



Customer Care Policy

1. **Our promise to customers** CAPITAL SHIELD SECURITY LTD exists to make your people, property, and operations safer. We deliver a professional, SIA-compliant guarding service that is reliable, respectful, responsive, and easy to work with—every day, every shift.
2. **Scope** This policy applies to everyone involved in delivering our security services, including: licensed security officers, supervisors, control room/operations staff, managers, and any approved subcontractors.
3. **How we understand your needs (before service starts)** Before service commencement, we will confirm what “good service” means to you by:
 - Completing a pre-commencement site survey (or documenting your instructions if preferred) to capture your specific requirements;
 - Agreeing on service delivery details (coverage, reporting, escalation, boundaries of authority, and any specialist duties such as keyholding or event security);
 - Confirming confidentiality expectations during tendering and throughout service delivery.
4. **Clear assignment instructions (the “site playbook”)** For every site, we will produce Assignment Instructions that are:
 - Created in consultation with you and available at the start of the assignment;
 - Agreed and signed by both parties (or issued to you if you choose not to sign);
 - Clear on emergency procedures, lines of communication, escalation processes, and the frequency/method of communication (including check calls where applicable);
 - Reviewed regularly and updated promptly when duties, risks, or site conditions change (formal review at intervals not exceeding 12 months, or sooner if required).

Our officers will confirm in writing that they have read, understood, and will comply with the Assignment Instructions and any amendments.



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5. **Day-to-day customer care standards** We will:

- Provide professional, smartly presented, and courteous SIA-licensed officers who treat your staff, visitors, and stakeholders with respect;
- Ensure simple, responsive communication—if you raise an issue, you will receive prompt acknowledgement and a clear next step;
- Ensure officers prioritise the protection of your people, property, and assets, strictly within agreed site rules, instructions, and UK legal requirements.

6. **Communication and escalation you can rely on** We will agree with you in advance:

- Designated contacts (and backups) for routine queries and urgent issues;
- How incidents are reported and the expected speed of updates;
- Escalation routes for serious incidents, operational risks, or breaches, fully aligned with site instructions and SIA standards.

7. **Complaints and service recovery (when we fall short)** If you are unhappy, we want to know quickly so we can put it right. We will:

- Log all complaints, investigate them fairly and impartially, and keep you updated throughout;
- Share investigation outcomes and corrective actions taken (e.g., additional training, enhanced supervision, or process changes);
- Follow recognised good practice in complaints handling (guided by **BS ISO 10002:2018** – Customer satisfaction – Guidelines for complaints handling in organisations).

Target response times (unless otherwise agreed in your contract):

- **Acknowledge:** within 1 working day
- **Update:** within 3 working days
- **Closeout:** within 10 working days (or agreed extension if the matter is complex)



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8. **Contract performance reviews and continuous improvement** We will hold formal performance review meetings with you (frequency as agreed, typically quarterly or bi-annually) to discuss delivery against the contract, Assignment Instructions, officer performance, training needs, and any KPIs/SLAs.

We maintain monitoring records (e.g., site visits, patrol logs, incident reports) and will make relevant evidence available for your inspection upon reasonable request. We use feedback and performance data to drive continuous improvement.

9. **Confidentiality and control of customer property** We will:

- Maintain strict confidentiality over all information obtained during tendering and service delivery, in line with UK data protection laws (UK GDPR) and contractual obligations;
- Securely control and record any customer property we handle (e.g., keys, access passes, documents, radios) to prevent loss, misuse, or unauthorised access.

10. **Subcontractors and bought-in labour** We will only use subcontractors or temporary/bought-in labour with your prior agreement and under conditions that meet the same standards as our directly employed staff (including SIA licensing where required).

11. **Our people: feedback and professionalism** Customer care is embedded in our performance management processes. Where relevant, performance reviews incorporate positive and negative customer feedback, with clear objectives set for improvement. We invest in ongoing training to maintain high standards of professionalism and SIA compliance.