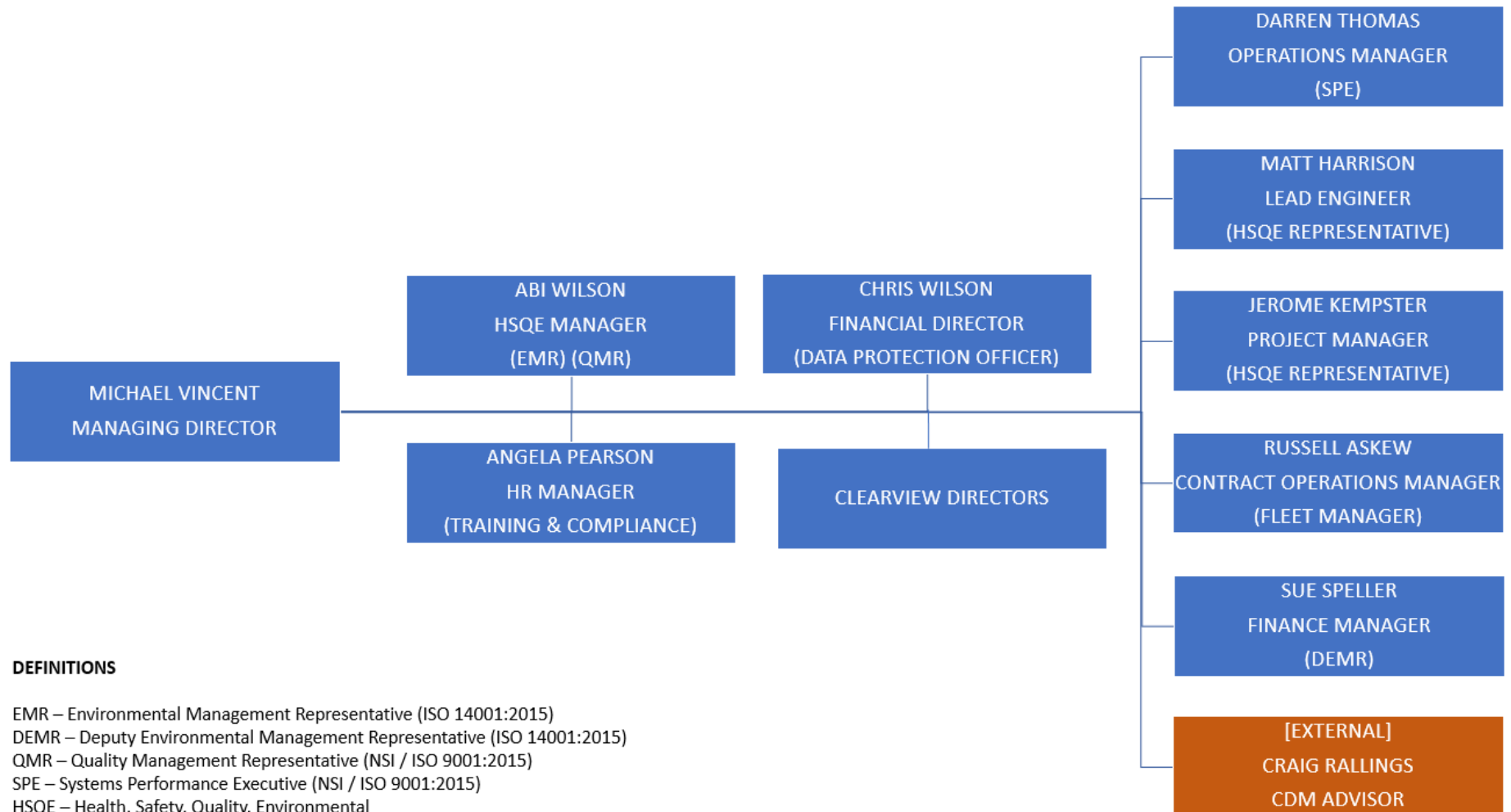
## **CONTINUAL IMPROVEMENT**

ClearView are committed to the ongoing improvement of our processes relating to the Quality Management System (ISO 9001:2015). The effectiveness of the Quality Management System is monitored by planned audits, management reviews and effective management of non-conformances. All personnel are made aware of the top leadership commitment to this policy, in particular, and quality in general, and are encouraged to demonstrate their own support to the system by continuous active participation.

Senior management are also committed to keeping up to date with the prime legislation that impinges on the company's areas of business. This includes technical, financial, legal and Health & Safety issues. Our commitment to every client is to provide a high level of service. We are confident that in doing so we can enhance the security of their sites, personnel and assets.

## ROLES & RESPONSIBILITIES

ClearView senior management team shall ensure that the responsibilities and authorities for relevant roles are assigned and communicated within the organisation



### DEFINITIONS

EMR – Environmental Management Representative (ISO 14001:2015)  
DEMR – Deputy Environmental Management Representative (ISO 14001:2015)  
QMR – Quality Management Representative (NSI / ISO 9001:2015)  
SPE – Systems Performance Executive (NSI / ISO 9001:2015)  
HSQE – Health, Safety, Quality, Environmental

P00826-QA-MTR Rev E Quality Policy  
Dated: 03/09/2020

This Quality Policy and Statement has been approved & authorised by:

**Name & Position:** Michael Vincent, Managing Director

**Signed:**

A handwritten signature in black ink, appearing to read 'Michael Vincent', is written over a light yellow rectangular background.

**Dated:** 03/09/2020