

Quality Policy Statement

Strategic Intent:

Cygnus Group Ltd has developed and implemented a 'Quality Management System' (QMS) to ensure that the services offered meet the requirements of its customers worldwide and all applicable regulatory requirements.

This quality policy and supporting procedures have also been developed to satisfy the requirements of ISO 9001:2015.

We have clear goals of where we want the direction of the business to go and how we achieve the 'Cygnus Vision'.

Cygnus Vision:

- To become the ultimate wireless fire & emergency alarm system manufacturer in the world.
- To have the most reliable radio mesh network and user-friendly fire alarm system.
- To continually innovate and develop products and software

The QMS will ensure that the products and services offered are of a high standard and are continually assessed with the aim of consistency and full conformity to all relevant standards and comply with codes of practice including statutory and satisfy applicable requirements group wide.

The implementation and development of the QMS within the company has full unequivocal support, not just from myself, but that of the board of directors and shareholders.

To ensure the effectiveness of the QMS 'Cygnus Group Ltd' will conduct internal quality audits on a regular basis, and the overall system will be monitored by the management board as a matter of routine utilising the 'Management Review meetings' that are held at least annually.

Cygnus Group Ltd will consider the impacts to our business including climate change.

Cygnus Group Ltd endeavours to not only maintain high standards of quality, but to show continuous improvement through the monitoring of all processes, and through careful monitoring of customers perception by utilising: - The 'Continuous Improvement Log' (CIL).

The achievement of the company's quality policy and objectives are the responsibility of all personnel within the business. Each of whom are individually responsible for the quality of their work whilst ensuring all procedures/ process are continually monitored for their effectiveness. All deviations will be captured using the CIL and appropriate action will always be taken to improve all areas to ensure full conformance to all relevant standards.

The company will set objectives to improve the quality of the service/ systems in place, and where possible, will consider the risks and opportunities identified to reduce all risk.

The management will ensure that the 'Quality Policy Document' and all relevant 'Procedures' are communicated, understood, adhered to, and are made available to members of staff as applicable on the company HR platform. These will also be displayed in the facility, and our 'Quality Policy' and 'SCOPE' will be made available to all interested parties as and when requested.

Adequate resource will be made available to assess, review, change, and implement process/ procedure as is required by the standard.

This policy document is continually reviewed for its suitability and on-going effectiveness as part of the QMS.

Signed: 

Charles Markham
Director
16/04/2026

QMD-0006 Date: 16/04/2026 Rev. 7 Author: Becky Jones

Wireless fire alarm systems at a scale not known before