

# PO066 - S172 Statement



protecting  
what  
matters

The Group and parent company have a duty to run the company for the long-term benefit of its shareholders. Therefore, long term sustainable profitability is at the heart of what we do. By concentrating on quality and not joining the race to the bottom in terms of price, we aim to develop long term relationships with our clients rather than seek short term gain. Our culture is one of a quality service provider working in partnership with our stakeholders to deliver a quality product at a fair price. We engage with all our stakeholders (customers, suppliers, shareholder and employees) in a number of ways including intranet, social media, press releases, e-mail, meetings and telephone.

## *Customers*

The Company seeks to build relationships with its customers right from the first point of contact. We discuss their needs and seek to find innovative solutions to support their business security needs. We then aim to provide an excellent service of maintenance and alarm signal/CCTV monitoring to ensure customer satisfaction and a long-term relationship.

## *Suppliers*

The Company engages with many suppliers to review and test their equipment in order to adopt a range of products which offer the best value service for our suppliers. We engage with our suppliers to ensure our engineers receive the best training on the equipment that we sell, so that the customer gets an excellent service.

## *Shareholder*

The shareholder, Secom Co. Limited is in constant contact with the Company engaging on the plans for the year and sharing information and best practice from their experience in Japan.

## *Employees*


Our employees are fundamental to the success of the business and as such their health and safety is at the centre of what we do. Risk assessments are carried out to ensure safe working and we provide them all with comprehensive health insurance to help them recover quickly from illness. The Company is committed to a policy of equal opportunities for all employees. The Company's policy is to treat disabled people on the same basis as all other employees in relation to employment, career development, promotion and training. Employee involvement in meeting the Company's aims is encouraged at all levels through communication, consultation and the employee suggestion scheme.

The management of risks is referred to in an earlier section of this report.

Every year the Company reviews its policies to ensure that these are consistent with the long-term business aims including its environmental policy. The company looks for and implements ways of reducing its impact on the environment and holds the prestigious ISO14001 accreditation. In this way, the Company seeks to build its reputation within local communities and country as a whole.

This document is reviewed annually.

Signed:

  
Satoru Awano

Managing Director

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