

Dated 12th March 2024



CUSTOMER CARE POLICY

PURPOSE

Elite Security Group is committed to promoting the standards and values of the organisation and to delivering the professional services requested by the Client to the high quality standards and expectations so desired.

Elite Security Group is also committed to performing those contracted professional services in a manner that befits the organisation and core function to which we are assigned. For example, in a Shopping Centre environment the scope of a Security Officer would be directed towards a more visible and somewhat preventative position, understanding the public profile of the duty and performing any tasks with that in mind. A further example would be of an Officer assigned to a Gatehouse position who may be required to search vehicles and so conduct himself in a more challenging manner, whilst remaining professional and courteous.

The role of a Security Officer is varied and as such carries varying degrees of responsibility, Client engagement and Public interaction. Elite Security Group is committed to providing sufficient training, appropriate to the site and the role, in an effort to ensure any interaction with the Security Officer from whomever, remains a positive one.

DEFINITIONS

A complaint can perhaps be best described as “a statement about something that is unsatisfactory or unacceptable”.

The key to good customer service can often be assessed by the way the Company deals with complaints or other general issues reported by Clients with regards to their service provision.

Whilst the intention of course is to never receive complaints, given the fact that we are a manpower led industry, it is likely we will in fact deal with issues with varying degrees of importance.

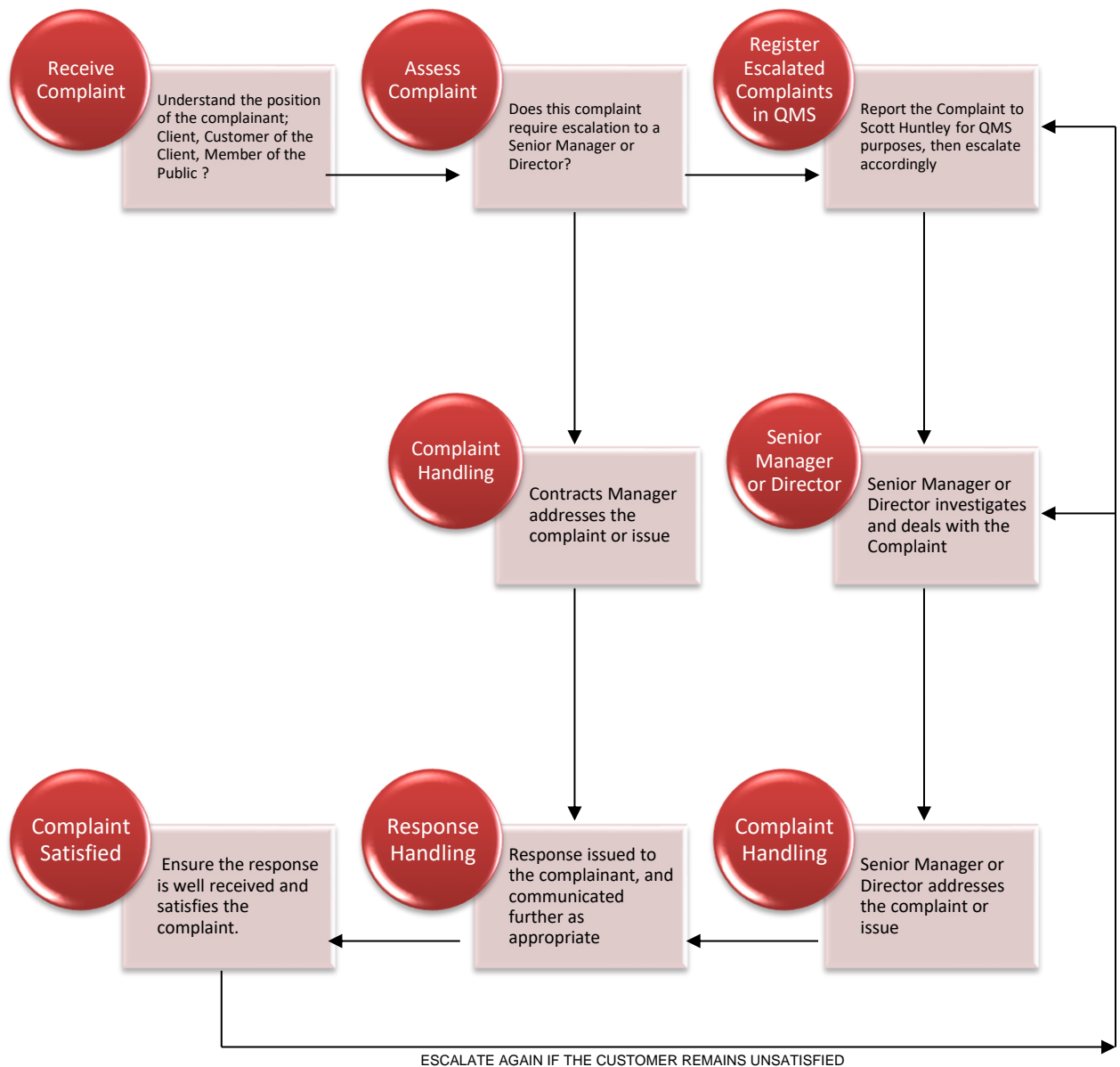
SCOPE & COMPLAINT ASSESSMENT

Note: Occasionally you may be asked to address issues which fall outside of the remit of the service provision to the Client. This may be due to the Client being unaware that [for example] we do not tend the landscapes, or [for example], we do not look after the telephone systems on site. It is therefore important to clarify the initial complaint, and ascertain whether in fact we are liable for its correction or whether the Client needs to seek a more appropriate provider.

Assuming the complaint from the Client does fall squarely to our responsibility it is important to quickly establish the level of importance which should be ascribed to the complaint. A

general low level 'area of concern' for the Client may in fact not be regarded as a complaint, but perhaps more of a new directive for inclusion in the Assignment Instructions.

In the context of this policy a complaint is one that seeks remedy by a Senior Manager or Director of the business in order to satisfy the issue at hand. The flow chart that follows illustrates the escalation process that should be adopted.



The intention of course is to remedy any complaint to the satisfaction of the complainant, whilst ensuring the response is within the overall best interests of the organisation.