

Quality Policy

Safety Net Security Group Limited is a provider of value added security service solutions primarily to UK corporates but offering the same quality driven services to independent clients.

This goal is achieved through the creation of a total quality culture that underpins all our day to day business activities.

The mechanism for driving the quality culture is the achievement, maintenance and improvement of **ISO9001:2015 – Quality Management Systems**.

- The Company aims to deliver a quality service to all its customers in terms of ; image and customer care focus of all of its staff, providing only staff who are qualified and licensed to work in the security industry, value added service advice and business efficiency through proactive management. These areas will be continually measured through our customer satisfaction programme and internal audit programme.
- The Company will establish both corporate goals and specific operational targets, for service delivery. These targets will be communicated to relevant staff and will be measured for achievement.
- Target achievement (or otherwise) will be reviewed by senior management at our management review meetings.
- The Company will support this programme through the fostering and promotion of a culture of continual improvement and incentives.
- This policy will form part of new employee induction, plus the Quality Statement. The suitability of this policy will be reviewed at least annually by the undersigned for its on-going impact and relevance.

Signed: *Otis Hanley*

Date: 19/09/2018

Name/Position: *Otis Hanley - CEO*

Review Date: *13/03/2019*