

## QUALITY POLICY

Main Unit's quality policy is to continually develop, to provide services which consistently and continually meet the needs and expectations of our customers.

We recognise that interpersonal relationships coupled with both quality and consistency of service are key to our success. Therefore, we take time to understand our customer's needs whilst taking steps to ensure our services to them are "second to none"

To support this, we operate a Business Improvement system, which is based on established objectives for continual improvement in key areas of performance. It is the responsibility of the management team to monitor our progress towards these and to take action to correct any shortfalls.

Our management system gives us mechanisms for alerting us to any weaknesses in our business and providing the structure to overcome them. This is built around the ISO9001 standard and is subject to regular outside scrutiny.

In addition to meeting these requirements, our systems take account of all relevant legislation, regulatory requirements and industry codes. In particular, we operate under the security industry requirements of BS8406, BS7499 and BS7858.

The management team are responsible for leading initiatives to improve performance and providing the resources to facilitate these. However continual improvement happens best when everyone in the business plays an active role.

Therefore, everyone associated with Main Unit is encouraged to identify areas, where we may fall short of objectives and make suggestions for improving the business and its systems.

Christopher Yelloly, David Taylor, Duncan Robertson

Directors

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