

## **Quality Policy Statement**

Akita Group Ltd is committed to providing a high-quality services and products for all of its projects regardless of the nature or size.

We will constantly strive to enhance, review & refine our quality systems with the intention of providing our Clients with the quality services they would expect from a professional consultancy. With this in mind, Akita Group Ltd will work towards the realisation of the following quality objectives:

- 1) Ensure that no contracts are lost due to poor or inadequate service.
- 2) Ensure that all contracts are operated to the relevant KPI's, and that we do not score below our target, on Service Level Agreements in 90%
- 3) That personnel turnover will not exceed 25% per annum on permanent staff.
- 4) The company will ensure that no more than 5% of monthly payroll is in error due to their administration. And that any such error is remedied within 48 hours.

Included in this system are Static Guarding Security Services, Event Stewarding and Door Supervisors, together with Keyholding and Response Services as well as the overarching Security Services.



Philip Williams  
Managing Director

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