

## QUALITY AND ENVIRONMENTAL POLICY

### Quality Policy:

At SoloProtect we are passionate in our commitment to achieving and maintaining the highest standards possible for the benefit of our customers and to make working alone safer. In doing that, we make a promise to our customers:

**Fastest:** The fastest possible escalation for your lone workers.

**Highest:** We actively encourage the highest possible level of usage by your lone workers.

**Smartest:** A supporting cast of digital tools, processes and a passionate team, ensuring a class-leading customer experience.

To ensure that we meet these commitments we monitor and measure key metrics and promote a culture of continuous improvement. Quality objectives are determined and set in line with the framework laid down within the ISO 9001 standard. Through our Quality Management System, we monitor, measure, evaluate and enhance these regularly, under the leadership and engagement of the Senior Executive Team.

The key elements of our approach to quality are based on the following principles:

#### ***Customer Focus***

Our customers depend on us and we are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations and achieve the very highest levels of customer satisfaction.

#### ***Leadership***

The Senior Executive Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. All leaders in our business are committed to providing an environment in which our people are fully engaged, knowledgeable and engaged in achieving SoloProtect's quality objectives.

#### ***People Focus***

We aim to recruit and retain the best, highly motivated and competent people. Our people are our most important resource and we encourage their personal development and active involvement in order to broaden their skills and raise the bar for themselves, our customers and our business.

#### ***Process Approach***

We employ a methodical and quality driven approach to our activities and associated resources through a series of planned processes to produce the right product/services, at the right time with minimum wastage, while maximizing efficiency. Our individual processes will be structured within our documented Quality Management System.

## QUALITY AND ENVIRONMENTAL POLICY

### ***Risk and Evidence Based Decision Making***

We measure our performance of key activities and use the data collected to make informed and effective decisions on how to improve our product, services and processes.

### ***Relationship Management***

SoloProtect and its clients, suppliers and business partners are interdependent. We develop mutually beneficial relationships with the aim to improve quality, leading to greater reliability, enhanced services and increased efficiency.

SoloProtect will also comply with NSI quality schedule SSQS 102, BS8484, BS7858, BS8591, EN50518, BS9518 along with industry agreed Codes of Practice, any relevant Product Standards, Police Force Policies on response to security systems (NPCC and Police Scotland) and applicable legal requirements. These will be reviewed regularly to ensure ongoing compliance.

### **Environmental Policy**

SoloProtect is committed to leading the industry in minimising the impact of its activities on the environment. The key points of our strategy are:

- Minimise waste by evaluating operations, ensuring they are as efficient as possible.
- Minimise toxic emissions through the selection and use of its fleet and the source of its power requirements.
- Promote recycling both internally and amongst its customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution.
- Meet or exceed all the environmental legislation that relates to the Company.

Managing Director