

# POLICY STATEMENT ON QUALITY



The policy statement on quality of Chubb Fire & Security B.V. is aimed at maintaining and applying a quality management system which at the very least complies with the requirements stipulated by general legislation and regulations. The following specifically apply:

- ISO 9001 (quality management systems);
  - ISO 26000 (corporate social responsibility - FIRA);
  - CCV-certification schemes BMI/OAI (Fire detection and evacuation systems);
  - CCV-certification schemes (Sprinkler/VBB systems);
  - CCV-certification schemes fire extinguishers (REOB - scope A, B, C1, C2);
  - CCV-certification scheme emergency lights and escape route signage (BRL K21019);
  - KIWA-certification scheme certified basic design engineering (BRL K21027 - scope 1.1 and 1.2);
  - KIWA-certification scheme Fire Protection System (BRL K21045 - gas extinguishing systems);
  - Regulation for prevention of emission of fluorinated gases (BRL 100);
  - CCV-certification scheme BORG E (electronic security systems);
- and all associated standards and works of reference.

The guiding principle for our quality policy is to be able to meet the wishes and requirements agreed with the principals (customers) at all times. The policy is aimed at achieving the highest possible level of customer satisfaction and to meet the business targets. These targets are set annually. We believe that it is important to anticipate legal, technological, cultural, social and economic (market) developments. And also to take account of the values, culture, knowledge and performance of our own organization. We strive for continuous performance improvement, partly based on relevant 'key process indicators' (KPI's) and analyses of KPI reports, internal and external audits, customer and employee satisfaction surveys and registration of customer complaints, amongst other things. In order to achieve the quality policy and the targets and increase customer satisfaction, all employees are aware of and involved in the improvements in the underlying processes.

## Personnel and resources

The Management is aware that sustainable and steady growth of the organization can only be achieved through excellent quality and service provision, well-trained personnel, efficiency in organization and execution, and through innovative thinking with regard to security solutions and methods. All executives of Chubb Fire & Security B.V. are responsible for the optimal execution of the work within their area of responsibility. In order to be able to meet this requirement, all employees are regularly instructed and trained. The Management also makes the necessary resources available.

## Evaluation of the Quality Management System (QMS)

The QMS is monitored by performing external and internal audits, among other things. The external audits are carried out by a certifying institution accredited by the Dutch Accreditation Council. The internal audits are carried out by the Quality department. The Management of Chubb Fire & Security B.V. annually assesses the QMS for efficacy.

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Louis Heinen  
General Manager