

Quality Policy

Infinity Corporate Group provides a full array of security services including but not limited to Security Officers, Concierge Security Services, Alarm Monitoring, Mobile Patrol and Alarm Response Services, K9 Services, Security Consultancy Services, Electronic Security - design, install & servicing & many other peripheral security services. All services are backed by our 24hr National Operations Centre which actively co-ordinates and monitors all services nationally.

Our Vision is to become The Future of Total Security Solutions, we create a value where others can't see it, and provide our customers with a cost effective, value added solution tailored to meet your service needs.

The key principles underpinning our policy are:

- ✓ Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- ✓ Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- ✓ Continual monitoring and reporting of all agreed service quality and performance indicators
- ✓ Recognition of individuals who demonstrate excellence or innovation in service delivery

Our quality objectives are to:

- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Take ownership, conduct ourselves with integrity to the highest ethical standards.
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and Management System

Infinity Corporate Group's quality policy and the accompanying Quality and Procedures Manual is applicable to our Directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf. This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations and is in compliance with Government legislation and the requirements of AS/NZS ISO 9001:2015 Quality Management System.

Signed:



Name: Fadi Bushara
Title: MD Infinity Corporate Group
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