

## QUALITY & ENVIRONMENTAL POLICY

**“Innovative, cost effective and professional service”**

### Our Technology

CommunicateUK operates in a market where our customers expect a high degree of technical expertise and innovation. We deploy state-of-the-art technology to provide integrated solutions to a diverse range of security problems. Ever-increasing sophistication brings new challenges but the wise choice of equipment and technology, suited to customers' needs, ensures that we provide appropriate resolutions.

### Quality Objectives

In the competitive electronic security market in which we operate, efficiency and cost effectiveness is vital to the health of our business, where expectations for high standards of workmanship and reliable after sales service are crucial. We are committed to compliance with all relevant regulatory and legal requirements, as currently in force. In particular; SSQS101, FSQS121, BAFE SP203-1, BS5839-1, PD6662, NPCC, BS EN ISO9001.

Our quality objectives can be summed up in the following:

- Quotations – an acceptance rate of not less than 40%
- Planned contractual maintenance – not less than 95% completion on a monthly basis
- False alarm management – FAIA rate not greater than 0.3
- Confirmed complaints – zero per month
- Response to call out – within regulatory or contractual requirements for 90%

### Customer Satisfaction

An inherent part of our quality management system is to identify and understand our customers' needs and ensure that these are met and exceeded consistently. Customer satisfaction is continually strived for through:

- Professional and appropriate advice
- Use of appropriate equipment for specific risks that meets current legislation
- Ease of use
- High reliability
- Neat workmanship and care for property
- Excellent after-care with courteous and sensitive handling of queries or complaints
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### Business Ethos and the Environment

Our business ethos is to operate in a culture where traditional quality of service matters, thus providing a virtuous circle of excellence. We care about the environment and recognise that concern for it should always be an integral part of our business values. We are therefore committed to:

- Complying with applicable environmental legislation
- Reducing consumption of energy and materials and promoting recycling, especially of paper, plastics and metals
- A company-wide awareness of WEEE Regulations, and the safe disposal of electrical and electronic equipment that has reached the end of its operational life and has been removed from service
- Ensuring that all personnel are aware of this policy and encourage them to seek imaginative ways of improving
- We continually monitor and annually review our quality and environmental policy

Signed



Managing Director

September 2023