Forcefield

Policy

Quality Policy

Forcefield is committed to the continuous improvement of its services ensuring our people meet and exceed the needs of our customers. This achievement will result in securing efficiencies, strong customer focus and enhancement of long-term sustainability and profitability within the organisation. We endeavour to do this by:

- Operating and adhering to the Quality Management System (QMS) in accordance with ISO 9001:2015 industry best practice, legal and other requirements.
- The management team will show leadership and commitment and bear the responsibility for implementing, integrating and maintaining the QMS.
- Ensuring resources are made available within the organisation to achieve this, ensuring through communication, engagement, practical example and training that Quality is the aim of all members of the organisation.
- Implementing a QMS that demonstrates that all of Forcefield's staff are committed to continual improvement, customer care, staff wellbeing and equality & diversity.
- The organisation has a policy of promoting continual improvement and setting of quality objectives, in line with the framework laid down within the ISO 9001:2015 standard.
- These objectives will address the risks and opportunities within the organisation as determined by the Senior Management.
- Responsibility for the QMS will be monitored, measured, evaluated and enhanced by the Senior Management team.
- Planning and implementing changes appropriately and effectively to ensure the integrity of the QMS is maintained.



Abi Shuttleworth
Group MD

Dated: 31 January 2026