



TL-002

Quality Policy

The quality policy describes the fundamental principles against which we, At TREVION LIMITED, operate and which will support the achievement of our objectives, vision and values. We recognise that success in reaching our objectives depends on our ability to create real and perceived value for customers in everything we provide. We also acknowledge that we depend on the people we work with as well as our processes to achieve this.

TREVION LIMITED aims to be recognised as a best-in-class provider of security services through our management team supporting our people in the delivery of customer service excellence; together with efficient and effective operational processes and an ongoing programme of training and development.

1. **Understand and Fulfil Customer Needs:** Actively engage with our customers to identify their requirements and ensure we deliver solutions tailored to their expectations.
2. **Comply with Legal and Regulatory Requirements:** Ensure all processes and deliverables meet applicable laws, standards, and industry regulations.
3. **Enhance Employee Competence and Engagement:** Provide training, resources, and a supportive environment to enable our employees to excel in their roles and contribute to organizational goals.
4. **Focus on Continuous Improvement:** Regularly review and improve our processes, products, and services to enhance efficiency, reduce waste, and optimize performance.
5. **Set and Achieve Quality Objectives:** Establish measurable quality objectives that align with our strategic goals and review them periodically to ensure effectiveness.
6. **Promote a Culture of Quality:** Foster a company-wide commitment to quality at all levels of the organisation.

Our success will be measured through the achievement of our quality objectives. And this can best be achieved through the recruitment of highly motivated, customer focused officers, supported by our managers at all levels of the business, and by the recognition that our people are the public face of the business and significantly impact on the customer's perception of how we operate and the service we deliver. We must therefore ensure that we create an environment that makes TREVION LIMITED a good place to work for all of our employees.



We are committed to comply with all regulatory requirements of security business and we aim to continual improve our security services and measure those at regular intervals.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

Signed: *Prince Jose*

Managing Director

Date: 30 / 09 / 2025