

**ISO 9001:2015**

# Quality Policy Statement

We at Thorburn Security Solutions (Pty) Ltd commit ourselves to the provision of unmatched service to:

- our Customers
- our Employees
- our Suppliers & Contractors
- the Community

By practising a professional, firm, fair and friendly attitude at all times.

Based upon the above statement, the responsibility rests with all employees to exercise absolute commitment to maintaining quality standards.

The accountability remains with the Management Team to ensure that the Quality Management System remains balanced and focuses on the framework of the objective:

- The maintenance of personal relationships with both clients and staff
- Enhancing ownership and transparency within our organisation
- Maintenance of honesty, integrity and ethics within the industry
- To focus on service delivery, follow-up and maintenance of our operational standards
- To maintain a management structure focusing on management involvement, continual improvement and effective resource management
- To continually manage sales growth and the effectiveness of the Company's infrastructure.

Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our Business

The management Team will ensure that our employee is supported with continuous job training programs, which will ensure optimal output based on effectiveness. We will be an employer of choice and achieve consistent and sustainable growth in shareholder returns.

The Quality Management System will be monitored, measured, evaluated and enhanced regularly under the management team's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

This Quality Policy Statement is reviewed periodically, at least every two years. Responsibility for compliance with this policy rests with the Management Team, who will continuously monitor the effectiveness of the quality policy and other associated initiatives.

This Quality Policy Statement will be displayed noticeably, and access to a comprehensive Quality Management System explaining methods, and procedures will be available on the premises for reference by any company employees.

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**DOC. NO:**  
**QA/POL-01/TSS**

**ISSUE DATE:**  
**21 MAY 2019**

**LAST REVIEWED DATE:**  
**23<sup>rd</sup> May 2023**

**ISSUE NO:**  
**4**



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Date: 3<sup>rd</sup> May 2023