



QUALITY POLICY STATEMENT

1st Guard Security UK Ltd is dedicated to providing consistent and dependable security services in line with the requirements and contract specifications of our clients. We do this through applying a quality management system, which is designed to address client needs and to continually improve our processes to ensure customer satisfaction.

We strive towards excellence through our commitment to listening to and involving our clients and staff, and by employing satisfaction surveys, periodic management system reviews and careful staff selection.

The management and all who work at 1st Guard Security are committed to providing the highest possible level of service in satisfying the customers' requirements.

In order to ensure that we achieve excellence in all our activities we have implemented a formal quality management system, which satisfies the requirements of BS EN ISO 9001:2008, BS 7499:2007 which gives guidance on the delivery of static and mobile patrol services; and BS 7858:2006, which provides guidance on the screening of people employed within a security environment.

The company's objectives which underpin the quality management system are:

- Our Customers' needs shall be fully understood.
- Appropriate resources are provided in terms of security officers, uniforms, vehicles, facilities and relevant skills to fulfil customers' needs.
- The company is committed to a process of continual quality improvement, and sets quality improvement objectives which are re-assessed regularly.
- Progress towards quality objectives is monitored.

To achieve this, it is the policy of 1st Guard Security UK Ltd to maintain effective quality management system covering all aspects of our contract guarding operations.

1st Guard Security UK Ltd recognises that the quality of its services depend on the everyday actions of all those its employment and will ensure that management, supervision and operative personnel are fully conversant with the company's quality Objectives as well as procedure, through training and education programme for personnel at all levels within the company.

The quality system and management system are reviewed and updated regularly to take account of changing circumstances and customer requirements.

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