



# Mission Statement, Business Principles & Quality Policy Statement

Feb 2023



## Mission Statement, Business Principles

Ethos Fire part of the Ethos Facilities Group has a strong ethos based on the core values of being honest, courteous, diligent, loyal and passionate about the services we provide to each and every customer.

We take great pride in the relationships and rapport that we have established with our Customers and our Business Principles are based on this ethos:

Provide our employees with a safe, secure and healthy working environment where they genuinely feel part of our team.

Place the customer at the core of everything we do, aim to exceed customer expectations of service delivery.

Prove our integrity and trustworthiness by always fulfilling the commitments we take on.

Provide our clients with cost effective solutions, executed accurately and on time.

We are committed to sustainable development, protecting the environment and reducing any negative impact we may have on our surroundings.

**Our Customers all know that we can be relied on to deliver what we promise and instantly react to any daily situation that may arise.**

## Quality Policy Statement

Ethos Fire part of the Ethos Facilities Group aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

Our Management Team Analyses Client feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met

It is the policy of the company to maintain a quality management system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives. This mirrors our commitment to Health & Safety ISO 45001:2018 and the Environment ISO 14001:2015

The company's Quality, OH&S and Environmental management systems defines our objectives and key procedures.

To ensure the company maintains its awareness for continuous improvement, the management systems are regularly reviewed and is subject to annual audit.

The requirements of the company's management systems are mandatory and all company personnel have a responsibility and obligation to it.



Patrick Bryceland – Managing Director  
Date: 01 February 2023

