Paramount Security Solutions Ltd

Customer Care Policy

Policy Statement

Customer Care will be provided in a professional manner by all Paramount Security Solutions Ltd well trained and knowledgeable staff.

Every employee will give priority to the consideration of the needs of the individual Customer, their right to information, to equality of access, to privacy and dignity.

All of Paramount Security Solutions Ltd's services will consistently seek to attain a defined standard of quality and our Customers will be informed of the agreed course of redress when these standards are not met.

Every person employed by Paramount Security Solutions Ltd can influence the quality of service provided which a Customer receives and consequently their perception of the Company.

It is, therefore, vital to emphasise that the practices, which are set out in this policy, are relevant to everyone. They do not just apply to Employees who have face-to-face contact with the public or to senior staff providing direct services. Everyone can and must play their part with enthusiasm and commitment.

Paramount Security will play its part by:

• giving Customer Care a high priority;

• developing corporate values and practices on Customer Care which are shared across the organisation and communicated effectively.

• setting out the good practice necessary to achieve those values in a way that supports a devolved management culture whilst, at the same time, recognising that we are perceived as one organisation by our Customers;

• encouraging all employees to optimise their use of existing resources in delivering Services and Customer Care.

• providing additional corporate resources, where necessary.

• providing Customer Care training for its employees.

• updating information to all its employees to add to their knowledge and awareness of Customers and their care.

• Regularly monitoring its customer care strategy to ensure that the needs of all its Customers are met successfully.

• Providing a clear, accessible process for any customer to comment or complain about any aspect of the Services provided by Paramount Security Solutions Ltd.

Customers are the organisation's most important people. They are the purpose of our work. All Customers will be treated equally.

• Every customer is entitled to:

- a standard of service which is known and agreed;
- be listened to when they comment or complain
- a sensitive response to their needs;
- a rapid response to their complaints;
- a courteous response to their enquiries;
- Continuous attention by us to ensure and retain their satisfaction.
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There is a clear and accessible complaints procedure in place for every aspect of the Services provided by Paramount Security Solutions Ltd.

All staff, be they front line or otherwise, must ensure compliance with the foregoing and report to the Director any known or recognised failure of the policy.

Ed Githaiga

Managing Director

October 20th, 2025