

Quality Policy – Exactpro Pty Ltd

Exactpro Pty Ltd (trading as Exact Security) is committed to delivering high-quality, reliable, and legally compliant security services that meet the needs of our customers, regulators, and community.

This policy applies to the provision of **static guarding, crowd control, and related security services** provided at **licensed venues, corporate sites, and public events**.

As part of our Quality Management System (QMS), we are committed to:

- **Meeting customer requirements** by providing professional, trained, and responsive security personnel.
- **Complying with all relevant legislation, regulations, and contractual obligations.**
- **Implementing processes and controls** to ensure consistent service delivery and continual improvement.
- **Engaging with customers and stakeholders** to understand their needs and enhance satisfaction.
- **Providing resources, training, and leadership** to ensure employee competence and awareness.
- **Monitoring and measuring performance** through KPIs, audits, and customer feedback.
- **Continually improving our QMS** by setting measurable objectives, reviewing outcomes, and applying lessons learned.

This Quality Policy is communicated to all employees, subcontractors, and relevant stakeholders, and is made available to interested parties upon request. It is reviewed annually to ensure its ongoing suitability and effectiveness.

Approved by:



Steve Van Zwieten

Managing Director

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