



Document Title	Quality Policy Statement				
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## 1 Quality Policy Statement

As part of the long-term family-owned Lowe and Fletcher Group, Coopers Fire designs, manufactures, installs, and services innovative and bespoke smoke and fire curtain systems for buildings. We aim to achieve profitable and sustainable growth by meeting the needs of our customers worldwide, guided by our vision:

**“To save lives through quality and innovative products and to raise awareness of effective fire protection solutions.”**

In delivering this vision, Coopers Fire recognises its responsibilities under applicable building safety legislation, including the **Building Safety Act**, and is committed to supporting the safe design, construction, installation, and ongoing performance of fire safety systems throughout the building lifecycle.

Coopers Fire achieves this by operating an **Integrated Business Management System (IBMS)** that complies with the requirements of **ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018**, and supports our role as a competent duty holder within the built environment.

## 2 Management Commitment

Coopers Fire management is committed to:

- Satisfying customer requirements and ensuring that all applicable **statutory, regulatory, and building safety obligations**, including those arising from the Building Safety Act, are determined, understood, and consistently met.
- Ensuring that products and services are designed, supplied, installed, and maintained in a manner that supports building safety, life safety, and regulatory compliance.
- Continual improvement of the IBMS by identifying and addressing risks and opportunities that may affect product conformity, service performance, building safety outcomes, and customer satisfaction.

## 3 Leadership Responsibilities

Coopers Fire management shall:

- Take accountability for the effectiveness of the IBMS and its contribution to safe and compliant building outcomes.

- Ensure the quality policy and quality objectives are established, maintained, and aligned with the Company's strategic direction, regulatory responsibilities, and building safety duties.
- Promote a process-based and risk-based approach, including the management of safety-critical systems and information.
- Ensure that adequate resources are provided, including competent personnel, training, support, and supervision.
- Communicate the importance of effective quality management, regulatory compliance, and building safety obligations throughout the organisation.
- Ensure the IBMS achieves its intended results, including the consistent delivery of compliant, safe, and reliable fire protection systems.
- Engage, direct, and support employees and partners to contribute to the effectiveness of the IBMS and continual improvement.
- Establish and maintain effective partnerships with suppliers, clients, and other interested parties to enhance service quality and building safety performance.

#### 4 Communication and Review

This policy will be communicated to all employees and organisations working for or on behalf of Coopers Fire. All parties are expected to cooperate in the implementation of this policy and to carry out their work, so far as is reasonably practicable, without risk to themselves, others, or the environment.

This policy will be reviewed annually by management to ensure its continued suitability, effectiveness, and alignment with business objectives, regulatory requirements, and the evolving requirements of the Building Safety Act.

#### Approval

This document has been approved by:

David Cerquella, Managing Director



Date

Dec 2025

Issue	Date Issued	Summary of changes	Author	Approved
01	16/12/2025	Amended to include Building Safety Act	JL	CM