



Quality Management Policy

Our primary quality, safety and environmental objectives are:

- To be the most trusted, reputable and skilled security company in Australia
- To meet and exceed customer expectation by meeting all agreed requirements of service provision
- To ensure all services are provided in compliance with legal requirements, including those requirements that protect our workers and the environment from harm.

These primary objectives will be achieved by identifying and meeting the needs and expectations of our interested parties, whilst complying with all applicable legal and customer specified requirements. This includes compliance with:

- Legal requirements
- Customer specified standards and requirements

To achieve this objective, we recognise the need to supply our customers with products and services of high levels of quality, meeting all agreed delivery requirements.

To ensure these requirements are achieved with consistency, and to create an environment of continuous improvement, the company is committed to the development, implementation and maintenance of a Management System that meets the requirements of ISO 9001.

Our company, with support from the Managing Director, is committed to:

- Setting and reviewing quality objectives, which reflect our overall strategic direction.
- Ensuring this policy remains appropriate to the purpose and context of our organisation
- Satisfying the needs and expectations of our interested parties;
- Ensuring we communicate effectively with our customers to understand their needs;
- Maintaining high standards of service;
- Provision of training and development for employees to be effective in their processes;
- Establishing and maintaining a continual improvement work environment;
- Regularly reviewing our operational processes for continuing suitability and effectiveness;
- Communicating this policy within our organisation to ensure it is understood;

Marcus Skeen
Managing Director

Implementation Date	Review Date	Next Review	Page 1 of 1
01/08/2019	01/08/2019	August 2020	