TRIDENT SERVICES AUSTRALIA

Keeping people and property safe

Quality and Compliance Policy

Trident Services Australia (**Trident**) is committed to delivering high-quality services that consistently meet the needs of our clients and uphold the highest standards of service excellence. Operating across multiple sectors, we recognise that our services are delivered in complex and evolving environments, where compliance with relevant laws, regulations, contractual obligations, and standards is essential.

Compliance serves not only as a legal and contractual obligation but also a key enabler for safe, reliable, and effective delivery service. By prioritising compliance, we safeguard our clients, workers, and stakeholders, uphold their trust, and contribute to the sustainability and resilience of our organisation.

Trident is committed to the following objectives:

- Delivering services that consistently meet or exceed client requirements and expectations.
- Fostering a culture of service excellence, accountability and continuous improvement at all levels of the organisation.
- Complying with all applicable legislation, regulations, codes of practice, contractual obligations and ISO management system standards.
- Implementing and maintaining an effective Integrated Management System (IMS) that aligns with ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 4500 (Occupational Health and Safety).
- Using a risk-based approach to planning, delivering and reviewing our services.
- Preventing non-conformances through effective controls, supervision and assurance activities.
- Identifying, reporting and addressing non-conformances, incidents and complaints.
- Monitoring performance through audits, inspections, data analysis and management review.
- Providing appropriate training, resources and leadership to support quality outcomes and compliance.
- Engaging with workers and clients where relevant to improve service delivery and system performance.
- Continuously improving the suitability, adequacy and effectiveness of our management systems.

We have established an Integrated Management System (**IMS**) to ensure our services are delivered safely, effectively, and sustainably.

Through the IMS, we integrate quality, environmental, and safety management with risk management practices to strengthen our organisational risk culture and performance.

Trident expects all workers, contractors, and representatives to understand and uphold their responsibilities under this policy. Everyone is accountable for contributing to the delivery of high-quality, compliant, and safe services. By embedding these principles into our daily operations, we ensure that Trident continues to meet client expectations, maintains regulatory compliance, and fosters a culture of service excellence.