

## QUALITY POLICY.

The purpose of the Quality policy is to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs, and has set quantifiable objectives with plans in place to ensure that they are reviewed year on year for improvement.

It is the policy of Coverdale K9 Security Services Ltd to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the services supplied conform to the laid down procedures or disciplines of the company, and which will ensure that the customer's needs and expectations are fully met.

The management of the company is firmly committed to the systems, procedures and controls, and the total participation of all personnel is mandatory.

The Managing Director is entrusted with the authority and responsibility for the control of the Quality and to ensure that all legal and regulatory requirements are met such as Health & Safety at work and regulation to the Private Security Industry Act.

The Company Management representative cannot be over-ruled on matters of Quality, and in case of differences of opinion on Quality matters, have the responsibility to refer such items to the Managing Director or his representative for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational objectives of the company are met. The objectives of this company are to ensure that the best possible security services are supplied to the company's valued clients, and that the company is able to meet customer needs and requirements as effectively and efficiently as possible.

It is the intention of the Managing Director that this policy along with all other policies will be reviewed on an annual basis at the management review meeting.

Signed 

Company Secretary

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