

## Fire Business Strategy & Quality Policy Statement

The following scope covers all activities carried out within the UK & ROI:

***DESIGNS, INSTALLS, COMMISSION AND MAINTAINS ALL FIRE DETECTION AND SAFETY SYSTEMS BY QUALIFIED AND TRAINED ENGINEERS.***

SECOM's strategy is to develop and provide a continuing quality of service to our customers and meet the expectations of our interested parties by adopting robust disciplines and procedures. The processes that we have in place means that we can measure our performance throughout the organisation and affect a programme of continual improvement and customer satisfaction. This Policy also provides a framework for establishing and reviewing both our Fire & Quality objectives.

SECOM PLC will commit to achieve and meet the needs of our interested parties. This can only be obtained by establishing business, fire and quality objectives, assessing risks and opportunities to which helps to sustain an environment that encourages employees and sub-contractors to pursue regular improvement to the business Quality Management Systems (QMS) and its productivity.

SECOM has made a commitment to ensure that the needs and expectations of our interested parties is achieved by operating a well maintained and robust Fire & QMS. Top management are committed to.

- Ensure that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvements of both Fire & QMS are monitored through risks and opportunities.
- Ability to enhance customer satisfaction are determined and addressed
- Focus on enhancing customer satisfaction is maintained

SECOM Fire recognises that to achieve our expectations of the interested parties and business objectives, top management will.

- Take accountability for the effectiveness of both Fire & QMS
- Ensure both policy and objectives are established and are compatible with the context and strategic direction of the Company.
- Objectives have been set and are maintained as part of the internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed are available, including training, support and encouragement.
- Communicate the importance of effective fire and quality management and conforming to requirements.
- Ensuring that the Fire & QMS achieves its intended results.

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- Engage, direct and support persons to contribute to the effectiveness of Fire & QMS • Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

## **Objectives**

SECOM PLC’s approach to identifying the key objectives to the relevant functions, levels and processes within the business is established through a SMART approach.

- Ensure that the fire detection and alarm systems have been designed, installed, commissioned and handed over by trained engineers and deliver a satisfactory service to the customer within a timely manner
- Committed to the delivery of the various fire protection industry disciplines that have been agreed by commerce, fire authorities and insurance organisations.
- Ensure that all SECOM personnel will be screened in accordance with BS7858
- Provide technical and commercial solution for the client’s needs
- Aftercare support with maintenance of the fire safety system
- Provide a source of technical and legislative guidance for all fire safety matters
- Developing and maintaining strong communication with our interested parties.
- Ensure that there is consistency of performance derived from the support and commitment of our QMS specifically designed to meet the needs of the industry.

By adopting the disciplines required by the BS ISO 9001:2015. SECOM’s fire division can demonstrate control over current processes and to create confidence within the organisation that the requirements for quality are consistently fulfilled and maintained.

## **Risk & Opportunities**

SECOM will consider the internal and external issues and requirements by addressing the risks and opportunities in conjunction with QMS by applying the following.

- Assuring that the Fire & QMS can achieve its intended results
- Enhance positive effects
- Prevent, or reduce, negative effects.
- Achieve improvements

SECOM shall address and action their risks and opportunities by integrating and implementing actions into its QMS and evaluate the effectiveness of these actions. Actions that are taken will be proportionate to the potential impact on the conformity of products and services.

Options to address risks include avoiding risk, taking risk to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

Opportunities can possibly lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the needs of SECOM or its interested parties.

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## Compliance

SECOM will comply with extended British Standard in relation to Fire issues:

- BS 5839-1 Fire detection and fire alarm systems for buildings: ***Code of practice for the design, installation and maintenance of fire detection and fire alarm systems in non-domestic premises.***
- BS 5266 Part 1 Emergency lighting: ***Code of practice for the emergency lighting of premises.***
- BS 5306 part 3: ***Code of practice for the inspection and maintenance of portable fire extinguishers.***
- SECOM Fire is also committed to comply with legal and any other requirements and to continually improve the effectiveness of the quality system.
- Technical compliance is underpinned by BAFE SP203-1
- Regulatory Reform (Fire Safety) Order 2005
- Any other code of practice which may be required

## Monitoring Compliance

SECOM Fire have implemented measures within core areas of the business which indicate how well the business is performing including customer satisfaction, relevant statistics and preventative and corrective maintenance.

## Communication and Training

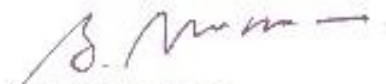
As part of SECOM Fire training programme this Policy is communicated, understood, implemented, at all levels within the organisation.

## Management Review

Senior management shall review SECOM's Fire & QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of SECOM

## Document Review

In accordance with British Standard BS EN ISO 9001:2015, SECOM PLC conducts an annual review of this policy.



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Managing Director - SECOM PLC Revised May 2023

Version No	Amendments	By Whom	Date
3	Version control added	D Jones	Jan 2022
4	Update with New MD Signature	D Jones	May 2023
5	New Logo Header Added	D Jones	March 2024

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