

Activity	Quality Policy
Ref	WH P071
Reviewed	June 2023
Next Review	June 2024

At WH Management Group (WH) we have successfully undertaken large projects at the highest level of security and logistics, delivering a premier service to our clients. We can tailor solutions to suit our clients' needs in Event, Residential and Commercial Security, Executive Close Protection, Fire and Rescue, Incident Management and Control and Site Safety.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients and others that we engage with;
- Continually improve the services we provide;
- Remain compliant to all legislative & regulatory requirements;
- Ensure that those we engage with have a positive experience.

We do this by always looking for opportunities to improve by setting SMART objectives to maximise our strengths and minimise risk. We all have a responsibility to ensure that our clients receive a quality service and to demonstrate the highest levels of competence.

WH's services are designed and managed to exceed our client's expectations through the simplest and most cost effective means possible.

WH is committed to ensuring that all personnel have the necessary competence and training to perform their duties.

The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore, enhancing customer satisfaction.

All the components that together make up our Management System are regularly reviewed to ensure they are appropriate, understood and most of all the system continually improves and we exceed our customers' expectations.



Recoverable Signature

X DRH

Douglas Hinckley

Managing Director

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Date: 13 June 2023