



## Company Profile and Vision

### 1.1 Company Profile

Justice Security Systems Ltd is a private limited company engaged in the design, installation, maintenance, commissioning, and monitoring of security systems that meet the requirements of, BS 5306, BS 5839, BS 8418, PD6662 (including relevant parts of BS 4737), BS EN 50131 Series, BS EN 50132 Series, BS EN 50133 Series, BS EN 50134 Series, BS EN 50136 Series, BS 5306, and NSI Codes of Practice. The Company has been trading in the security industry since 1987 and operates from its headquarters in Birmingham and its regional network of offices. The Company provides a local installation and maintenance services in these areas. The Company is approved by NSI for the design, installation, commissioning and maintenance of security systems.

The Company operates a quality management system for its security system installation and maintenance activities, which meets the requirements of BS EN ISO 9001:2008 and the further requirements of the NSI Quality Schedules SSQS.101 and FSQS.121. Regular auditing of procedures and installations and identification of corrective actions are key elements in maintaining the system and managing the process of continual improvement.

The Quality Management System is supported by a comprehensive documented Health and Safety System. Also, the Environmental Policy, which describes the Company's approach to managing its impact on the environment.

The objectives of this quality management system are detailed in each Process Map. This includes their method of monitoring. The objectives, including this policy statement, are reviewed based on results of analyses carried out from time to time, internal audits and management review. Prime tenets of this quality system are to enhance customer satisfaction and to identify and implement continuous improvement in all areas. These two cornerstones are integral within all processes and procedures operating within the Company. Justice Security Systems Ltd are committed to meeting and exceeding Customers' stated requirements in all transactions.

Adherence to this policy involves all of the Company's employees. Implementation is detailed in the Company's Process Maps and Company Procedures. All employees are committed to the quality concept and participate in the operation of the Quality System. All employees are committed to continual improvement of the Quality System by informing the management where improvements in forms, procedures or processes may have a long-term benefit on the effectiveness of the Quality System.

D. Sanders  
(Managing Director)  
Dated: 25<sup>th</sup> April 2011

## 1.2 Vision, Mission and Commitment to Stakeholders

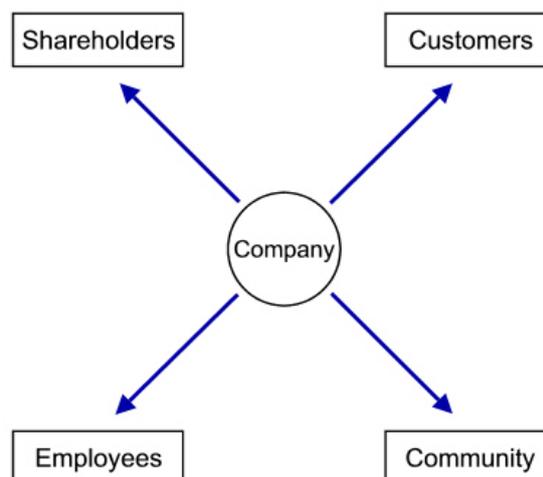
The Justice Security Systems Ltd **Mission** is to provide a reliable and cost-effective, professional security service to the local community. The main focus of our day-to-day activities is providing the customer with the advice, equipment and service that not only meets their specific needs, but also addresses all aspects of the various regulations as well as their perceived needs.

The Justice Security Systems Ltd **Vision** is to be recognized by our local community as the market leader in our field through our proven ability to consistently satisfy the requirements of our customers, NSI, the Police and Insurers.

We are committed to:

- continuing controlled growth through organic growth and acquisition;
- maintaining an environment for attracting and retaining the best people in the industry;
- Continually enhancing and developing our expertise and competency to ensure that we maintain leadership in our field.

We recognize that we can only deliver and sustain our Mission and achieve our Vision if we understand, account for and balance the needs of the stakeholders in our business – our customers, employees, shareholders, and the Community.



### Commitment to Our Stakeholders

Our guiding principles relating to our stakeholders are:

- Customers:**
- ♦ To ensure that all contracts undertaken are carried out to comply with all stated requirements of the customer and the additional requirements of insurers and regulatory bodies, such as the Police and NSI.
  - ♦ To provide value added assistance that consistently meets and exceeds agreed requirements and specifications.
  - ♦ To accept contracts only if we believe we can meet our customers' requirements and where those requirements are compatible with our expertise and business activities.
  - ♦ To maintain staff levels, including equipment knowledge and expertise, so that all contractual and regulatory targets can be met, i.e. to carry out the correct number of maintenance visits per year and to meet contractually agreed response times, as necessary.

- ♦ To maintain adequate controls over plant, vehicles, tools and test equipment to ensure that engineers are adequately equipped to do their jobs.
- Employees**
- ♦ To ensure that the working environment and conditions are conducive for effective working and constitute minimum hazards for all employees.
  - ♦ To provide a climate where employees are given the opportunity to maximize their potential and to participate fully in the operation of the business.
- Shareholders**
- ♦ To conduct our business in conformance with all legal requirements and to the highest moral and ethical standards.
  - ♦ To plan and undertake all business opportunities in a professional manner, weighing risk exposure against identified returns.
  - ♦ To deliver a planned and progressive increase in financial returns to our owners.
  - ♦ To carry adequate indemnification insurance to protect the company against any and all reasonable claims, whether from customers or staff
- Community**
- ♦ To create job opportunities for the local community
  - ♦ To minimize the effect on the local community resources of false alarms from systems installed and maintained by us.
  - ♦ To contribute to local charitable and environmental activities
  - ♦ To minimize any adverse impact on the environment that results from our business

*Our Quality Management System is the vehicle for capturing the requirements of our stakeholders and proactively managing their delivery. It also provides the platform for continual improvement, to which we are committed in all areas of operations.*