

QUALITY POLICY

The Company has elected to operate a formal Business Management system for **ALL** activities undertaken, to enable us to comply with all applicable statutory and regulatory (**ISO9001, BS7499, BS7858, BS7984 & the Security Industry Authority ACS Scheme**) requirements.

The **purpose** of this is to enhance service, maintain existing business and enable the Company to take advantage of new opportunities.

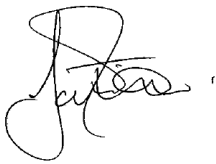
This **system applies** to all aspects of operation from initial contact with Customers, and continues right through to provision of the involved 'service', thereby addressing both **customer needs and expectations**.

Consequently all involved staff, from the Directors down are involved, committed, and participate to this concept; this being fundamental in all work undertaken and practised daily in all activities, where ever the "work environment" may be.

Our objective is to provide a service that satisfies all of our Customers, which also conforms to the highest standards in the security industry whilst still fulfilling all applicable regulatory requirements. We also have specific Quality 'Objectives' that we target to ensure that this policy is realised in practice.

Our policy for all of this is to be "customer focused and to provide a reliable and professional service that gives total reassurance and confidence at all times". The emphasis is problem prevention over detection and correction. At the management review the company considers the quality system and sets new targets and procedures to implement for the coming period, based on responses, especially from customers, and results generated by the previous review.

The Quality System is closely monitored both internally and externally by an Industry Assessment/Inspectorate Body. This means working conscientiously to the established Quality Management System at all times. In this way being **Quality conscious will ensure that Business needs are also satisfied**.



James Mortimer
Director



Gary Clarke
Director

September 2009