Compensation Policy

1. Policy aim

1.1 This policy sets out how CAPITAL SHIELD SECURITY LTD approaches compensation. While we are committed to providing high-quality security services, we recognise that there may be occasions when our service fails or falls below what we would expect.

1.2 CAPITAL SHIELD SECURITY LTD will take a client-focused approach, utilising a range of remedies to put the situation right. This includes paying compensation when it is right to do so. This policy will ensure that any compensation payments made by CAPITAL SHIELD SECURITY LTD are reasonable, justifiable, and proportionate and represent value for money.

2. Where does it apply

2.1 This policy applies to:

- all existing CAPITAL SHIELD SECURITY LTD clients (including businesses, event organisers, property owners, and site managers).
- all existing CAPITAL SHIELD SECURITY LTD contractors and subcontractors in certain circumstances (mandatory payments only – see section 3.1).
- all existing and future applicants for CAPITAL SHIELD SECURITY LTD security services.
- former clients.

2.2 For the purpose of this policy, the term 'client' will be used to cover the definitions in bullet points in 2.1 excluding contractors and subcontractors. The term client will be used in this document although we recognise that many prefer the term 'customer' or 'partner'.

3. Our policy is

3.1 CAPITAL SHIELD SECURITY LTD will consider three types of compensation within this policy:

- **Mandatory** (such as statutory payments under consumer protection laws or SIA regulations) – this type of payment applies to eligible clients and contractors in certain circumstances.
- **Quantifiable loss payments** (where parties can demonstrate actual loss) – this type of payment applies to all clients who are financially impacted by an CAPITAL SHIELD SECURITY LTD service failure.
- **Discretionary payments** (for time, trouble, distress and inconvenience) – this type of payment applies to all clients who are personally or operationally impacted by an CAPITAL SHIELD SECURITY LTD service failure.

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3.2 Compensation should be claimed within 12 months of the failure, fault, or event unless there are exceptional circumstances that prevent this. For example, a prolonged business disruption could lead to a delay in a client raising an issue.

3.3 **Mandatory compensation payments**

Service disruption and statutory obligations

Mandatory payments are designed to compensate clients if they are required to cease operations or incur losses as a direct consequence of a major service failure, such as a breach leading to regulatory action. Conditions are set out in relevant legislation, including the Consumer Rights Act 2015, and compensation payable may be prescribed by government or industry bodies like the SIA.

Contractor improvements and right to remedy

CAPITAL SHIELD SECURITY LTD will comply with contractual provisions for remedying service failures. Further details are available on request from the compliance team.

3.4 Quantifiable loss payments

Examples of quantifiable loss could include:

- Increased operational costs due to security breaches (e.g., theft or damage).
- Damage to client property or assets.
- Costs for alternative security arrangements.
- Additional expenses for emergency response or cleanup.
- Carrying out remedial security measures where it is evidenced that CAPITAL SHIELD SECURITY LTD has failed to meet its obligations.

Any such costs must have been reasonably incurred and evidence of such loss must be provided. Where CAPITAL SHIELD SECURITY LTD deems expectations to be unreasonable and prohibitively expensive (e.g., premium alternative providers), we will clearly explain this to the client.

Where alternative security is required, this will normally be organised by CAPITAL SHIELD SECURITY LTD. Where CAPITAL SHIELD SECURITY LTD is unable to arrange temporary services, we will discuss this with clients directly. Payments to clients for temporary security costs would only generally be provided where a clear need has been agreed in advance.

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3.5 Under the terms of our service agreements, clients must allow access for security assessments or audits, which may result in business interruptions. Therefore, we will not compensate for loss of business revenue unless directly attributable to gross negligence.

Where alternative monitoring or response services are required due to a service-related issue, CAPITAL SHIELD SECURITY LTD will supply these. Where appropriate, CAPITAL SHIELD SECURITY LTD will make a payment to cover increased costs caused by a lack of security coverage.