

Ward Security's objective is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its clients, employees and other interested parties.

This level of quality is achieved through adoption of a system of company operating procedures that reflect the competence of the Company to clients, employees, interested parties and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their own work, resulting in a continually improving working environment for all.

To achieve and maintain the required level of assurance, an appointed Director retains responsibility for the Quality Management System in liaison with S.H.E.Q. staff and departmental heads.

The objectives of the Quality Management System for Ward Security are as below.

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| 1 | Objective | Internal Audits (9.2) - Audit ourselves against ISOs & related BS standards via Internal annual Audit process |
| | Metric | Completion monitored through audit schedule |
| 2 | Objective | Continual Improvement (10.2) - COP owners to submit improvement revisions for Non-conformities (IN's) within audit-specific deadline |
| | Metric | 80% completion KPI |
| 3 | Objective | Customer Satisfaction (5.1.2 & (9.1) - Regional Client Satisfaction SLA Results |
| | Metric | 85% both for overall score, and for % of regional returns submitted |
| 4 | Objective | Risk Based Thinking (5.1) - Regularly (TBC) Review Risk register with a view to raising opportunities |
| | Metric | Risk Register monitored & reviewed regularly at Senior Leadership team Level |
| 5 | Objective | Accreditations - Successfully maintain our key industry SIA/ACS accreditation along with successful renewal of ISO standards via independent external audit by end of QTR 2 |
| | Metric | Certification renewed |

The Directors are committed to a culture of continuous improvement within the Company whereby all staff are required to comply with the requirements of the Quality Management System and are actively encouraged to suggest improvements.

All staff are allocated with authority to perform their allocated responsibilities.

All staff share the responsibility for identifying and recording non-compliance or opportunities for improvement for corrective action to be taken, both to rectify the immediate situation and to prevent recurrence.

The appointed Director regularly reviews the company's performance and resources and reports to the Executive Board to ensure that adequate staff, equipment and materials are available to meet all qualitative service requirements.

This policy will be communicated to all existing and new staff, and other parties who may impact on our performance. All policies will be reviewed on a regular basis to ensure their continuing suitability.

Signed:



Kevin Ward (Managing Director)

Date: 15/01/2021