

## SecureCare

### QUALITY POLICY STATEMENT

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SecureCare (the 'Company') management team are dedicated to achieving the highest possible standards of quality for its services. We are committed to maintaining a Quality and Environmental Management approach which ensures that our services meet customer's needs and requirements within agreed parameters which include:

- Cost;
- Quality; and
- Delivery

This is achieved through the measurement of Key Performance Indicators measuring the conformance to the above criteria and the use of this information to drive Continuous Improvement in every task we undertake throughout the Company. The company's Quality and Environmental Management approach and system focuses on error prevention by:

- Investigating and analysing processes
- Obtaining customer feedback
- Identifying errors, non-conformance and risk
- Implementing corrective and preventative action to correct and avoid potential occurrences

The company defines quality as the conformance of its services to established and documented requirements derived from Client needs, employee expertise and experience. Our systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its outstanding reputation for responsible practices and dedicated customer/client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services.

It is the company's policy to seek to continually operate to these standards implementing and operating in full conformance to the BS EN ISO 9001:2015 quality assurance and BS EN ISO 14001:2015, environmental standards. Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

We recognise the need to pursue responsible policies both corporately and socially will ensure industry/sector requirements will not be attained at the expense of our local communities or environment. Through our standards, policies and procedures we will be able to deliver the needs of our Clients and industry requirements accordingly.

**Signature:**

**Signed by:** ROBERT STEVENSON  
**Position:** DIRECTOR

**Date:**  
**Review date:**