

## Quality Policy

### Vision:

Led by experienced management, the ethos of our company is to earn the trust and respect both of our own Operatives and that of our Customers. We do this by creating a safe working environment for all, whilst delivering a professional and efficient security service from the first point of contact. Working through our quality management system, ISO 9001:2008 we aim to be a profitable shining light in an ever-changing industry by engaging all stakeholders.

### Mission:

By careful analysis of our current Customers we will be able to correctly identify a future profitable Customer base. This will allow our company to target the right Customers providing higher profits, thus ensuring a more secure future and higher levels of service to both operatives and Customers alike.

### Our focus will be:

- Best security provider in Merseyside.
- A reputation for operational efficiency by applying a consistent approach.
- Provide skilled operators with a specific skill set to meet the challenges of our clients' environments.
- Gain a reputation for outstanding security and value for money.
- Understand customer's needs and deliver on measurable KPI's.
- Commercially sound via responsible financial management.
- Show industry leadership in delivering corporate social responsibilities and a safe working environment for all our operatives.

### This will be achieved by:

- We will raise our regional profile by obtaining a ACS Accreditation specialising in Student accommodation, industrial, Manufacturing educational and local government sectors.
- Higher capital investment will lead to higher returns in efficiency by using service enhancing technology releasing operatives to engage in further ownership of ISO and relevant British Standards
- We will deliver on our promise of value for money by getting our operators to multitask giving those in customer service, welfare cleaning and first aid using our in-house training academy, accredited by CPL
- Giving customers KPI's to measure our success against their bespoke assignment brief and focused on continual improvement.
- Using management experience we will branch out into Key holding and alarm response.
- Furthermore we will continue to develop our business to business activity due to the capital investment made into our infrastructure (BS compliant control room and satellite tracked vehicles).
- Commitment to company Ethos in terms of continuous improvement ensuring Communication of the quality policy to all company personnel which needs to be authorised and made available by senior management.

### Our Detailed Quality/CSF's objectives are:

- Above average operator margins, over 30% (9001 only)
- Debtor days against a target of 45days (9001 only)
- Customer feedback 85% (9001/ACS)
- Staff feedback 85%(9001/ACS)
- Less than 1 customer complaint per month (9001 only)
- Profitable contracts (ACS only)

### Scope:-

The provision of Static Site Guarding and Mobile Patrol, Keyholding and Alarm Response incorporating the requirements of BS7499, BS7984 and BS 7858