

**GARDAWORLD INTERNATIONAL PROTECTIVE SERVICES QUALITY ASSURANCE  
MANAGEMENT POLICY STATEMENT**

1. GardaWorld International Protective Services' Vision is to be the recognised global leader in providing comprehensive security and risk management services in high-risk and complex environments, delivered at a world-class level by the best quality personnel in the industry. Our Mission is to protect and support our clients, securing their place in a complex world by consistently delivering quality services and value while growing our business profitably. We will successfully achieve and sustain this mission by adhering to the corporate Business Management System (BMS) which will continue to:
  - a. Ensure that all of our business activities, security operations and services are delivered with protection of human rights and public safety as the absolute first priority. They will be delivered through effective risk management processes and will be underpinned by the principles of 'protect, respect, remedy'<sup>1</sup>.
  - b. Ensure that all of our operating procedures and business processes comply with international humanitarian law as well as applicable international and local laws, regulations and other requirements including without limitation prevention of fraud and anti-corruption best practices.
  - c. Promote and maintain a culture of ethical governance, quality of service, compliance and responsible management at all levels that is driven throughout the business by effective leadership and clear accountability.
  - d. Set and communicate a clear mission and annual business strategy which cascades throughout the Company to inform planning and decision-making at all levels.
  - e. Ensure that a robust, enterprise-wide risk and resilience management process enables us to help avoid, prevent and reduce the likelihood and consequences of disruptive or undesirable events of all scales and levels of complexity in all that we do.
  - f. Continuously improve our processes, procedures, capabilities and information through a documented, 'living' framework for systematically setting, monitoring, measuring, auditing and reviewing our business process, the quality of service delivery and performance metrics.
  - g. Through training and investment in our people, ensure that our ethics, values, standards and procedures are fully understood and supported at all levels, being applied effectively in practice, by competent personnel.
  - h. Where the business sub-contracts or outsources any process or activity, ensure that the Company accepts sufficient control and accountability to assure consistent quality of service globally.
  - i. Demonstrably reassure clients, governments, partners, suppliers and communities that our business is managed responsibly, ethically and applies current best practice in all of its service delivery.
  
2. Managers at all levels are authorised to operate within the boundaries of the BMS and follow the corporate business strategy in order to deliver, sustain and continually improve our quality of service.

Signed:



**Oliver Westmacott,**  
**President & Chief Operating Officer**  
 Date: 8<sup>th</sup> July 2018

<sup>1</sup> UN Guiding Principles on Business and Human Rights