



QUALITY POLICY

Shorcontrol Safety is committed to establishing and maintaining a robust Quality Management System (QMS) that supports our goal of becoming Ireland's leading safety training organisation. We aim to deliver both accredited and non-accredited courses to the highest professional standards, while consistently providing dependable, first-class equipment servicing, calibration, sales, and hire services.

Our QMS underpins the recognition and reputation we have built and reflects our dedication to excellence, reliability, and continuous improvement. Quality assurance is embedded across all areas of our organisation, including operations, staff, learners, subcontractors, and clients.

To fulfil this policy and drive continuous improvement, we are committed to the following objectives:

- Ensure effective planning, execution, and evaluation of operations, tasks, and processes to maintain high performance.
- Prioritise tasks systematically and consistently to enhance efficiency and outcomes.
- Implement robust monitoring and control systems to assess and guide processes and results.
- Enhance satisfaction among employees, learners, clients, and the wider public through service excellence.
- Support learners and clients in developing practical competencies and knowledge that promote safe behaviours in their workplaces and personal lives.
- Foster a culture of open, transparent communication and maintain an environment of mutual trust and respect among staff, tutors, learners, clients, and the public.
- Uphold fair and equitable treatment of all learners, clients, staff, and members of the public in alignment with our Equality, Diversity, and Inclusion (EDI) Policy.
- Recruit and select staff and tutors strategically to align with the company's mission and long-term direction.
- Design and deliver high-quality, relevant training programmes that meet the needs of learners, clients, and the broader community.
- Ensure training materials are current, accurate, and aligned with industry needs and best practices.
- Collaborate with affiliated awarding bodies and governing organisations to maintain a QMS that meets their quality assurance requirements, enabling us to effectively deliver and assess their programmes.
- Comply fully with all statutory, regulatory, and contractual requirements, including the ISO 9001:2015 standard, and commit to the continual development and improvement of our QMS.
- Ensure that all staff and technicians involved in sales, servicing, and calibration are appropriately qualified, knowledgeable, and competent to uphold our quality standards.

Leadership Commitment

The management team at Shorcontrol Safety is dedicated to leading by example, ensuring the QMS is effectively implemented, maintained, and continuously improved. Through strong leadership, stakeholder engagement, and strategic alignment, we will continue to deliver excellence in all areas of our business.

A handwritten signature in black ink that reads "Fionn Sillar".

General Manager

Date: 12/06/2025