



ROBOWATCH

THE TOTAL SECURITY SOLUTION

Quality Policy Statement

The quality system of Robowatch (Group Two Ltd) is designed to:

Provide a quality system based on the best working practises that we can continuously operate to meet the standards demanded by our customers and the ISO 9001:2008 Quality Management System

We aim to demonstrate our commitment to quality by:

1. Ensuring that our current & potential customers will receive an enviable quality service on a consistent basis.
2. Retain & attract new customers to ensure the profitability & development of the Company.
3. Continuously assessing our customers' satisfaction levels to identify areas for potential improvement, review our objectives & involve staff members.
4. Working as a team at every level to ensure we constantly identify, agree & deliver our customer requests reviewing & refining the way we work together to please our customers.

Achievement of our objectives will ensure that Robowatch, maintain an enviable reputation for customer service & satisfaction for both new & existing customers.

Our Objective is to measure the delivery of quality through:

- Feedback from customers & clients to identify their perception & satisfaction of the services we provide.
- Consistently review the quality system & implementing continuous improvements where possible.
- The achievement of the Company's business & quality objectives.

Signed:

Mike Lake
Managing Director

Date: 24 April 2009