1. For quality service: each site has its own characteristics. In order to meet the customer's requirements, we study each of them in a personalized manner and in the frame of the existing Belgian regulations (SPFI).

2. For quality monitoring : from the first contact on, we listen to the customer in order to give him the best offer : the offer which is the closest to his needs. If possible, we provide him with specifications as a basis for future collaboration.
   - At least one evaluation per month: analysis and service report.
   - Management service: evaluation of the guards and insuring proper communication between customer and guard.

3. Transparency: for excellent collaboration, we make sure everything is clear from the beginning. Later in the process, management makes sure that transparency is established for the customer and with the guards.

4. for the results: customer satisfaction is our only evaluation tool.