

## 4 Quality Policy Statement

Within TRI Contracting Services Limited (TRI) we are committed to provide/install products and services which meet the customers', specified contractual and project requirements. We are totally committed to setting and achieving quality standards that are capable of meeting, in all respects, the specified requirements and reasonable expectations of our customers.

It is the policy, therefore, of TRI to control and conduct its business of procuring and installing commercial wall and flooring products to our Clients by means of a formalised system of modern quality management. This quality management shall be in accordance with the quality system requirements specified in the appropriate British Standards (BS 5385, BS 8204, BS EN 13748 and BS 8298) and in accordance with the principles of ISO 9001:2015 specific requirements.

TRI shall develop and maintain a quality management system that conforms to the requirements of ISO 9001:2015 so that we can provide and maintain a consistently high quality in all work we undertake. Our quality management system shall ensure that proper communication, work control and accountable records are generated for all work undertaken.

All members of TRI Staff are charged with promoting these aims and are required to familiarise themselves with the contents of this Quality Manual which defines the Quality Management System that has been established and adopted as the means for achieving these declared objectives.

Everyone connected with TRI shall be supported according to their individual needs for personal development, training and facilities.

The SHEQT Manager based at the TRI Head Office is my appointed management representative responsible for monitoring and ensuring the correct and effective implementation of TRI Quality Management System as a whole.

Total Quality Management *shall* be applied to every aspect of our activity and quality *shall* be the responsibility of everyone, in every activity, throughout TRI.

Simon Petrou:   
Commercial Director  
TRI Contracting Services Limited

Date: 23/09/2020

### Mission Statement

"Terrazzo (pre-cast and in-situ), Natural Stone, Marble and Mosaic, Ceramic/Porcelain Wall and Floor Tiling, Soft Floor Finishes (vinyl and carpet). Marble and Stone Wall Cladding to public and private sector clients in the UK".