



## Quality Management Policy

### Guidelines/Legislative Compliance

Corporate Protection Australia Group (CPAG) will develop and maintain compliant quality management systems in accordance with the relevant state work legislation and regulations, and the relevant legislation for countries of operation.

CPAG will also develop and maintain quality management systems in alignment with ISO 9001 Quality Management Systems, other relevant standards and relevant codes of practice. CPAG will work with our teams to continuously improve our "quality management culture".

### Policy Statement

CPAG is engaged in the business of security, medical services, fire and rescue, and training. This policy applies to all of our divisions throughout the organisation.

CPAG will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We are committed to comply with our quality management system and actively pursue ever-improving quality through programs that improve the effectiveness of the quality management system.

### CPAG Quality Mission Statement

Our mission is to reliably meet service levels and continually improve the appropriateness, efficiency, effectiveness, and timeliness of those services.

### Framework

CPAG carries out regular management review meetings to establish and review the appropriateness, suitability and purpose of the company's quality objectives.

### Objectives

CPAG overall Quality Objectives are:

- to provide service advice and information that is relevant and cost effective to our clients
- to treat each client with professional ethics and "best practice management"
- to continually improve the quality of our management & services provided to our customers
- to understand and improve the business capacity of our clients to continue our own
- professional development to deliver contemporary services
- to provide products and services that are competitive
- to continually monitor and assess the provision of products and services to our customers
- to meet and where possible exceed our customers' expectations
- to ensure company policies and procedures are communicated and understood by all employees



## Responsibilities

All CPAG employees, consultants, contractors & sub-contractors will where applicable actively participate in the Quality Management System implementation and on-going program to ensure success of this system.

## Scope

This policy applies to all CPA Group employees, consultants, contractors & sub-contractors and shall be reviewed at least annually.

## Measurements

- Non Conformance Reports Issued (NCR's)
- Customer or client complaints
- Internal & external audits
- Management review meetings
- Data analysis

A handwritten signature in black ink, appearing to read 'M. Prospero'.

**Marc Prospero**  
Chief Executive  
April 2015