

Quality Policy and Objectives

Quality Policy

The Quality Policy of Servoca Secure Solutions Limited is to operate to recognised British Standards ISO 9001:2008 Quality Management Systems, BS 7499 for static guarding, BS 7858 for Security Screening, NSI Passport Specification 1/13, BS 7960 Door Supervision, BS 7984 Key Holding, ISO 14001 and OHSAS 18001.

We shall strive to improve the level of service, promote and develop a culture of continuous improvement in order to improve customer satisfaction levels.

To ensure the business continues to be successful we shall ensure personnel receive the appropriate training and development to carry out their job in an effective manner.

We shall ensure that the requirements of all company policies are consistently maintained.

The performance of the QMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at our 6 monthly management review meetings. It is our policy to improve the performance of the QMS.

The contents of this Quality Policy shall be communicated to all personnel through induction training and its understanding verified during internal audits and site visits.

Statement of Company Objectives

Servoca Secure Solutions Limited is part of the Servoca Plc Group. We are a trusted and respected provider of security services to business and railway communities of London and the Thames Valley. SSS has developed business objectives based on its principal Stakeholders needs i.e., Customers, Shareholders, Employees, Suppliers and Regulators. These objectives define quality within the Company and are used to help sustain a leading position within the Security Industry.

Listed below are the key business objectives used to focus the Company's drive and commitment in promoting the search for excellence and sustainable business growth.

- To consistently conform to each individual client's requirements, and to perform to all operational management criteria; including ISO 9001, BS 7499, BS 7858, BS 7894, BS 7960, ISO 14001 and OHSAS 18001.
- To ensure that no security project scores less than 75% on the customer satisfaction questionnaire and to reduce site related non-conformities by 10% year on year.
- To maintain our Approved Contractor Scheme accreditation through the Security Industry Authority.
- To continue to develop our Corporate Social Responsibility programme to cement our place as a responsible business rooted in its community.
- To maintain our Company ethics, values and codes; which are summarised as Integrity, Expertise, Inclusiveness and ensuring that The Customer Comes First.
- To continue to invest in our staff, rewarding high performance and taking a keen interest in staff welfare and individual development.
- To develop positive partnerships with like-minded, progressive suppliers and partners based on shared values and goals.

This policy will be reviewed annually to ensure it remains relevant and appropriate to the organisation.

Signed

Glenn Swaby CFO

Date January 2016