

Customer Charter

FAFS Fire & Security provide a total, end to end, fire and security solution. From initial design, supply and installation, through to ongoing maintenance and monitoring, we maintain the capability to help prevent, detect and monitor your fire and security risks.

Our Purpose

To be your expert and trusted advisor in fire protection and security. Delivering innovative solutions and a world class service.

Our Mission

To protect what matters, people, property and peace of mind.

Our Vision

Engaged employees.

Delighted customers.

Safe and secure environments.



Our Promise



Competence

Our people are our greatest asset

We will only send you, competent industry experts who understand your requirements and systems.



Compliance

We never compromise

Ensuring your compliance with the latest standards and regulations is our priority. Ensuring the protection of your people and property.



Customer Focussed

We deliver what we promise

We take pride in providing a world class service. You are at the heart of everything we do and your opinion counts most.



Responsive

Your time is precious

We will always respond to your requests as soon as possible and we will let you know if there is a delay.



Pride

We take pride in everything we do

All Team Members are committed to our Core Values of; Sustainability, Excellence, Integrity, Innovation and Connectivity.



Specific

You are unique

We will always specify the best product to do the job and provide you with a tailored service that responds to your requirement.



Improvement

We strive for perfection

We are constantly reviewing the way we work and implementing innovations to ensure the service we deliver gets even better.



Transparent

We offer value for money

We will deliver a high quality service at a competitive price. We will never compromise service delivery for cost.

Your Assurance

If we do not deliver on our promise please contact the Customer Support Team via

e. customer.solutions@fafs.biz

Your enquiry will be acknowledged immediately and we promise to investigate and resolve your issue within 5 business days.