

# CERTIFICATE OF APPROVAL

This certifies that

**Action24 Ltd.**

has been assessed and satisfies the requirements of the

**ISIA Quality Assurance Scheme**



for  
the Irish Security Industry Association

  
Executive Director

**8th February 2024**

Original Issue Date

**7th February 2025**

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

## 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 competent in managing safety
- All employees fully trained in sector specific areas
- Supervisors skilled and trained to carry out functions professionally

## 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

## Customer Satisfaction

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