

Trigion Security Services recognize that a commitment to Continual Improvement of its Quality Management Systems is fundamental to successfully meet the needs of our internal and external interested parties. The company will identify these parties and ensure that the Quality Management System remains aligned their needs and also the context of the organisation at all times. This policy shall be reviewed no than annually.

The Quality Management System conforms to the requirements of BS EN ISO 9001:2008 and will be transferred to full alignment to ISO 9001:2015 during 2017. The Quality Management System shall also meet the requirements of BS 7499:2013, BS 7984:2008, BS 7858:2012, BS7958:2009 and SSQS 101 Model Quality Management Systems – Requirements, including police force policies on response to security systems (ACPO) and all applicable legal requirements which will be evaluated during the management review process.

It is the policy of the Company to exercise all reasonable skill and care in every aspect of its services, through the implementation of Quality Management Systems which shall involve the use of systematic planned and cost effective procedures that determine, assess and achieve quality and value in compliance with the requirements and expectations of the Clients requirements and expectations. The company recognises the need to prevent non-conformities and to full address those that may occur.

The Quality Management System laid down in this Manual has the unqualified support of the Managing Director and the Management Team and it is a mandatory requirement that all personnel involved comply with the policies, systems and procedures defined therein. No deviation is permitted without the approval of the Managing Director. All Business objectives must be acted upon and progress monitored. These objectives will be defined at within the Management System and progress reported to Company Personnel.

The SHEQ Director has the delegated authority and responsibility to maintain the necessary Quality Management System and the freedom to recognize and resolve Quality Programmes. The Company's policy is to provide services of a standard of excellence which fully satisfy the client's requirements and expectations. The Policy also sets out defined lines of communication so the Company can meet not only their Client's requirements, but also the needs of their Staff.

In the case of conflict between Senior Management and the SHEQ Director, the Managing Director, who will be the final authority, will resolve this.

Senior Management will set the policies and quality objectives, ensure the resources needed to maintain its current performance and to achieve continual improvement.

For and on behalf of: Trigion Security Services Limited



Jan Hein Hemke  
Managing Director  
Trigion Security Services Limited  
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