

## Visual Security Quality Management Policy

### **Compliance:**

Visual Security will develop and maintain compliant quality management systems in accordance with the relevant state work legislation and regulations. We will also develop and maintain quality management systems in alignment with obtaining an ISO 9001 Quality Management Systems accreditation with other relevant standards and relevant codes of practice. We will work with our teams to continuously improve our way we do business.

### **Visual Security Policy Statement:**

Visual Security is engaged in the business of security involving crowd control, static, close protection and K9 Guarding services. This policy applies to all of our divisions throughout our organisation.

We will consistently provide services that meet and exceed the requirements and expectations of our customers and are committed to actively pursuing ever-improving quality through the effectiveness of the quality management systems.

### **Visual Security Quality Statement:**

Our mission is to reliably meet service levels and continually improve the appropriateness, efficiency and effectiveness of those services.

### **Our Objectives:**

Visual Security's overall Quality Objectives are:

- To provide service advice and information that is relevant and cost effective to our clients;
- to treat our clients with professional ethics and respect their business;
- to continually improve the quality of our management & services provided;
- to provide services that are competitive and to suit your budget;
- to ensure company policies and procedures are communicated and understood by all employees

### **Responsibilities:**

All Visual Security employees will, where applicable, actively participate in the Quality Management System implementation to ensure success of this system.

**Measurements:**

- Non Conformance Reports
- Customer or client complaints
- Internal & external audits
- Management review meetings
- Data analysis

Sincerely,



Jim Kelly  
Managing Director