

CUSTOMER SATISFACTION POLICY

Our primary aim is to provide customers with the very best level of service that can be expected and therefore customer satisfaction is core to our business.

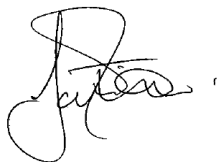
City Security Services recognise the need for a pro-active style of management and continual assessment of service delivery and performance standards; feedback is vital for us to ensure that we are aware of what our customers think of our service, enabling us to identify those areas we need to focus on to improve our service. We strongly believe in "Going the extra mile" and actively encourage long term business relationships with our customers, through partnering initiatives and continuous development of customer care. We believe that successful working partnerships are built on the basis of:

- Continuous improvement
- Trust, mutual respect and understanding of any issues and difficulties
- Open communication
- Operate to the spirit of any agreement, not only the specific terms
- Operate a culture of team work and professionalism

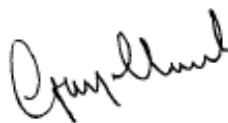
In accordance with our management procedures, documented in our policies and procedures, we strive to ensure a practical process for ensuring that customer care is an adopted approach. We ensure that there is a structured measure of customer care, that positive & negative customer feedback is documented and reviewed and ensure that all employees deal with all customers in the following manner at all times

- Be courteous, polite & considerate
- Be patient & flexible with customer demands
- Listen to customers requests and take ownership of issues
- Keep the customer informed and exceed their expectations

Monitoring is by audited ISO9001 procedures and all employees will use their skills to ensure that our customer's reasonable requirements and interests are considered a priority and in the event of customer dissatisfaction the appropriate procedures are followed to ensure continuous improvement.



James Mortimer
Director
September 2009



Gary Clarke
Director

Introduction: