

## **QUALITY POLICY**

Trinity Fire & Security Systems specialises in the design, supply, installation, commissioning and service of specialist life safety and information systems. This includes Fire Detection and Alarm, Voice Alarm and Public Address, Disabled Refuge, Fire Telephone, Emergency Lighting, CCTV, Access Control and Loop Induction Systems.

The business has a clear strategy to generate a minimum of 75% of it's revenue from end user customers through a maintenance led sales focus .The growth of the maintenance base will ensure long term sustainable revenue and quality business spin off's to meet our overall business plan objectives.

Our company goals are focussed on the provision and support of first class systems that continually satisfy the expectations of our customers in terms of quality, cost, performance, safety and reliability. These goals are focussed annually with risk based thinking into departmental goals and objectives, each having specific criteria for measurement of achievement.

To achieve these goals, we are totally committed to a policy of effective quality management and continual improvement in all areas of our business. This includes commitment to satisfy applicable requirements. This is maintained through regular internal audits, an Bi-annual management review and independent external audits. Wherever appropriate our quality ISO9001 certified procedures are enhanced through independent third party certification of specific areas of our business, including LPS1014,LPS1204,SP206 for fire detection/suppression and alarm systems, ISO 45001 for Health & Safety (SSIP with SafeContractor), NSI Gold for Security and BAFE SP101 for Portable Fire Extinguishers.

We recognise that by continuously improving our processes and procedures, we ensure efficiency and quality at all levels and stages of our business and that our continued profitability is a measure of the extent to which we are able to satisfy our customers.

Our people are our strength and their continuing development is paramount and a duty of management and leadership at all levels. All personnel have the authority to work within their own field of responsibility and are responsible for the quality of the work they undertake. It is a mandatory condition of employment that personnel engage to follow the agreed procedures to maintain a high level of quality at all times, and they are encouraged to submit ideas for improvement at all times.

### **Internal Communication**

We shall ensure that appropriate communication processes are established within Trinity and that communication takes place regarding the effectiveness of the quality management system.



Adam Davies  
**Managing Director**  
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