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BUSINESS STRATEGY AND QUALITY POLICY

Our strategy is to undertake the design, installation and maintenance of electronic security systems in accordance with the best professional practice and at a reasonable financial return.

The key to success in our competitive environment is to continually strive to increase customer satisfaction and to this end :-

1. The company is a recognised NSI NACOSS Gold installer and therefore all employees are committed to meeting the regulatory, legal, environmental and other expectations of the industry that have been agreed by , insurers, police, professional institutions and relevant Trade Associations.
2. The company provides an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction ; such a policy attracts the best people in our field.
3. Management keep abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
4. Measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, capital expenditureetc but also complaint resolution criteria, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally, data is gathered to determine success in continually satisfying the expectations of the customer.

Dissatisfied customers constitute business risk, International Standard ISO 9001 : 2008 provides a process for satisfying customers. To this end the company has developed and implemented a quality management system (QMS) that meets the requirements of International Standard ISO 9001 : 2008 and the NSI Quality Schedule SSQS 101 ' The Design, Planning, Installation and Maintenance of Electronic Security Systems giving confidence not only that the installations meet the requirements of the contract and specifications but that installations meet the requirements of the contract , but that our business is committed to continual improvements.

Signed

General Manager.

18th March 2011