

CERTIFICATE OF APPROVAL

This certifies that

Sword Security Ltd.

has been assessed and satisfies the requirements of the

ISIA Quality Assurance Scheme



for

Irish Security Inspectorate Limited

[Signature]
Executive Director

14th December 2020

ORIGINAL ISSUE DATE

13th December 2021

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

(Security Systems Organisations)

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

Human Resources :

- All relevant employees 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
- Staff working hours in compliance with Occupational Working Time Act
- Telephone and computer policy in place

Customer Satisfaction :

- Documented procedures in place for complaints and compliments
- Organisation demonstrated that complaints are recorded and responded to

Development and Training :

- Suitable induction and training processes in place
- Internal Trainers have achieved appropriate competence levels
- All engineers/technicians have attained basic training
- Safety & Health Officer competent in managing safety
- All employees fully trained in sector specific areas
- Supervisors skilled and trained to carry out functions professionally