

CLASSIC SECURITY (UK) LIMITED

MISSION STATEMENT AND QUALITY POLICY

Classic Security (UK) Limited is committed to a comprehensive and developing policy of assuring the quality of its service to all clients. In the accomplishment of this aim, our objective is to provide an efficient and professional service, carried out to controlled practices and to standards which are consistently maintained.

The Company works to, and will continue to meet with, the requirements of BS EN ISO 9001 and the Security Industry Authority's (SIA) Approved Contractor Scheme (ACS). We have allocated overall responsibility for ensuring that the requirements of the Standard are implemented and maintained to our General Manager who reports directly to the Chief Executive Officer, reflecting the importance with which we view our Quality Management System.

In terms of client and stakeholder support, our aim is one of total satisfaction in our ability to handle and resolve queries, supported by on-site trouble-shooting, if required.

We believe sustained quality excellence is achieved only by continuous improvement and shall strive to improve the service to our clients and consumers by structured corrective and preventive action measures. We utilise the information generated by our Quality Management System to ensure that our decision-making retains a factual base. At a strategic level, the regular review of our Quality Management System and of our client and consumer expectations ensures that services are always developed with our clients needs in mind.

The management at Classic Security (UK) Ltd attaches great importance to the contribution which all employees make to the quality of service provided and to the continuous improvement philosophy. Strong leadership ensures that all our personnel have clear goals and objectives which are linked into the Quality Plans set for the Company overall. The Company encourages a policy of open communication and employee involvement to generate an innovative environment and to capitalise on useful ideas.

We are committed to the Training and Development of our personnel. Resource and training requirements are regularly reviewed for the organisation as a whole to ensure that all employees are given an equal chance of development and are able to play their role in the implementation of this policy and contribute to the overall success of the Company.

Classic Security (UK) Ltd continues to develop and strengthen. We have enhanced our ethical and environmental credentials by pursuing the addition of BS 14001 (Environmental Management Systems) to the company portfolio of achievements and accreditations in 2009. During 2010 we enhanced our comprehensive Health & Safety regime by external validation of OHSAS 18001.

Charlotte Thompson

Managing Director
1st November 2010