

CERTIFICATE OF APPROVAL

This certifies that

Synergy Security Solutions Ltd

has been assessed and satisfies the requirements of the
ISIA Quality Assurance Scheme



Irish Security Inspectorate Limited

[Signature]
Executive Director

21st September 2009
ORIGINAL ISSUE DATE

21st September 2010
EXPIRY DATE

The ISIA Quality Assurance Scheme is independently managed by Certis Certification Services and audits are carried out by Insight Certification Limited on behalf of Irish Security Inspectorate Limited.
This certificate remains the property of Irish Security Inspectorate Ltd and must be returned on demand. Approval is conditional on the Approved Company continuing to satisfy the rules and requirements applicable to the ISIA Quality Assurance Scheme.

CERTIFIED CHARACTERISTICS

Organisation :

- Declaration confirming absence of any legal restrictions preventing
- All financial obligations settled
- Right of first refusal qualified persons
- Statements on compliance to ISO rules and Code of Ethics Conduct
- Compliance to ISIA Compliance and Disciplinary Procedure
- Business Plan compatible to system requirements
- Contract in place for all business activities
- Competency, experience and qualifications of employees identified
- Appropriate procedures and records of Security Management System in place
- Organisation demonstrates compliance with provision of fire building & alarm response
- Compliance in possession of Special Security Services Licence of the Garda
- Organisation accredited to ISO 9001:2008
- Social & Corporate Responsibility established

Development and Training :

- Suitable induction and training provided in place
- Internal Training have achieved appropriate competence levels
- All guards have appropriate training to BSIQ Level 4
- Safety & Health Officer for certificate training and competence in managing safety
- All employees fully trained in their specific areas
- Supervisors skilled and trained to carry out their roles professionally
- All relevant employees are certified to appropriate level training
- Senior and middle management skilled and trained to carry out Executive professionally
- Dedicated internal audit competent in this area
- Development training continues by senior management in business and people motivation

Human Resources :

- Recruiting complies with continuous requirements
- All working guards treated in accordance with FTA requirements
- Organisation has a suitable staff recruitment, selection, assessment and onboarding procedure
- Legal terms and conditions of employment in order for all staff
- Staff welfare/leave arrangements covered
- Organisation manages staff turnover and absenteeism records
- Fully compliant with Security Industry's Employment Regulation Order
- Staff working hours in compliance with Occupational Working Time Act
- Telephone and computer policy in place
- Incident Escalation procedure available to employees
- Organisation has Compliance Management System for day shift and training
- Health Plan available to employees
- Accredited to standards through Firearm Licenced
- Records prepared to meet the requirements of Quality Management Systems

Customer Satisfaction :

- Documented procedures in place for complaints and complaints
- Organisation demonstrates that complaints are recorded and responded to
- Customers are satisfied with their orders
- Employees encouraged to suggest potential improvements to service provided
- Customer survey carried out every 3 months