

CERTIFICATE OF APPROVAL

This certifies that

M1 Document Solutions

has been assessed and satisfies the requirements of the

ISIA Quality Assurance Scheme



for

Irish Security Inspectorate Limited

A handwritten signature in black ink, appearing to read 'John O'Connell', written over the text 'Executive Director'.

Executive Director

19th October 2020

ORIGINAL ISSUE DATE

18th October 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 Irish Security Inspectorate Limited.

This certificate remains the property of Irish Security Inspectorate Ltd 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