

# NATIONWIDE SECURITY

## Adverse Publicity Policy

### CHANGE HISTORY

Issue	Date	Author	Change Detail
1	13.05.2010	G Thomas	First issue written to meet ISO9001 : 2008 : requirements and Business Needs
2	18.04.2015	M Makinson	Up dated to meet ISO 9001 -2015 business requirements

### 1. PURPOSE & POLICY

To define the arrangements for investigating, resolving and recording any deficiencies in the quality of the service provided.

#### ADVERSE PUBLICITY POLICY

The Company recognises the importance of addressing adverse publicity about the Company itself and about the Security industry in general.

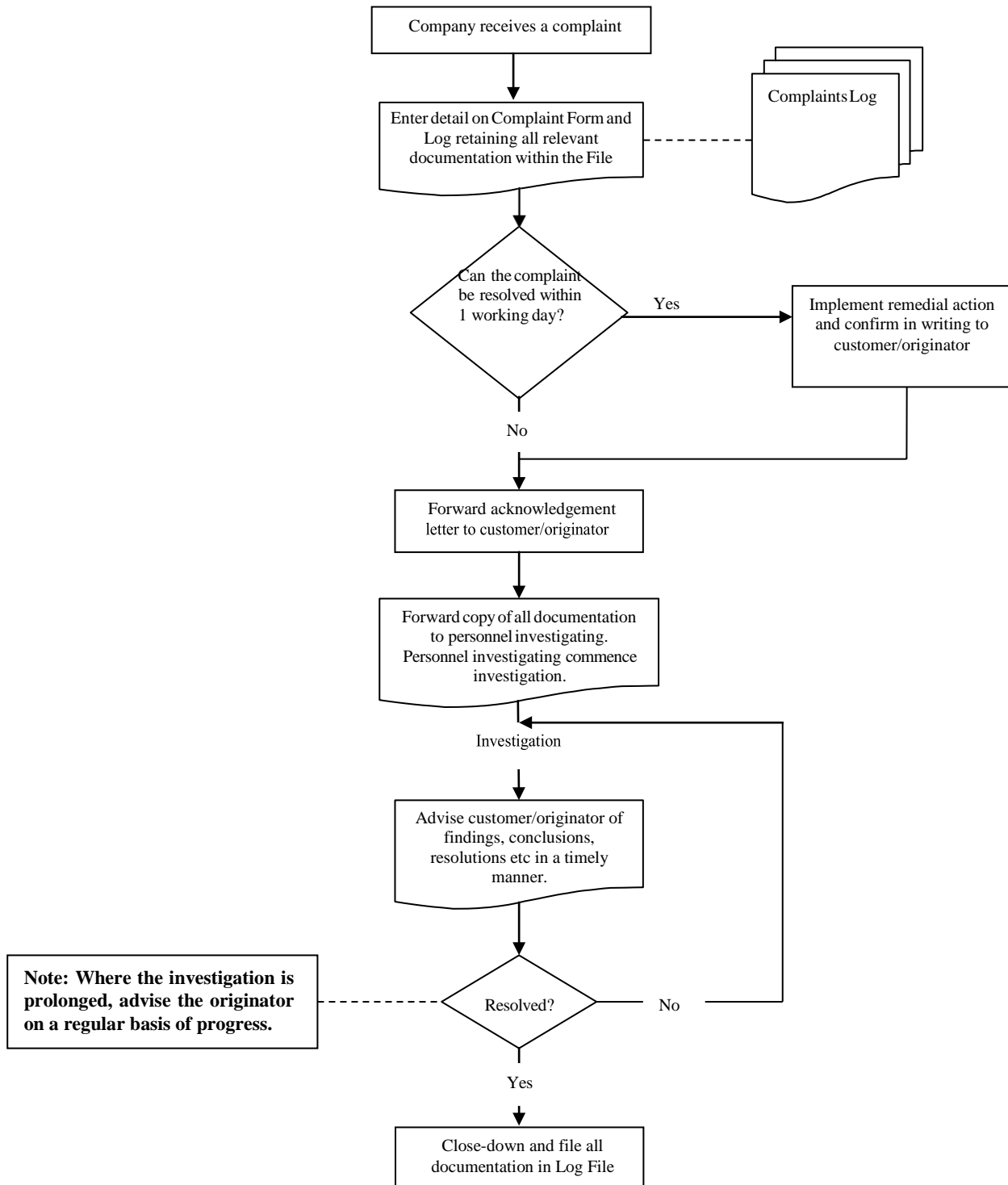
The Company's policy is to ensure that as part of its normal induction and training program's, all Company representatives are made aware of the need to report any service related issues that may have an adverse effect on the reputation of the Company and therefore on the reputation of the industry in general, to a senior member of the Management Team.

Customer complaints and incidents of adverse publicity are processed according to the documented procedures that follow and are kept confidential to Company representatives only.

In respect of such situations / incidents that are made known to the Company by the media or by people or organisations other than the Customer / Client, only the Managing Director or the Company legal representative will communicate with such parties, if any communication at all is considered necessary or appropriate

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## Recording and Investigation



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## QP7- Handling of Complaints Continued.....

### Monitoring

