



QUALITY MANAGEMENT POLICY

Trinity Guards

1. Statement of Commitment

Trinity Guards is committed to delivering a high standard of service across all operations and ensuring that client requirements are met consistently and professionally.

The company aims to maintain and improve quality through effective management, monitoring, and continuous improvement of its services.

2. Scope

This policy applies to all employees, contractors, and personnel working on behalf of Trinity Guards across all client sites and operations.

3. Quality Objectives

Trinity Guards will:

- Deliver reliable and professional security services
 - Meet client expectations and contractual requirements
 - Maintain high standards of staff performance and conduct
 - Minimise incidents of poor service delivery
 - Continuously improve operational processes
-

4. Quality Management Arrangements

To ensure quality is maintained, Trinity Guards will:

- Conduct regular site checks and supervision
 - Monitor staff performance and behaviour
 - Ensure all personnel are appropriately trained and competent
 - Follow clear operational procedures and instructions
 - Maintain effective communication with clients
-

5. Incident Management

All service-related issues, incidents, or complaints will be:

- Reported promptly
 - Recorded and investigated where necessary
 - Reviewed to identify root causes
 - Used to improve future performance
-

6. Training and Competence

Trinity Guards ensures that all personnel:

- Hold relevant qualifications (e.g. SIA licence)
- Receive site-specific induction training
- Are provided with ongoing training and briefings
- Understand their roles and responsibilities

Training records are maintained within the company training matrix.

7. Performance Monitoring

The company will:

- Review service delivery and staff performance
 - Identify areas for improvement
 - Take corrective action where standards are not met
-

8. Continuous Improvement

Trinity Guards is committed to continuous improvement through:

- Feedback from clients and staff
 - Review of incidents and reports
 - Updates to policies and procedures
-

9. Responsibilities

The Director

- Has overall responsibility for quality management
- Ensures systems are implemented and maintained

Supervisors

- Monitor performance on site
- Ensure procedures are followed

Employees

- Deliver services to the required standard
 - Follow company procedures
 - Report any issues or concerns
-

10. Compliance

All personnel must comply with this policy. Failure to do so may result in disciplinary action.

11. Review

This policy will be reviewed periodically to ensure it remains effective and aligned with business and client requirements.

Signed: *ko. Adam*

Name: Authorised Signatory

Position: Director

Company: Trinity Guards

Date: 01/04/2026