

CVC-QY-PO-001

Quality Policy

Date	Description	Name	Position
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
13/07/2021	Updated to include BAFE	Michael Vincent	Managing Director
13/10/2021	Updated to include FSQS 121	Abi Wilson	HSQE Manager
01/11/2022	Re-signed by Chairman	Chris Wilson	Chairman
26/07/2023	Policy Update	Sophie Kirk-Ash	HSEQ manager
19/09/2024	Policy Review	Sophie Kirk-Ash	HSEQ Manager

QUALITY POLICY STATEMENT

ClearView Communications places Quality Assurance at the forefront, never sacrificing quality for expediency. We recognise that our responsibilities go beyond equipment supply and installation, enabling us to engage positively with both internal and external stakeholders. Our aim is to provide design, installation, and maintenance services that fully meet our customers' needs and demonstrate our unwavering commitment to continuous improvement.

To achieve and enhance quality, we utilise management reviews, non-conformance reporting, complaints analysis, internal and external audits, objective planning, and customer feedback. These practices ensure that our operating procedures are consistently monitored and validated, resulting in the delivery of the best possible products to all our customers.

QUALITY POLICY

Our Chairman & Board of Directors are directly responsible for ensuring that the Company's Quality Policy is implemented and disseminated to all interested parties. All Company employees and hired subcontractors must proactively adhere to the aims and objectives of the Quality Policy.

Our stated aims are to:

- 1- Comply with and where possible, exceed all relevant regulatory requirements.
- 2- Continually monitor progress and work to improve and exceed our quality assurance.
- 3- Establishing and reviewing quality objectives for all areas of the company, to ensure effective and efficient operation to meet the needs of all our clients.
- 4- Ensure that all employees are trained and competent in their job roles.

1. MAINTAINING QUALITY ASSURANCE

- 1.1 ClearView will ensure that all employees are qualified and certified for their prospective role and will provide ongoing training to all employees in order to improve skills and competencies.
- 1.2 All employees will strive to meet customer requirements and expectations to the best of their abilities and to what is reasonable.
- 1.3 ClearView will regularly test and inspect, where required, all maintained and completed sites.
- 1.4 ClearView will aim to respond to customer feedback in a timely and effective manner.

- 1.5 Risks will be identified and assessed for all projects, and mitigation strategies/controls will be implemented to ensure safety of personnel, property & the natural environment.
- 1.6 By fostering Effective Communication within the organisation, we can enhance understanding, facilitate prompt issue resolution, and promote transparency and accountability.

2. LEADERSHIP COMMITMENT

ClearView Communications' senior management team is fully committed to the principles of quality assurance and continuous improvement, providing guidance and oversight to ensure that quality remains a priority.

- 2.1. Senior leadership & HSEQ will participate in regular audits, quality reviews, and assessments to ensure compliance with all relevant standards and regulations.
- 2.2. The Board of Directors with HSEQ will set clear quality objectives and allocate the necessary resources to achieve these goals.
- 2.3. Leadership will actively engage in quality management processes and demonstrate a commitment to addressing any non-conformities swiftly and effectively.
- 2.4. Senior management will also ensure that all employees and subcontractors understand the importance of quality assurance and are motivated to contribute to continuous improvement efforts.

3. EMPLOYEE COMMITMENT

- 3.1. All employees are responsible for upholding the quality standards set forth by ClearView Communications, ensuring that all work is carried out in compliance with regulatory requirements and company policies.
- 3.2. Employees must ensure their work meets customer expectations, paying close attention to detail and maintaining accuracy in all tasks.
- 3.3. Continuous improvement is a priority, and all staff members are encouraged to provide feedback and suggestions that will enhance processes and service quality.
- 3.4. Employees are expected to remain proficient in their roles through ongoing training and skills development, which will be provided by ClearView Communications.
- 3.5. Clear and effective communication is vital to achieving quality standards. Employees are encouraged to report any issues, non-conformances, or areas for improvement.

- 3.6. Quarterly one-on-one meetings between employees and their line managers will be conducted to assess employee progress and ensure that company standards are being consistently upheld. These meetings will provide an opportunity for performance evaluation, goal setting, and addressing any areas for improvement.

4. SUPPLIER & SUBCONTRACTOR QUALITY MANAGEMENT

We recognise that the quality of our services is directly impacted by the performance of our suppliers and subcontractors. Therefore, we implement rigorous selection criteria and continuous monitoring of all external partners to ensure that they meet the same high standards as our internal processes.

- 4.1. All sub-contractors must complete and sign our company Pre-qualification questionnaire before they can begin works for ClearView.
- 4.2. All contractors must abide by the contractor's handbook and it must be signed by all relevant employees.
- 4.3. All suppliers and subcontractors are required to adhere to our quality standards, which align with relevant industry regulations and customer requirements.
- 4.4. Periodic audits and performance reviews will be conducted to assess the quality of goods and services provided by external partners.
- 4.5. Any non-conformance by suppliers or subcontractors will be addressed through corrective actions, including potential replacement or re-training if necessary.
- 4.6. Clear communication channels will be maintained to ensure that all external partners are aware of their role in contributing to the quality of our final products and services.

5. CUSTOMER & STAKEHOLDER COMMUNICATION

ClearView Communications is committed to open and transparent communication with all stakeholders to ensure quality expectations are understood and met.

- 5.1. Regular updates will be provided to clients on project progress, quality checks, and any potential issues that may impact the quality of service or product.
- 5.2. A formal feedback process has been implemented to gather insights from customers post-installation or service delivery. This feedback will be analysed and used to inform continuous improvement efforts.

- 5.3. Customer complaints will be handled promptly and professionally, with the aim of achieving resolution in a timely manner and integrating lessons learned into our quality assurance processes.
- 5.4. A stakeholder engagement strategy will be employed to ensure that key stakeholders, including customers, partners, and regulators, are informed about quality-related developments and compliance efforts.

6. SUSTAINABILITY & ENVIRONMENTAL IMPACT

ClearView Communications is committed to minimising its environmental footprint as part of our quality assurance practices.

- 6.1. We will actively seek to use sustainable materials, reduce waste, and implement environmentally friendly processes throughout our operations.
- 6.2. All electrical and electronic waste, including end-of-life CCTV and access control equipment, will be managed according to the Waste Electrical and Electronic Equipment (WEEE) Directive to ensure proper disposal and recycling.
- 6.3. Efforts will be made to reduce energy consumption on all projects, including the use of energy-efficient products and systems wherever possible, in order to reduce our effects on climate change.
- 6.4. Our commitment to sustainability will be regularly reviewed and enhanced in alignment with industry best practices and evolving environmental regulations.

7. COMPLIANCE AND STANDARDS

- 7.1. We aim to meet our customers' needs by fully understanding their scope of work and delivering to their expectations, all whilst complying with the requirements of current legislations and requirements.
- 7.2. NSI (National Security Inspectorate and BAFE, including SP101, SP203, BS 5306-3, BS5306-8 & BS 5306-9, BS5839-1 and any other relevant British Standards.
- 7.3. The company is committed to comply with SSQS 101 and FSQS 121 – The NSI quality schedule for the application of BS EN ISO 9001:2015 to the Nacoss Gold and NSI fire certification scheme.
- 7.4. Our provision of a quality management system is independently certified by NSI, a UKAS (United Kingdom Accreditation Service) certified organisation, to the requirements of BS EN ISO 9001:2015.

8. RECORDS

It is essential to establish, retain, and maintain a system of records for all systems. These records should contain all the necessary information and should be protected from unauthorised access to comply with the Data Protection Act.

- 8.1. We will ensure that document control and version management is logged and up to date for all company documents, both internal and external.
- 8.2. We will ensure that all Integral data from customers is confidential and stored relevantly.
- 8.3. An as-fitted document should be generated during installations and will include previous information from the system design specification. It is crucial to keep this document up to date and available to maintenance technicians during every visit.
- 8.4. Historical records must be kept containing the date of every visit, any faults found, the actions taken and the cause (if known). This information must be kept for at least 2 years after the last event to which it refers.
- 8.5. Results of preventative maintenance inspections must be entered into the maintenance visit record for all works. A record of checks and work carried out should either be given to the customer at the time of maintenance or provided within 10 days.
- 8.6. A comprehensive record of emergency service requests, including the date and time of receipt, completion of corrective maintenance, and actions taken, must be maintained for all works. This information must be retained for at least 2 years after the emergency call. Additionally, the results of corrective maintenance inspections should be documented in the maintenance visit record, which should be provided to the customer either during maintenance or within 10 days.
- 8.7. All Accidents, incidents and near misses should be reported in order to make improvements and prevent events from reoccurring.
- 8.8. Non-conformities must always be logged in order to analyse the root causes and implement change.

9. CONTINUAL IMPROVEMENT & PERFORMANCE MEASUREMENT

ClearView are committed to the ongoing improvement of our processes relating to the Quality Management System (ISO 9001:2015).

- 9.1. ClearView actively encourages employee feedback as they are the foundations of our company, so their suggestions are very important to the company's growth and production.
- 9.2. ClearView will strive to implement corrective and preventive actions when any form of complaint, suggestion or non-conformance is raised.
- 9.3. The effectiveness of the Quality Management System is monitored by planned audits, management reviews and effective management of non-conformances.
- 9.4. All personnel are made aware of the top leadership commitment to this policy, and quality in general, and are encouraged to demonstrate their own support to the system by continuous active participation.
- 9.5. Senior management are 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.
- 9.6. We will define key performance indicators that will allow us to measure our performance in quality assurance.
- 9.7. We will monitor and analyse these metrics regularly in order to track/make sure our company is growing in the right direction.
- 9.8. We will ensure that our performance measurements will drive continuous improvement.

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

Name & Position: Chris Wilson, Chairman

Signed: 

Dated: 20/09/2024