

## QUALITY POLICY

It is Security 3000 Nationwide policy to consistently, and profitably, exceed our customer's expectations with regards to the provision of high quality security services.

Maintaining, and continuously improving, high standards of competence in all our activities that have impact on Customer Satisfaction can only achieve this objective.


As an integral part of the range of Company Policies that include regulatory and other policies, we will seek, and maintain, registration to ISO 9001 as a means of ensuring that our skills, procedures and understanding of current and future customer needs are:

- Appropriate and suitable to meeting our objectives as set within Security 3000 Limited
- Consistently deployed and applied to both full time staff and all sub-contractors.
- Meet with requirements of the PSIA 2001, BS7499, BS7984 & BS785.
- Deliver to the Customer and interested parties, the benefits we seek
- Ensure that Security 3000 Limited complies with the highest levels of ethical performance and the requirements of the Security Industry Authority's Approved Contractor Scheme.

It is our aim that all members of staff at Security 3000 Limited have a sound knowledge of this policy and work in an environment in which they are encouraged to contribute to improvement of Customer Satisfaction, quality and reliability. All staff will receive, on induction to the company, input on the contents and meaning of this policy statement. It is the duty of all, no matter to assist all other members of Security 3000 Limited to meet this objective.

As part of this Policy Security 3000 Limited will carry out regular audits of internal compliance to the Standard, and use a variety of methods to measure and track Customer Satisfaction. The findings of these audits, together with other comments and data, will be used to guide and direct our continuous improvement programme. We will establish Quality Assurance objectives with particular reference to site activities.

The Managing Director fully supports, and has approved this Quality Policy Statement.

Signed:  Name : Lyn Hanna

Position: Managing Director Date : 27/09/2011