

## Quality Assurance Statement

The objectives which underpin the policy are:

- To develop a full understanding of the needs of our customer.
- To work in close co-operation with clients, customers, suppliers, local authorities and governing bodies to provide the right quality work and service, first time.
- Actively to seek customer feedback and to use this as a format for the continuous assessment and improvement.
- To development the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the company's Health & Safety and Environmental policies.

Achievement of these policy aims involves all staff, working to the high levels of service that is expected, resulting in a continually improving working environment for all.

Aventail Security Ltd is fully committed to delivering the objectives of this quality policy statement within all its activities and work undertaken by the company.

Aventail Security Ltd has implemented a management structure that is based on the quality and commitment of its professional and experienced management and senior security operatives.

Our managing Director has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved.

We are continually developing the company's operation and upgrading the IT systems to improve staff training.

Aventail Security Ltd open book approach is to listen to our clients and customers and to ascertain the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service delivery.

Aventail Security Ltd provides each customer with a schedule of service that is agreed between both the client and the company which details our service provision. This schedule of service is then reviewed at periodic dates to ensure that we continually meet the needs of our client, as they change. Aventail Security Ltd commits to providing documented quarterly reviews of service alongside our frequent site visits and appraisals between Aventail Security Ltd management and clients.


Aventail Security Ltd management and supervisory staff have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with the documented procedures.

Aventail Security Ltd objectives are:

- To continue to meet and exceed the expectations of the customer.
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.
- To continually identify improvements to existing working practices and procedures.

In order for Aventail Security Ltd to achieve the above objectives every employee must:

- Understand customer and client needs.
- Adhere to Aventail Security Ltd code of conduct and exhibit our work ethic.
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Stuart Turnbull Managing Director