

	LEVEL COMPANYWIDE POLICY		PAGE Page 1 of 2
	RESPONSIBLE DEPARTMENT(S) OR PROJECT(S) Compliance & Assurance	VERSION NO. A3	EFFECTIVE DATE 12 July 2024
POL-QAM-010 – Quality Assurance Management Policy Statement			

GardaWorld Federal Services' (GWFS)¹ is committed to be the best in-class service provider to our clients, delivered at a by the best quality personnel in the industry. Ensuring consistency and sustaining the delivery of quality services and value, we will continue to grow our business profitably. Through the adherence to the corporate Business Management System (BMS), we will continue to realise this growth and best in-class service provision whilst maintaining adherence to our company values through:

- Ensuring that our business activities, security operations and services are delivered with the protection of human rights and public safety as the absolute first priority. They will be delivered through effective risk management processes and will be underpinned by the principles of 'protect, respect, remedy'²
- Ensuring that operating procedures and business processes comply with international humanitarian, human rights, and applicable laws, regulations, contractual requirements and applicable voluntary commitments³.
- Promoting and maintaining a culture of ethical governance, quality of service, compliance and responsible management at all levels that is driven throughout the business by effective leadership and clear accountability.
- Setting and communicating a clear mission and business strategy which cascades throughout the Company to inform planning and decision-making at all levels.
- Ensuring that a robust, enterprise-wide risk and resilience management process enables us to help avoid, prevent, and reduce the likelihood and consequences of disruptive or undesirable events of all scales and levels of complexity in all that we do.
- Continuously improving our processes, procedures, capabilities, and information through a documented, 'living' framework for systematically monitoring, measuring, auditing and reviewing our business process and quality of service delivery.
- Training and investment in our people, ensuring that our ethics, values, standards and procedures are fully understood and supported at all levels, being applied effectively in practice, by competent personnel.
- Ensuring that where the business subcontracts or outsources any process or activity, ensure that the Company accepts sufficient control and accountability to assure consistent quality of services.
- Demonstrably reassuring customers, governments, partners, suppliers and communities that our business is managed responsibly, ethically and applies current best practices in all of its service deliveries.

¹ GardaWorld Federal Services (GWFS) is a registered "doing-business-as name" of Aegis Defense Services, LLC (Aegis). Aegis is a cleared U.S. company and subsidiary of GardaWorld Security Corporation. Aegis operates pursuant to a Special Security Agreement (SSA) that is approved by the U.S. Government Defense Security Service (DSS). The SSA ensures that Aegis maintains Foreign Ownership, Control and Influence (FOCI) mitigation controls between Aegis and its foreign affiliates to protect U.S. classified information and unclassified export-controlled information and maintain Aegis's independence in performing classified contracts.

² UN Guiding Principles on Business and Human Rights

³ Voluntary principles include but is not limited to the International Code of Conduct for Private Security Providers (ICoC)

Managers at all levels are authorized to operate within the boundaries of the BMS and follow the corporate business strategy to deliver, sustain and, as applicable, continually improve service delivery.

Original version signed

Pete Dordal, President & Chief Executive Officer

Date: 12 July 2024