



Secure Empty Property

QUALITY POLICY

Secure Empty Property Limited not only aims to be a quality service provider, but to be unequalled in the U.K. property security sector and associated services for speed of response.

All employees perform their duties to the absolute best of their abilities. Customer satisfaction is regarded as the minimum requirement. Our aim is not merely to provide an adequate level of satisfaction but to always seek to do that little bit extra. This means we go that extra mile.

Our employees follow documented processes and guidelines which are designed to provide a smooth running and safe business which ensures compliance with applicable customer and legal requirements and which all other functions can rely on.

Installation teams and Operational employees are always in direct contact with our customers and therefore carry a responsibility for ensuring that SEP's goal of impressing them is carried out. The security products we provide are made of the best materials and incorporate the latest technology to deliver robust and responsive protection to customers' property assets. Where products or services are sourced from third party providers we understand our responsibility for monitoring their performance and use the processes of our Quality Management System to ensure they maintain our premium standards.

We are committed to continual improvement of the Quality Management System. Appropriate quality objectives are determined and periodically reviewed within the framework of this Quality Policy, and all employees are encouraged to communicate any worthwhile suggestions they may have on how Secure Empty Property Limited can improve with any aspect of its business operation.

This Quality Policy is authorised and reviewed on an annual basis by the CEO.

Signed:

Last review date: 17 May 2022