

QUALITY POLICY STATEMENT

The Bridge Group and all its subsidiary companies offer diverse and flexible Security and Facilities Management services. We are a group of established and successful companies that specialize in security solutions and services. Activities include security and CCTV monitoring services, fire and alarm services, fleet management solutions, maintenance, premises management and building, EV, and electrical services. We deliver the best possible advice, products, and services available in a professional manner with minimum fuss and maximum satisfaction.

We are committed to achieving customer requirements and enhancing their satisfaction. We are committed to the continuous improvement of techniques, processes and people skills translated into on-site performance and maintaining the respect of the people with whom we work.

To ensure the achievement of the above commitments we shall:

- Commit to fulfilling relevant legal and regulatory requirements.
- Continually improve our management system and its corresponding performance (quality for ISO 9001, environmental performance for ISO 14001)
- Always strive to protect our customer satisfaction: "We are committed to providing products and services that consistently meet or exceed customer expectations."
- Protect our brand reputation: "We are committed to delivering high-quality products and services that uphold the integrity of our brand."
- Protect the integrity of products: "We are committed to maintaining the quality and safety of our products throughout their lifecycle."
- Protect the effectiveness of processes: "We are committed to implementing and maintaining effective quality control processes to ensure consistent product quality."
- Protect the environment from pollution: "We are committed to minimising our environmental impact by preventing pollution and continuously improving our environmental performance."
- Protect natural resources: "We are committed to conserving natural resources through efficient use of materials and energy."
- Protect biodiversity: "We are committed to minimising our impact on biodiversity and supporting sustainable practices."



- Protect human health: "We are committed to minimising the environmental risks associated with our operations to protect the health and well-being of our employees and the community."
- Plan our activities to achieve our compliance obligations, including customer and legal and the requirements of other interested parties.
- Provide resources necessary to achieve these company objectives.
- Ensure the competency of all persons working on our behalf, providing the required level of instruction, information and supervision, consulting on our proposals and communicating our requirements to all persons working on our behalf.
- Provide equipment and other resources that are fit for purpose, suitable for the tasks and meet legal requirements. We shall also ensure that measuring equipment is accurate for use.
- Procure materials and equipment from approved sources and ensure that goods received meet established purchasing criteria.
- Monitor the performance of the company through site surveillance, system audit, and review with customers at regular intervals performance so to ensure their satisfaction and to identify areas for improvement and to ensure future availability of resources.
- Where we do not meet our objectives, we identify the nonconformity and implement necessary corrective actions to remedy it and take preventive actions to prevent reoccurrence.
- We review our performance annually to ensure that we are achieving our objectives and to identify areas for continual improvement.

We will communicate our policy and requirements to all persons working on our behalf and interested parties. This policy shall be displayed on company premises, in offices of any fixed construction sites under our control, presented at induction and made available upon request.

We will establish quality objectives to achieve these commitments which will be regularly monitored by the management team. We will review this policy as part of change planning and least annually.

Signed on Behalf of The Bridge Group,

Nigel Grayston, CEO, 08 January 2026

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Authorised: Nigel Grayston	PS01	Page 2 of 2
Date: 08 January 2026		Quality Policy Statement