Quality Policy

Policy Statement
The ExcluSec Group Ltd is committed to delivering high-quality security, safety and support services that consistently meet the needs and expectations of our clients, employees, regulators and other stakeholders.

We recognise that quality management is a fundamental part of our business operations and is essential to maintaining customer confidence, achieving sustainable growth and continually improving our services.

The ExcluSec Group Ltd is committed to maintaining effective quality management systems and embedding a culture of continuous improvement throughout the organisation.

To achieve this, we will:
• Comply with all applicable legislation, regulations, industry standards and contractual obligations.
• Continually improve the effectiveness of our quality management systems, policies, procedures and working practices.
• Establish measurable quality objectives and regularly monitor performance against those objectives.
• Communicate quality objectives, expectations and performance throughout the organisation.
• Deliver services that consistently meet or exceed customer requirements and expectations.
• Work closely with customers, suppliers, subcontractors and stakeholders to maintain the highest standards of service delivery.
• Encourage employee involvement in identifying opportunities for improvement and innovation.
• Provide employees with the information, instruction, training and support required to perform their roles effectively.
• Ensure that quality considerations form part of all business planning and decision-making activities.
• Monitor customer feedback, complaints, compliments, audits and performance data to identify opportunities for improvement.
• Promote a culture of accountability, professionalism and customer focus throughout the organisation.
• Ensure that services are delivered safely, professionally and in accordance with company procedures and client requirements.

Management Commitment
The Managing Director is responsible for ensuring that this policy is implemented, communicated and reviewed regularly.

All employees, contractors and representatives of The ExcluSec Group Ltd share responsibility for maintaining quality standards and contributing to the continual improvement of our services.

This policy will be reviewed annually, or sooner where there are significant changes to legislation, organisational structure, customer requirements or business operations.

Signed:

Name: Matthew Wellington

Position: Managing Director

Date: 01/04/2026