

# > QUALITY ASSURANCE POLICY

## >QUALITY ASSURANCE POLICY STATEMENT

Xfor Management Limited [the 'Company'] provide Security and Investigation services and solutions within the Public and Private Sectors.

The Company is committed to providing a service to its clients which accurately interprets their requirements and satisfies their expectations in an innovative, economic and effective manner.

Xfor will achieve these aims through the operation of a Quality Management System. This has been developed in accordance with the requirements of the Standard, BS EN ISO 9001:2000 [the 'Standard'], and industry Best Practice and include the following key areas:

- Clear understanding of client needs and expectations.
- To provide services based upon the operation of tried and tested generic processes, tailored to deliver client's specific.
- Clearly communicating our values and objectives to each employee.
- To adequately vet and train Xfor operatives in all aspects of their role in accordance with the requirements of BS7858 and BS7499 Pt.1.
- To have robust systems in place to assess and manage contract risk, health and safety, and the environmental impact of each contract.
- To undertake periodic reviews of all operatives to ensure consistency of performance, knowledge and job satisfaction and to identify training needs.
- To have contract reviews with each client during and after the provision of service.
- To manage all operatives and subcontractors which represent both the Xfor name and reputation, but also our Client's.
- To monitor, measure and analyse the performance of the Quality Management System in delivering our services.

This policy and its aims are communicated and understood throughout the Company as necessary and are reviewed annually to ensure continually improving quality management performance.

If any part of this policy is confusing or you require clarification, please contact your Line Manager or a Board Director.

