

Statement of Conformance

Mission statement:

VSC's central aim is to provide robust environment applicable security for all its clients. We will strive to be the most successful security company in the region through provision of client focused, honest and conflict sensitive security. VSC is committed to providing all service in line with the VSC Code of conduct, national regulations and internationally recognised guidelines.

Quality

VSC is dedicated to its quality policy and will ensure that its services will fully meet the requirements of its clients, employees, suppliers and is in accordance with the regulations and legislation laid down. The goal of the company's Quality Policy is to achieve a high level of customer satisfaction at all times. VSC believes in the concept of working together with our clients to pursue this policy and in continually striving for improvements in service quality.

Our clients

Ensuring that VSC fully identifies and conforms to the needs of our clients whilst satisfying the necessity for VSC to be legally and ethically compliant in all activities undertaken.

Health, safety and the environment

VSC is committed to safeguarding the health and safety of our personnel, our clients and the local communities who may be affected by our operations. We are committed to respecting the environment and acting in a socially responsible manner and in compliance with applicable HSE laws and regulations.

Customer feedback

All our personnel, clients and members of the public who we come into contact with are encouraged to report any incident if they feel if they are in any doubt about the ethical behaviour of our personnel. If member of staff suspects another member of VSC is engaged in unethical conduct and feel unable to raise the issue with their line manager, they are able to make an anonymous report using our third party customer feedback service online. All employees are also able to make use of our anonymous Suggestion Boxes located throughout our company sites if they are unable to gain access to the website. If an external third party or stakeholder wishes to make a complaint, they may use our contact details on our website to contact VSC management to make a report.