

## Business Strategy & Quality Policy Statement

SECOM PLC strategy is to carry out the installation, maintenance and monitoring of electronic security and fire systems in accordance with best commercial and professional practice, that meet all regulations and standards and at a reasonable financial return.

SECOM PLC commitment is to achieve and meet the needs of our interested parties. This can only be obtained by establishing business and quality objectives, assessing risks and establishing opportunities to which helps to sustain an environment that encourages employees and sub-contractors to pursue regular improvement to the business Quality Management Systems (QMS) and its productivity.

SECOM PLC has made a commitment to ensure that the needs and expectations of our interested parties is achieved by operating a well maintained and robust QMS systems. Top management are committed to;

- Ensure that customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- Continual improvements of the QMS is monitored through risks and opportunities;
- Ability to enhance customer satisfaction are determined and addressed
- Focus on enhancing customer satisfaction is maintained

For SECOM PLC to achieve their expectations of their interested parties and business objectives, it is top management shall;

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

### Objectives

SECOM PLC's approach to identifying the key objectives to the relevant functions, levels and processes within the business is established through a SMART approach;

- Provide high-quality, cost-conscious, reliable security solutions and a rapid response service, enabling to protect your assets.
- Enter in to new UK markets
- Invest in employee development, resources and wellbeing

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- Sustain accreditations and licences
- Increase profit margins and turnover
- Meet interested parties' expectations and needs
- Achieve great customer satisfaction

## **Risk & Opportunities**

SECOM PLC will consider the issues and requirement that are essential in addressing risks and opportunities towards its QMS by applying the following;

- Assuring that the QMS can achieve its intended results
- Enhance desirable effects
- Prevent, or reduce, undesirable effects;
- Achieve improvements

SECOM PLC shall address and action their risks and opportunities by integrating and implementing actions into its QMS and evaluate the effectiveness of these actions. Actions that are taken will be proportionate to the potential impact on the conformity of products and services.

Options to address risks include avoiding risk, taking risk to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

Opportunities can possibly lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the needs of SECOM or its interested parties.

## **Monitoring Compliance**

SECOM PLC have implemented measures within core areas of the business which indicate how well the business is performing including customer satisfaction, relevant statistics and preventative and corrective maintenance.

## **Communication and Training**

As part of SECOM PLC training programme this Policy is communicated, understood, implemented, at all levels within the organisation.

## **Management Review**

Senior management shall review SECOM's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of SECOM

## **Document Review**

In accordance to British Standard BS EN ISO 9001:2015 and the NSI NACOSS Quality Schedules SSQS101 and SSQS102, SECOM PLC conducts an annual review on The Policy Manual.

Signed:.....

Minoru Takezawa – Managing Director      January 2021

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