

# Quality Policy Statement

The scope of this policy extends to all Group activities. It covers all Group sites and offices, both in the UK and RoI, as well as all its subsidiaries which include **Gratte Brothers Limited, Gratte Brothers Building Services Maintenance Limited, Gratte Brothers Security Management Limited, Gratte Brothers Catering Equipment Limited and Gratte Brothers Technical Services Limited.**

The nature of the Group's activities places particular emphasis upon experience, expertise, capability, reliability and quality of its staff.

Under the leadership of the Group Managing Director and senior management the prime objective is to provide these services in a manner which conforms to all contractual, legal, regulatory requirements and industry Codes of Practice.

In order to achieve this objective the company will establish and maintain an efficient and effective management system including assessment of risk across the management functions.

The Group Management System is designed to ensure that all requirements of ISO 9001 are satisfied, as well as those mandated by SSQS-101 relating to Security Services; that all legislative and regulatory requirements are recognised and that a consistent and

uniform control of all activities is adequately maintained.

Targets and performance indicators are set and areas of risk reviewed at the Management Review Meeting. Where necessary, these targets are converted into individual measurable objectives for all relevant employees and functions are measured at annual appraisals. The conformance of work done to contract and regulatory requirements is on the basis of objective evidence. The Gratte Brothers Group of Companies have appointed a dedicated representative responsible for the effective delivery of quality objectives.

The company is committed to continually improving the effectiveness of the management system. This policy will be reviewed annually at the Management Review Meeting, published throughout the Group, and made available to the public and other interested parties under the authority of the undersigned.

**This policy has my full backing and I will fully support staff in its implementation.**

Signed:  .....

D Gratte  
**Group Managing Director**