

# Quality Policy Statement

The Management of National Safe & Security Pty Ltd is fully committed to meet or exceed customer expectations while adhering to continually improving the quality management system. Every person in the Organisation has quality related responsibilities, and it must be accepted and understood that every aspect of what we do in the business ultimately affects the level of customer satisfaction.

## **To achieve this, The Company is committed to**

- Emphasise satisfaction of interested party both external and internal as the primary focus of the quality management activities;
- Continuously improve process effectiveness;
- Compliance with the requirements of ISO 9001 and other relevant quality standards;
- Consider prevention-based systems and controls to foster more effective decision making;
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence;
- Provide ongoing training for existing and new staff, to enable them to work in accordance with the internal and external requirements; and
- Treat external product and service providers (Suppliers and Contractors) as integral assets of National Safe & Security Pty and work closely with them to meet customer's needs.