

## STATEMENT OF QUALITY POLICY

The overall objective of the Managing Director of **Hackle Security Services Limited (HSSL)** is to ensure that clients receive a quality of service that gives them no cause for complaint, thereby making HSSL the natural choice for potential as well as existing clients. In order to achieve this, HSSL are committed to providing a service that not only meets the specified requirements of each of our clients but also their expectations.

Our commitment to every client is to provide a truly outstanding level of service and we are confident that in doing so we enhance the security of their employees, property and premises thereby adding value to their business.

In order to ensure that we meet our objectives and goals we have implemented and maintained a documented Quality Management System (QMS), of which this statement is the cornerstone, which meets not only the requirements of BS EN ISO 9001:2015 but also those of British Standards specifying Codes of Practice for the conduct of our manned guarding activities. We are committed to compliance with the requirements of our QMS, which includes measures that have been devised to ensure a continual effectiveness of our QMS and is reviewed at defined intervals and in accordance with a documented procedure.

During each review of our QMS we establish quantifiable quality objectives so that by gathering and analyzing data relevant to those objectives we are able to demonstrate the extent of the improvement in our service to our clients.

A handwritten signature in black ink, appearing to read "Mark Mathurin".

**Mark Mathurin**  
Managing Director  
March 2024