

Quality Policy Statement

Tailored Fire & Security undertake the design, installation, commissioning, and maintenance of security systems, including Intruder Alarms, CCTV, Access Control as well as Fire Alarm systems, in accordance with best professional practise and at a reasonable financial return.

The key to our continued success in our competitive environment is to continually strive to increase our customer's satisfaction by continuously improving our business. To this end:

- Tailored Fire & Security is a recognised NSI installer and therefore all employees are committed to meeting the regulatory, legal, and environmental expectations of the industry that have been agreed by insurers, police, fire service, professional institutions, and relevant trade associations.
- Tailored Fire & Security provides the best environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction.
- The Directors shall keep abreast of any new technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- Measures are in place which indicate how well the business is performing. This includes not only the basic business indicators of cash flow, sales, and capital expenditure etc, but also complaint analysis, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally, data is gathered to determine success in continually satisfying the expectations of the customer/

Dissatisfied customers constitute business risk. International standard ISO 9001:2015 provides a process for satisfying customers. To this end the company has developed and implemented a quality management system that meets the requirements of:

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| BS EN ISO 9001: | Quality Management System |
| BS EN 50131 & PD6662: | Design, specification, installation of Intruder Alarm Systems including conformance to DD263. |
| BS 8243: | Installation and Configuration of Intruder Alarm Systems designed to generate confirmed alarm conditions. |
| BS 5839: | Design, specification, installation, testing & maintenance of Fire Alarms as described in the four designated modules under BAFF SP203-1 scheme. |
| NCP 104: | NSI Code of Practice for the design, installation, & maintenance of CCTV systems. |
| NCP 109: | NSI Code of Practice for the design, installation, & maintenance of access control systems. |
| BS 8418: | Design, specification, installation, testing & maintenance of Detector Activated CCTV systems. |
| SP 203-1: | Design, installation, commissioning & maintenance of Fire Detection & Fire Alarm systems. |
| BS 7858: | Security Screening – Code of Practice. |
| FSQS 121 | NSI Quality Schedule for the application of BS EN ISO 9001:2015 to Fire Gold Approval. |
| SSQS 101 | NSI Quality Schedule for the application of BS EN ISO 9001:2015 to NACOSS Gold Approval. |

Giving confidence not only that the installation meets the requirements of the contract and specifications but also that our business is committed to continual improvements.

Signed: 

Date: 5th June 2021

Anthony Whittle
Managing Director

