

# QUALITY

## Policy Statement



We are dedicated to working collaboratively with our partners, colleagues, clients, subcontractors, suppliers, and stakeholders to provide a service that prioritises quality in every action and implementation. Our diverse knowledge, and thoughtful approach to processes ensure a high-quality delivery for our customers across all of our business sectors. We aim to deliver affordable fire protection services to our clients with a ZERO compromise approach to quality and compliance.

### **Commitment to Quality**

At Ceasefire PFP, quality is the foundation of our operations and the key to our success. We are committed to delivering products and services that consistently meet or surpass our customers' expectations. This commitment is supported by our dedication to continuous improvement, innovation, and the use of advanced high quality QA software and providing certificates of compliance for all projects to ensure transparency and uphold our high standards.

### **Customer Focus**

Our customers are at the heart of everything we do. We strive to understand and fulfil their needs and expectations, ensuring high levels of satisfaction. Actively seeking and utilizing customer feedback is integral to our improvement process.

### **Continuous Improvement**

We foster a culture of continuous improvement by encouraging innovation and regularly reviewing our processes, products, and services to identify and implement enhancements.

### **Quality Objectives**

#### **Performance Excellence**

We aim for excellence in all our operations by setting and reviewing quality objectives aligned with our strategic goals and customer expectations.

### **Employee Empowerment**

Our employees are our most valuable asset. We invest in their development through ongoing training, ensuring they have the skills and knowledge to contribute to our drive towards quality.

### **Process Optimisation**

We utilise best practices and robust methodologies to ensure efficiency and consistency in our processes, enhancing quality and reducing variability.

### **Roles and Responsibilities**

#### **Management Leadership**

Our management team provides the resources, support, and leadership necessary to uphold this Quality Policy, ensuring quality objectives are communicated and understood throughout the organization. And has an extensive understanding of the (NCC) and Australian standards and relevant fire codes.

#### **Employee Responsibility**

Every employee is accountable for the quality of their work. We emphasise a proactive approach to identifying and resolving quality issues, fostering a culture of teamwork and collaboration. Furthermore, we ensure that all team members receive thorough training in application techniques, as Ceasefire is an accredited installer and applicator of various passive fire protection products.

### **Compliance and Standards**

We are committed to upholding the highest standards of compliance and quality in all aspects of our operations. Our adherence to relevant industry standards, regulations, and legal requirements is paramount to ensuring that our services are not only safe and reliable but also exceed the expectations of our clients.

We strategically follow established industry guidelines and best practices, which are designed to promote safety, efficiency, and excellence in service delivery. Our team stays informed of any updates or changes to regulatory requirements, ensuring that our practices are continuously aligned with the latest standards.

Our rigorous compliance protocols involve regular internal reviews to verify that we consistently meet or exceed all applicable regulations. We are dedicated to providing a work environment and service framework that prioritises safety and operational integrity. This commitment is reflected in our systematic approach to risk management, quality assurance, and adherence to ethical business practices.

### **Continuous Improvement**

By fostering a culture of compliance and accountability, we aim to deliver services that are not only effective but also uphold the trust and confidence placed in us by our clients and the communities we serve.

**Slayde Tana**  
General Manager