

## Quality Policy

At **MCS Security Group Pty Ltd**, we are committed to providing clients with the highest quality Security Management services and equipment, that exceeds all expectations.

This will be achieved through our systems below which provide a framework for setting quality objectives:

- **design** of a process based QMS, which aligns the business entity management systems approach, enables effective planning at each level of the organisation, and integrates the organisation's business management systems;
- **implementation** of the operation and control processes through approved documented policies, standards, procedures, templates, and guidelines by all Robit personnel;
- **measurement, analysis, and improvement** of the QMS to generate effective management; and
- **focus on customer satisfaction** by monitoring and analysing information to determine if customer requirements have been met.

To support this commitment, we will:

- Fully identify and conform to the needs of clients and improving client satisfaction;
- Provide quality services and equipment to clients and meeting all applicable contractual requirements;
- Monitor and review service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them;
- Forge partnerships with suppliers to ensure optimum business performance. Ensure that suppliers also comply with MCS policies;
- Provide sufficient resources and equipment to ensure fulfilment of the management system;
- Ensure that the quality management system provides a framework for the management and control of activities for health, safety, environment and quality. It also assists in establishing and reviewing strategic objectives for the company;
- Continually monitor and review the Quality Policy, to ensure that it remains relevant and effective to the changing needs of clients, internal and external requirements; and
- Continuously appraise the business to ensure that the quality of service consistently meets client requirements and expectations and all current and impending legislative requirements.

The effectiveness of the quality system is monitored by planned audits, management reviews and client satisfaction surveys, to ensure quality service delivery.



Paul Simmons  
Chief Executive Officer  
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