



TELSTRA SNP MONITORING

Quality Policy

Telstra SNP Monitoring delivers quality electronic security services and innovative solutions, consistent with our customers' expectations.

Our objectives, aligned to our Company Values, are:

Safety	Making TSM staff safety and security our No. 1 priority.
People	Continuously developing the talent and skills of our people.
Customer Experience	Ensuring a positive experience in every interaction, every step of the way.
Communication	Actively listening to feedback and using it to continuously improve our product offering.
Environment	Proactively supporting our environmental community and initiatives.
Continual Improvement	Commit to continual improvement of the Quality, Environmental and Safety systems.