

CERTIFICATE OF APPROVAL

This certifies that

MITIE Facilities Management Ltd.

has been assessed and satisfies the requirements of the

ISIA Quality Assurance Scheme



for

Irish Security Inspectorate Limited

[Signature]
Executive Director

16th December 2021

ORIGINAL ISSUE DATE

15th December 2022

EXPIRY DATE

The ISIA Quality Assurance Scheme is independently managed by Certic Certification Services and Audits are carried out by Insight Certification Limited on behalf of the Irish Security Industry Association.

This certificate remains the property of the Irish Security Industry Association 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 /arbitration proceedings
- All Revenue obligations satisfied
- Sight of most recent audited accounts
- Statement on compliance to ISIA rules and Code of Ethical Conduct
- Compliance to ISIA Complaints and Disciplinary Procedure
- Business Plan compatible to customer requirements
- Contracts in place for all business activities
- Competencies, experience and qualifications of employees identified
- Appropriate procedures and records of Security Management System in place
- Organisation demonstrates competence with provision of Key-holding & alarm response
- Competence in provision of Retail Security Services (Code of Practice)

Development and Training :

- Suitable induction and training processes in place
- Internal Trainers have achieved appropriate competence levels
- All guards have attained basic training to FETAC level 4
- Safety & Health Officer has verifiable training and competent in managing safety
- All employees fully trained in sector specific areas
- Supervisors skilled and trained to carry out functions professionally
- All relevant employees are certified in customer care training
- Junior and middle management skilled and trained to carry out functions professionally
- Dedicated internal auditor competent in this area

Human Resources :

- Rostering compliant with contractual requirements
- All security guards licensed in accordance with PSA requirements
- Organisation has a suitable staff recruitment, selection, assessment and screening procedure
- Legal terms and conditions of employments in order for all staff
- Staff satisfaction assessments carried out
- Organisation maintains staff turnover and absenteeism records
- Fully compliant with Security Industry Employment Regulation Order
- Staff working hours in compliance with Occupational Working Time Act
- Telephone and computer policy in place
- Incident Counselling procedure available to employees
- Organisation has Computerised Management System for pay path and rostering
- Health Plan available to employees

Customer Satisfaction :

- Documented procedures in place for complaints and compliments
- Organisation demonstrated that complaints are recorded and responded to
- Questionnaires reviewed and actions taken
- Employees encouraged to suggest potential improvements to service providers
- Customer surveys carried out every 6 months