



Document:	Company's Service Levels Policy
Date:	09/04/2026
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Next review due:	09/04/2027
Policy owner:	Director

Secure Frontline Services provides services which are specifically geared around security staffing:

- The supply of SIA Licensed Security
 - Door Supervisors (Stage 1)
 - Security Guards (Stage 2)
 - Event Stewards (Stage 3)

There are several important needs in the security business that are either underserved or not met at all. Secure Frontline Services plans to meet and service those needs.

- Promoting friendly and customer focused services
- Understanding the client's needs and help growing their business
- Professional, non-violent dealing with incidents/issues

Company's commitments:

- SFS staff:
 - should use all professional skill and care in doing their job and control and reduce assessed risks.
 - shall be in receipt of and remain in receipt of a valid SIA license at all material times.
The company will ensure that all staff licences are regularly checked.
 - are bound to respect the SFS Staff Code of Conduct.

The company remains entirely responsible for the direction, management and control of each of the Security Staff who shall be involved in the performance of the Services.

In the event of a failure by any staff to provide services at the expected performance, the Client may request that any responsible member of Security Staff be replaced at its Premises.

- Subcontractors:
 - can be used only if agreed with the customer before their deployment
 - will be removed from any particular assignment and no longer used when requested by the client
 - must provide to the Company the SIA licences for the staff scheduled to work at the company's site (which the Company verifies by checking the SIA website)
 - must provide to the Company the vetting record for the staff scheduled to work at the company's site

This Policy is reviewed annually, or upon legislative updates.