



Mission Statement

PID Systems' goal is to be the main provider of bespoke mobile security equipment to both new and existing markets that traditionally rely upon fixed security installations, static site guarding and mobile patrol services, within the United Kingdom. To achieve this goal we are investing financially into the development of new and innovative equipment to meet the requirements of our Stakeholders and Customers and to meet the challenges of an ever changing security protection environment.

Listening to and understanding Stakeholder and Customer requirements therefore plays an important part in our strategic policy which enables us to focus our resources on the improvement of our services. Monitoring the quality of our Customer service is achieved through analysing feedback and highlighting improvements which are fed into our strategic policy. Our Directors are committed to the training of our Employees through a training and proficiency assessment programme that ensures they remain fully competent for the work tasks assigned to them whilst remaining properly motivated.

Our Management System has been written based upon the requirements of the SIA Approved Contractor Scheme and the relevant security standards with the aim of formulating a Management System that documents all aspects of our work activities. Communication of the Management System to our Employees will be undertaken through 'Tool Box' talks and to new Employees through induction training. Communication of our Mission Statement to our Stakeholders and Customers will be via our web-site. A comprehensive internal audit programme will ensure our Management System is verified as effectively meeting our goals while identifying continual improvement through the reviewing of 'Critical Success Factors' and ensuring controls are effective in reducing the risks to our services.

'Critical Success Factors' have therefore been married with the following performance indicators that must be addressed for us to achieve our mission:

- Increase Company growth by 20% per annum through excellence of service
- Stakeholder and Customer concerns are responded to in a timely and appropriate fashion
- Employees are kept abreast of new equipment and are trained on its use and operation
- Flowcharts reflect current work activities
- Retention of existing Stakeholders and Customers
- Monitoring of markets for new opportunities
- Ensure the audit programme is adhered to
- Good financial controls
- Assess Health and Safety in the workplace and on site and strive to improve