

# Communication Policy

## Introduction

Effective communication is the lifeline of our business and is reflected in the way we work, with all our systems, processes and procedures designed and built with this in mind.

At Lloyds, we strive to be proactive at all times, keeping our customers and staff up-to-date on any developments within company and the wider security industry that may affect them. Our commitment to open and proactive communication means that we are able to optimise the service we provide to all our clients.

All new staff are given a copy of the policy to highlight the communication culture at Lloyds Security Services Ltd.

## Aims

Our aim is to develop means of communication appropriate to carry out the day to day company operations and keep the lines of communication open in a number of ways:

- Contract Monitor – our regular client feedback system enables us to continually develop our service levels in line with client expectations.
- Lloyds Newsletter – our bi-annual newsletter, providing company updates and developments as well as showcasing the achievements of company staff.
- Lloyds Website – company website displays information about our services
- Customer Updates – e-based, ensuring that our customers are kept up-to-date with all aspects of the service we provide.
- Officer Regular feedback – a medium allowing our officers to inform the management team about issues that they may have, alongside their ideas for service improvements and innovation.
- Staff Regular feedback – a medium allowing our staff to inform the management team about issues that they may have, alongside their ideas for service improvements and innovation.
- Suggestion and Reward Scheme – providing our staff with an opportunity to get involved by making suggestions to help improve our commitment to company and the environment.

**Hamid Mahmood**  
**Managing Director**  
**Lloyds Security Services Ltd**