

QUALITY POLICY



Lil fire
Project Services

Lil Fire Ltd is committed to delivering high quality fire design, consultancy, and project services that consistently meet or exceed the requirements of our clients, applicable legislation, and relevant regulatory standards.

The company has established and maintains a Quality Management System that complies with the requirements of ISO 9001, relevant NSI and BAFE quality schedules, and applicable British and European Standards. This system supports our commitment to technical excellence, regulatory compliance, and continual improvement across all areas of our business.

Quality is the responsibility of every employee. All staff are individually accountable for the quality of their work and for complying with the procedures and controls defined within the Quality Management System.

Our Commitments

Lil Fire Ltd is committed to:

- Operating an effective and continually improving Quality Management System
- Delivering services that meet contractual, statutory, and regulatory requirements
- Applying best professional practice in the design and consultancy of fire protection and detection systems
- Ensuring compliance with relevant standards, codes of practice, and certification schemes
- Achieving and maintaining high levels of customer satisfaction
- Providing competent, trained, and suitably qualified personnel
- Managing risks, variations, and changes in a controlled and documented manner
- Monitoring performance and implementing corrective and preventive actions where required



Management Responsibility

Senior management retains overall responsibility for the Quality Management System and its effectiveness. Management is committed to:

- Communicating the importance of quality, compliance, and customer satisfaction
- Establishing quality objectives aligned with this policy
- Providing adequate resources to support quality objectives
- Reviewing the Quality Management System at planned intervals
- Promoting a culture of professionalism, accountability, and continuous improvement

The Quality Policy is reviewed regularly as part of the management review process to ensure it remains appropriate to the purpose, context, and strategic direction of Lil Fire Ltd.

Quality Objectives

Quality objectives are established and reviewed by management to support this policy. These objectives may include, but are not limited to:

- Maintaining high technical standards across all design and consultancy services
- Minimising nonconformities and customer complaints Ensuring timely and effective responses to client requests
- Improving internal processes and documentation controls
- Enhancing staff competence through training and development

Progress against quality objectives is monitored and reviewed to drive continual improvement.

Policy Approval

This Quality Policy is approved and authorised by the Chief Executive Officer of Lil Fire Ltd and is effective from the date shown below. The policy is reviewed as part of the Management Review process to ensure its continued suitability and effectiveness.

A handwritten signature in black ink, appearing to read "Andy Lilly".

Andy Lilly
CEO

1st November 2025

