

QUALITY POLICY

IFAS Group is committed to delivering high quality security, traffic control and support services that meet client requirements, contractual obligations and applicable regulatory standards.

We achieve this by maintaining professional service standards across all areas of our operations, supported by effective planning, competent personnel, clear procedures and responsive leadership.

To support this commitment, IFAS Group will:

- Recruit, train and develop personnel to perform their roles competently and professionally
- Maintain systems and procedures that support consistent service delivery and accountability
- Establish measurable quality objectives and monitor performance against them
- Seek and respond to client feedback to improve service outcomes
- Continually improve our processes, systems and service delivery in alignment with ISO 9001 requirements

Management is committed to ensuring this Quality Policy is communicated, understood and applied throughout the organisation and reviewed regularly to ensure ongoing suitability and effectiveness.

Approved By:

A handwritten signature in black ink, appearing to read "Jane Filihia".

Jane Filihia
Director

Date Approved: 16/04/2026

Next Review Date: 16/04/2028