

Vision

Through the implementation, utilisation and adherence to our quality management processes G4S Risk Management will be the customer partner of choice for the provision of broad spectrum risk management and support services in complex and challenging environments.

Mission

G4S Risk Management will design, deliver and execute compliant, cost efficient risk management and support services that enable our customers to conduct their business safely and successfully.

Values

Our Quality Policy embraces the following G4S values:

- We are AGILE, RELIABLE and INNOVATIVE
- Our CARING culture puts people and SAFETY first
- We deliver through TEAMWORK and always act with INTEGRITY

Commitment

The G4S Risk Management Directors' have ultimate responsibility for quality performance and promoting continual improvement in accordance with the G4S values. They are committed to ensuring that G4S Risk Management including all of its subordinate businesses will:

- understand our customers' needs and deliver products and services that satisfy those needs
- implement industry leading risk management strategies in a manner that is professional, ethical and efficient
- maintain best in class, certified quality management systems
- respect and adhere to all international and national laws and regulations applicable to the industries and territories in which we work
- provide transparency in the reporting of the Company's quality performance
- promote a culture in which all employees share this commitment

Objectives

- ensure that this Quality Policy and standards are understood and followed
- identify and assess business risks and opportunities
- maintain open communications with customers and evaluate customer satisfaction
- set SMART objectives and targets which promote continual improvement in performance
- monitor, measure and appraise on quality performance
- manage change effectively
- provide training to staff on quality management

Document Classification	Public
Version Date	Jan 2025
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- proactively investigate and correct any quality issues and take action to prevent reoccurrence
- share lessons among business units

Responsibility and Implementation

While the responsibility for compliance with this policy lies with business unit Managing Directors, it is also the responsibility of individuals throughout G4S Risk Management to take ownership and responsibility for the quality of their own work. Everyone must endeavour to make themselves aware of the potential consequences and risks associated with non-compliance with this policy.

Business units are to implement this policy through their documented business management systems and conduct periodic audits/reviews to verify compliance and promote continual improvement in accordance with the G4S Risk Management Annual Business Operations Plan.



Jon Allen
Managing Director
G4S Risk Management

22nd January, 2025

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