



Quality Policy

Coastcom Security Pty Ltd and its subsidiary Chartercom Security, strive to deliver consistently high quality services that provides our clients with value that meets or exceeds their expectations in terms of service, timing and flexibility. We are a valued extension of our clients' decision-making processes and our employees are perceived as being ready to respond, approachable and dependable.

Coastcom and Chartercom's mission is to be a dynamic, innovative and a respected service provider that is committed to its core values, and where excellence is the standard. Continuous improvements to processes, products and services are an ongoing commitment by the Company at all levels.

Our Quality Assurance Programme is based on the requirements of:

ISO 9001:2015 – A basic requirement for all functions carried out by Coastcom Security Pty Ltd relating to quality assurance and pervades all activities of the Company on a continuing basis.

AS2201.1-5 - This relates to the operational specifications and requirements as governed by Australian Security Industry Association Limited (ASIAL).

Coastcom and Chartercom Security will ensure this policy is communicated, understood, implemented and maintained at all levels, and is positive in its dedication to the systematic application of formal procedures aimed primarily at preventing nonconformity of its functions at all stages from initial enquiry through to completion.

A handwritten signature in black ink, appearing to read 'Neil Haines', written over a faint rectangular box.

Neil Haines

Director