



# Press Release

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## **Octaga Retains National Accreditation**

**Octaga Security Services, based in St Owen Street, Hereford, has retained its Gold Accreditation from the National Security Inspectorate (NSI) – reaffirming its status as the county’s most accredited supplier of security personnel.**

NSI Gold is the UK’s highest quality award and Director of Octaga, Tracey Allison is delighted with the results of an audit which took place over the 14<sup>th</sup> and 15<sup>th</sup> September, after which an NSI Inspector gave the company a recommendation for continued accreditation - with zero notes for improvement. “Basically, they’ve given us a clean sheet”, says Mrs Allison, whose company sponsors local and national charities, entering a team in a recent fun run at Hereford racecourse. “To have a comment from an auditor like, ‘there’s a commitment by senior management to ensure continuous improvement’, is a real result,” she says.

Examination of the auditor’s report reveals that the NSI were particularly impressed with levels of customer satisfaction from Octaga’s clients and a very high approval rating for management in its internal surveys of staff.

“We are a service industry company,” Tracey Allison says, “and our relationships with clients and staff are crucial. Our security officers *are* Octaga, and good client relations, a quality service and high staff morale are what we value.”

Octaga was formed in 2001 and today employs 150 staff nationally including having created 14 jobs in their home city of Hereford. For nine years they have moved from strength to strength providing security for, among many others, Pinewood Studios as well as being active on the National stage within the British Security Industry Association.

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