



# SECUREX MONTHLY SECURITY BRIEFING



## Table of Contents

INTRODUCTION .....	3
HIGHLIGHTS OF THE MONTH: .....	3
ANALYSIS OF INCIDENTS IN RELATION TO THE DAYS OF THE WEEK IN NAIROBI.....	4
ANALYSIS OF INCIDENTS IN RELATION TO THE DAYS OF THE WEEK FOR THE REST OF THE COUNTRY.....	5
ANALYSIS OF INCIDENTS IN RELATION TO THE ACT IN NAIROBI .....	6
ANALYSIS OF INCIDENTS IN RELATION TO THE ACT FOR THE REST OF THE COUNTRY .....	7
ANALYSIS OF INCIDENTS IN RELATION TO PHYSICAL LOCATION.....	8
ANALYSIS OF INCIDENTS IN RELATION TO THE SCENES OF INCIDENTS IN NAIROBI .....	9
ANALYSIS OF INCIDENTS IN RELATION TO THE SCENES OF INCIDENTS IN THE REST OF THE COUNTRY.....	10
COMPARISON ANALYSIS OF INCIDENTS IN RELATION TO THE WEEKS.....	11
AERIAL VIEW OF INCIDENTS IN NAIROBI.....	12
AERIAL VIEW OF INCIDENTS FOR THE REST OF THE COUNTRY .....	13
SOME NOTABLE NEWS .....	14
Boinnet: Terror Incidents Down By 45pc.....	14
Insecurity Top Concern for Kenyans, Study Shows .....	15
Kenya Police Issue Countrywide Alert after Al Shabaab Attack in Somalia.....	15
Kenya Acquires Armoured Vehicles to Fight Terror .....	16
SECURITY TIPS.....	17
Secure Your Business.....	17
PRODUCTS AND SERVICES TIPS .....	18
SPECIAL ALARM OFFERS .....	18
EMERGENCY CONTACTS .....	19

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

 [@SecurexEA](https://twitter.com/SecurexEA)

 [Facebook: SecurexEA](https://facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008







## INTRODUCTION

There was an increase in general crime in the country as compared to last month. There were 484 incidents in the month of January recorded by our team as compared to 424 in December. Armed robbery was the most notable incident in Nairobi followed by theft while in the rest of the country murder was the most notable incident followed by Riot/Demonstrations. There is a growing concern over the high levels of violent crime, especially in the urban centers. As we embark on a New Year with new opportunities and challenges, we urge you to take deliberate and pro-active steps in reducing the rate of crime in your surroundings and be mindful about your own personal safety and security at all times.

Also during the month, the Kenya Defence Force suffered a huge blow after soldiers serving in Somalia under Amisom were killed in Al-Shabaab attack. Here at Securex we extend our condolences to the families, friends and relatives of the slain soldiers and deeply appreciate the sacrifices made by them in defence of our peace and security. We also urge you to remain extremely vigilant against terrorism as the attack in Somalia is a clear indicator that terrorists would not hesitate to carry out attacks if they find a loophole.

For your own information we have put below a list of incidents that have been noted on our end this past month, with a matching analysis intended to show the current trends.

## HIGHLIGHTS OF THE MONTH:

-  On Friday 8<sup>th</sup> January 2016, along Enterprise Road, Industrial Area. Suspected intruders were forced to flee from an industrial property upon sight of our Mobile Response Team. A ladder, rope, drill and spanner were recovered next to the wall of the premises.
-  On Monday 11<sup>th</sup> January 2016, Mukuru Slums. Three suspected criminals who were robbing motorists at gunpoint were arrested by police in collaboration with our Mobile Response Team. They were arrested after motorists along Mombasa Road raised alarm.
-  On Tuesday 12<sup>th</sup> January 2016, in Jomvu, Mombasa. An employee of an EPZ company in the area was arrested December by our security guards after company items were found hidden in her porch during a search as staff were leaving the premises in the evening. The culprit was handed over to the management for further administrative action.
-  On Thursday 28<sup>th</sup> January 2016, off Kitengela road, Athi River. A suspect was apprehended by our team as he attempted to sneak out with products from an industrial property. The suspect was produced to Mavoko Police Station.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

 Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

 Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

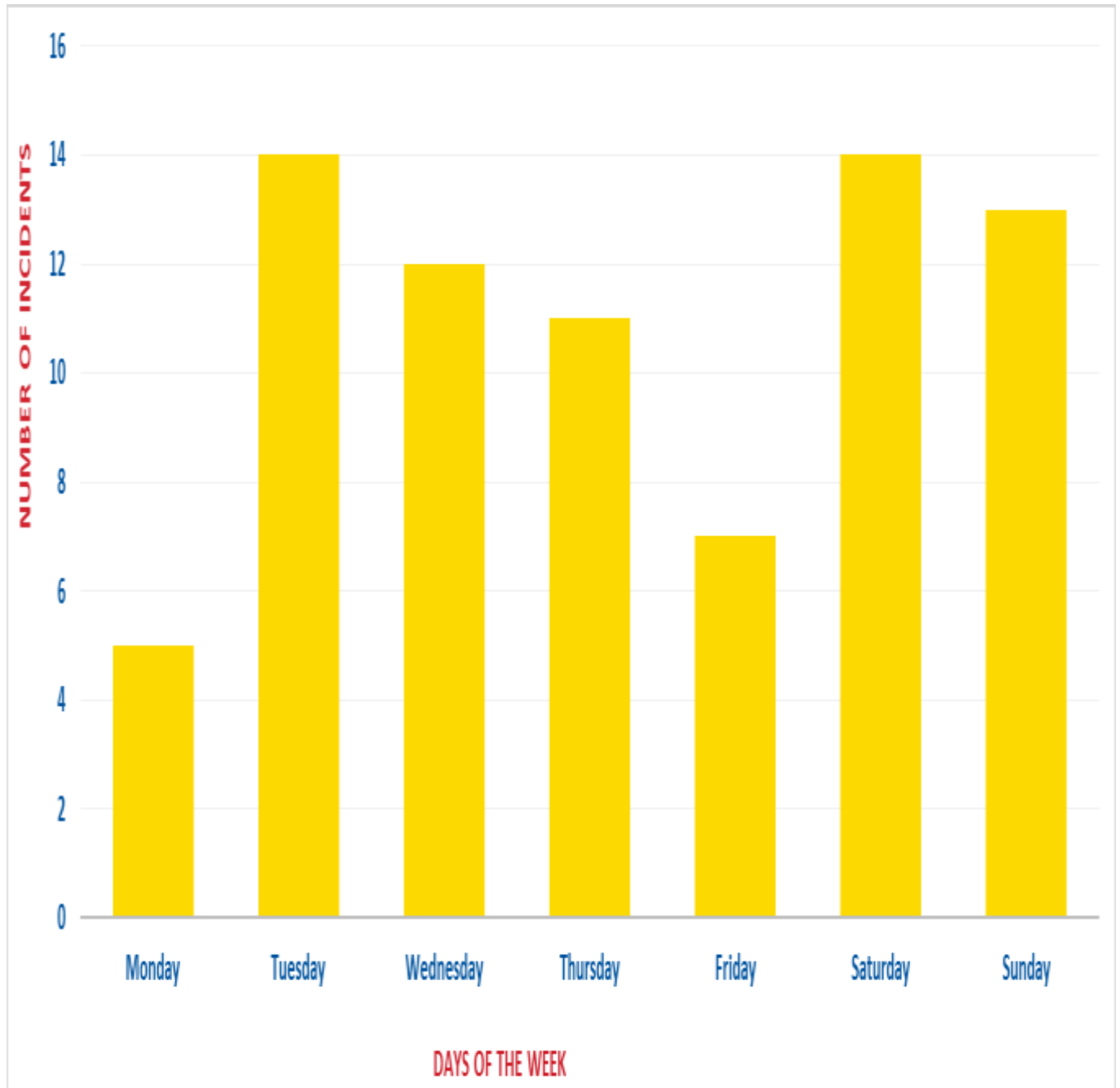


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

### ANALYSIS OF INCIDENTS IN RELATION TO THE DAYS OF THE WEEK IN NAIROBI



Most incidents in Nairobi were reported on Tuesday and Saturday respectively as compared to Tuesday alone last month.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)



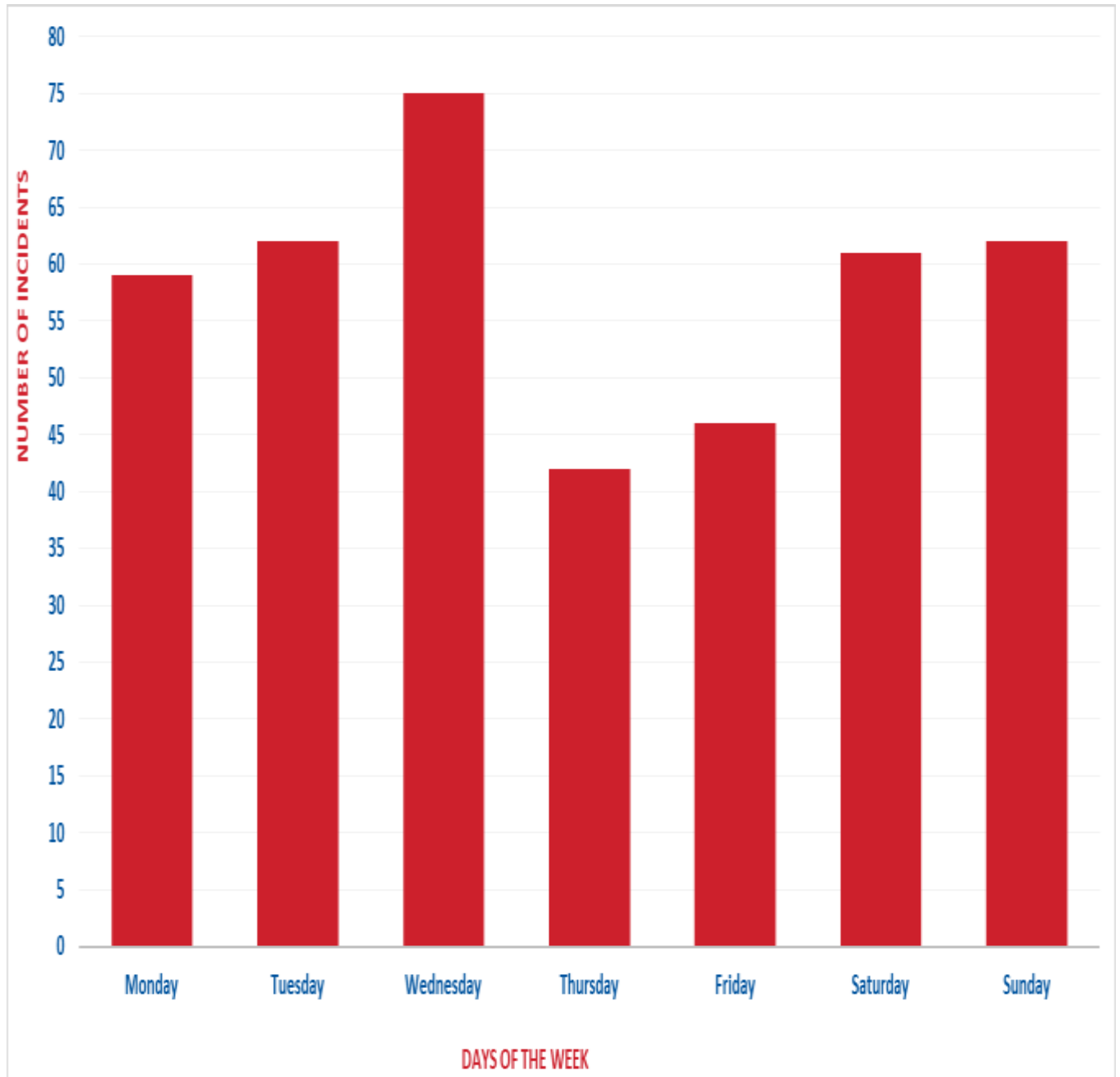
[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008



### ANALYSIS OF INCIDENTS IN RELATION TO THE DAYS OF THE WEEK FOR THE REST OF THE COUNTRY



Most incidents in the rest of the country were reported on Wednesday as compared to Tuesday last month.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

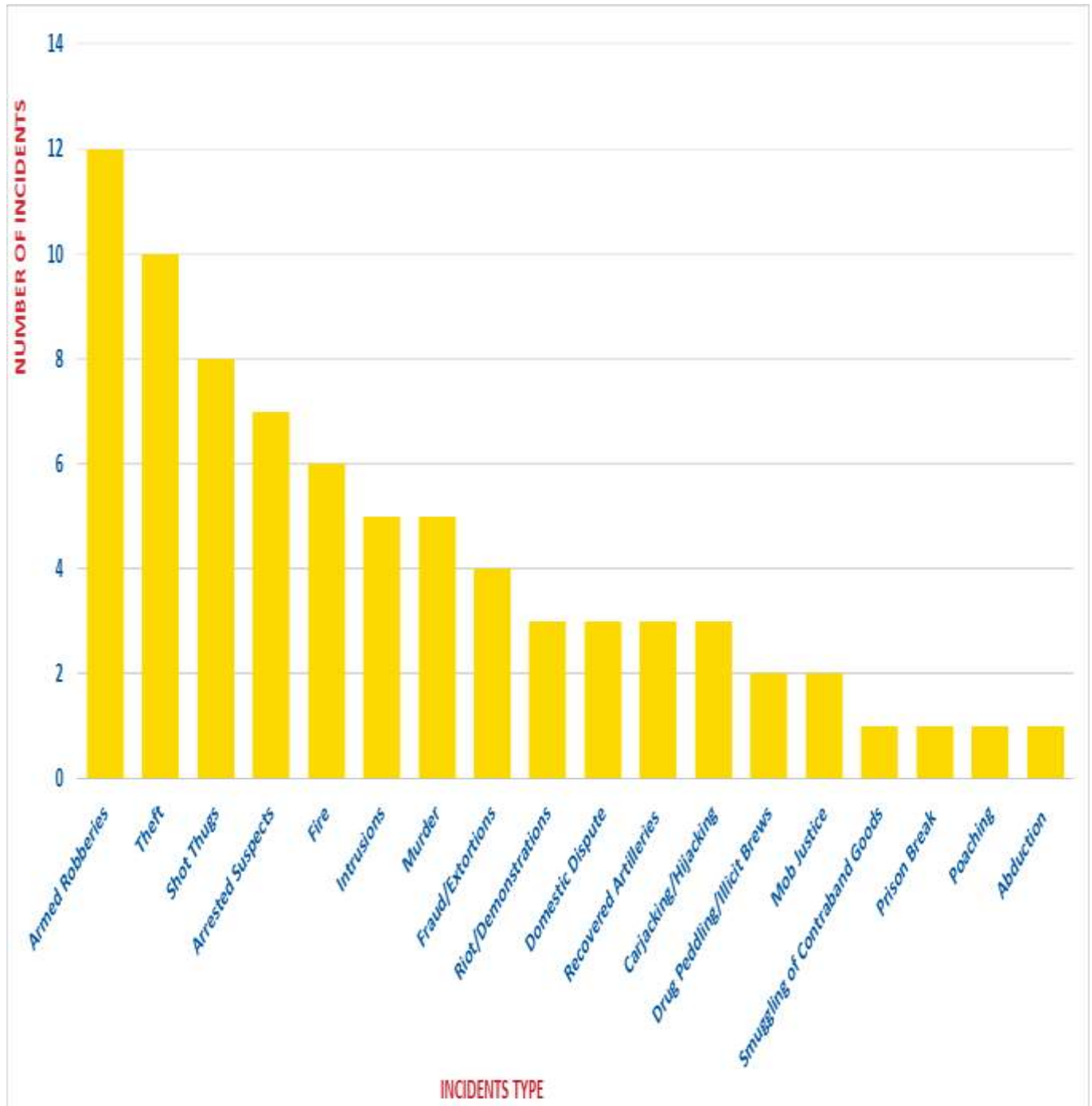


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

### ANALYSIS OF INCIDENTS IN RELATION TO THE ACT IN NAIROBI



Similar to last month, armed robbery was the most prevalent crime in Nairobi.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

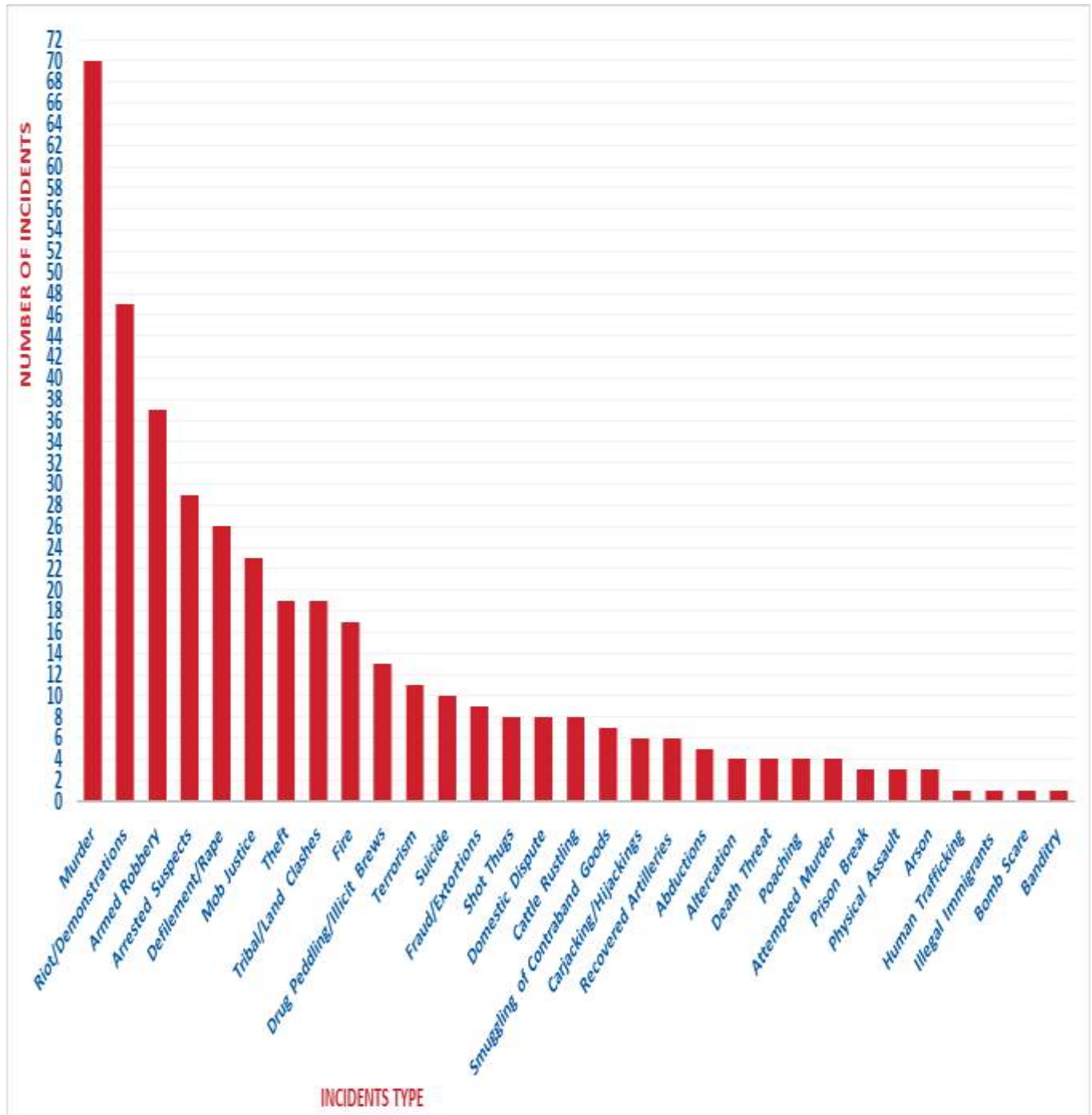


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## ANALYSIS OF INCIDENTS IN RELATION TO THE ACT FOR THE REST OF THE COUNTRY



Similar to last month, murder was the most prevalent incident in the rest of the country.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

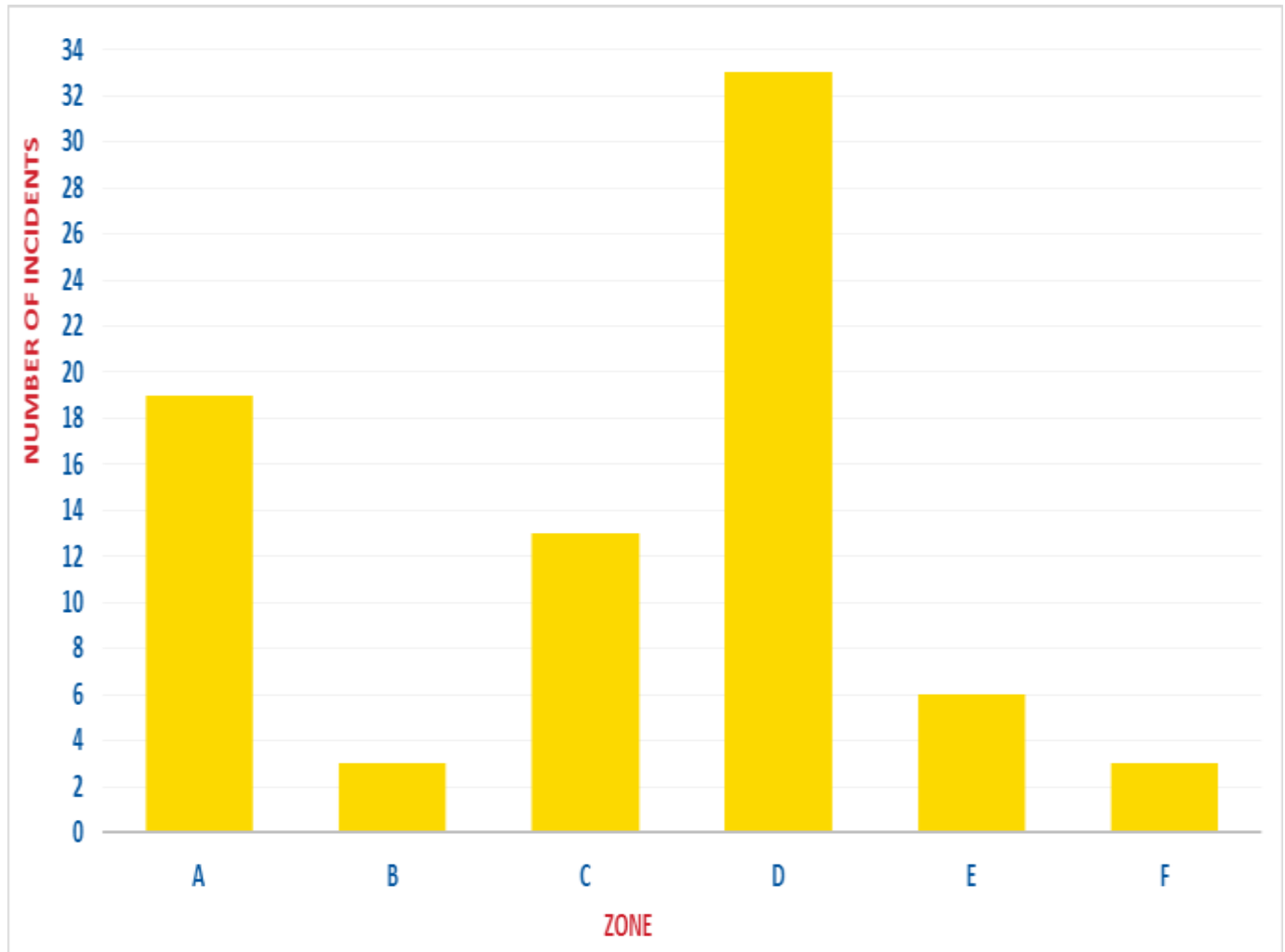


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## ANALYSIS OF INCIDENTS IN RELATION TO PHYSICAL LOCATION



### KEY:

**ZONE A:** Muthaiga, Runda, Nyari, Gigiri, Thika Road

**ZONE B:** Brookside, Westlands, Waiyaki Way,

**ZONE C:** Kilimani, Lavington, Ngong Road, Langata, Kibera

**ZONE D:** Mombasa Road, Mlolongo, North Airport, Industrial Area.

**ZONE E:** Nairobi Central Business District.

**ZONE F:** Parklands, Pangani, Ngara.

### NOTE:

Please note there were other 407 incidents reported outside Nairobi

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)

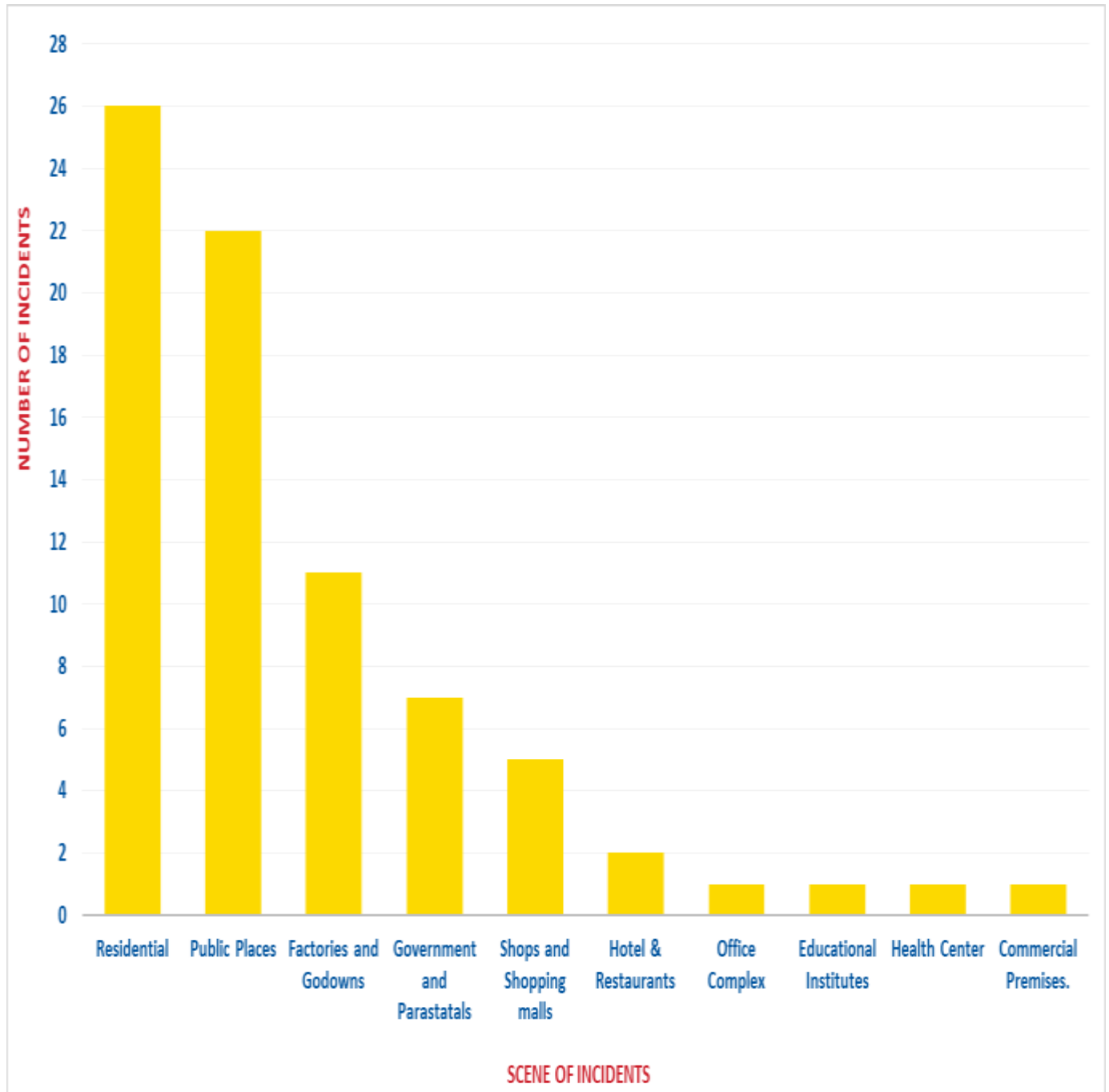


ISO 9001:2008





### ANALYSIS OF INCIDENTS IN RELATION TO THE SCENES OF INCIDENTS IN NAIROBI



Most crimes were recorded in residential as compared to public places last month.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

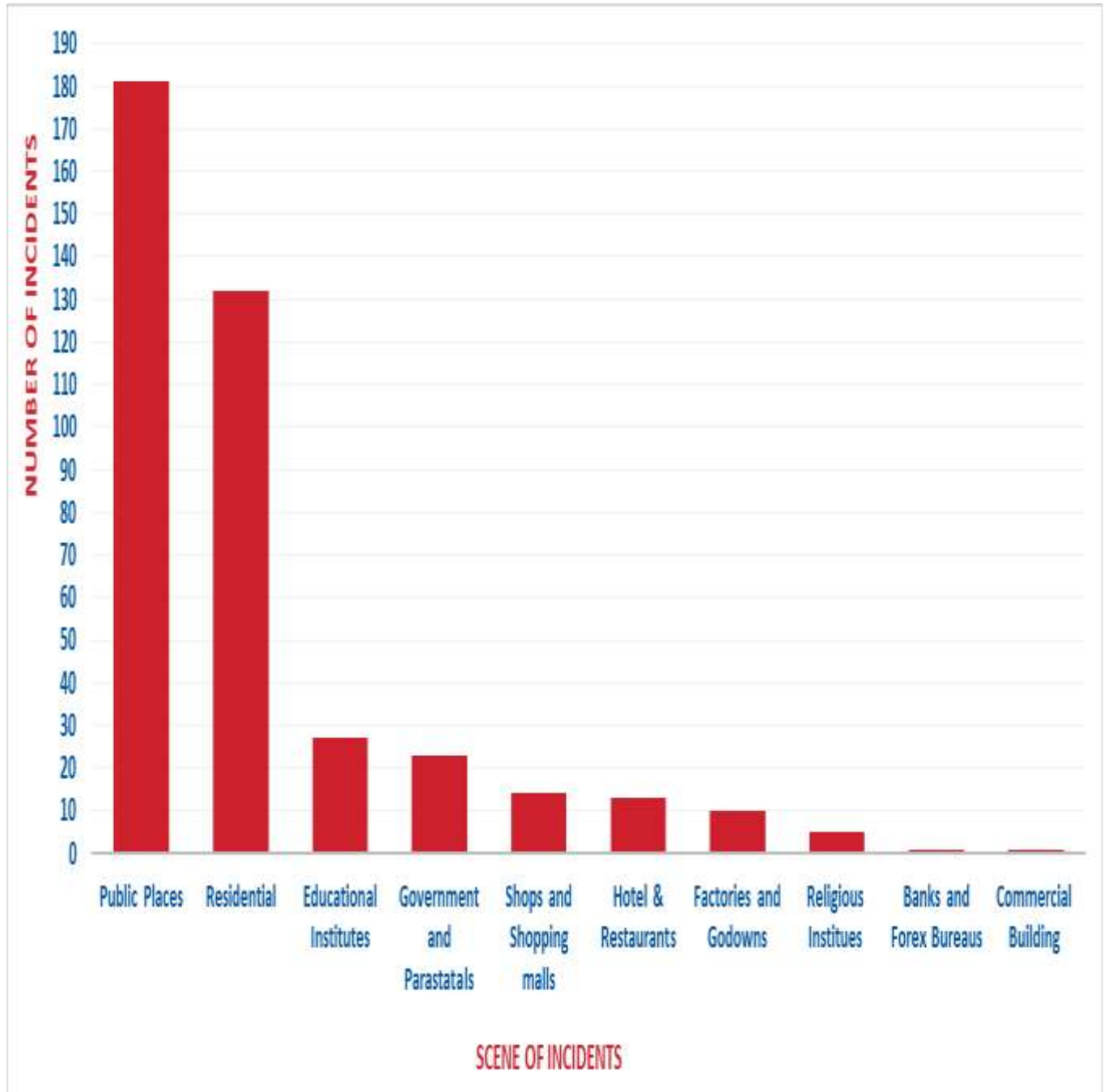


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## ANALYSIS OF INCIDENTS IN RELATION TO THE SCENES OF INCIDENTS IN THE REST OF THE COUNTRY



Similar to last month, most crimes were recorded in public places in the rest of the country.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

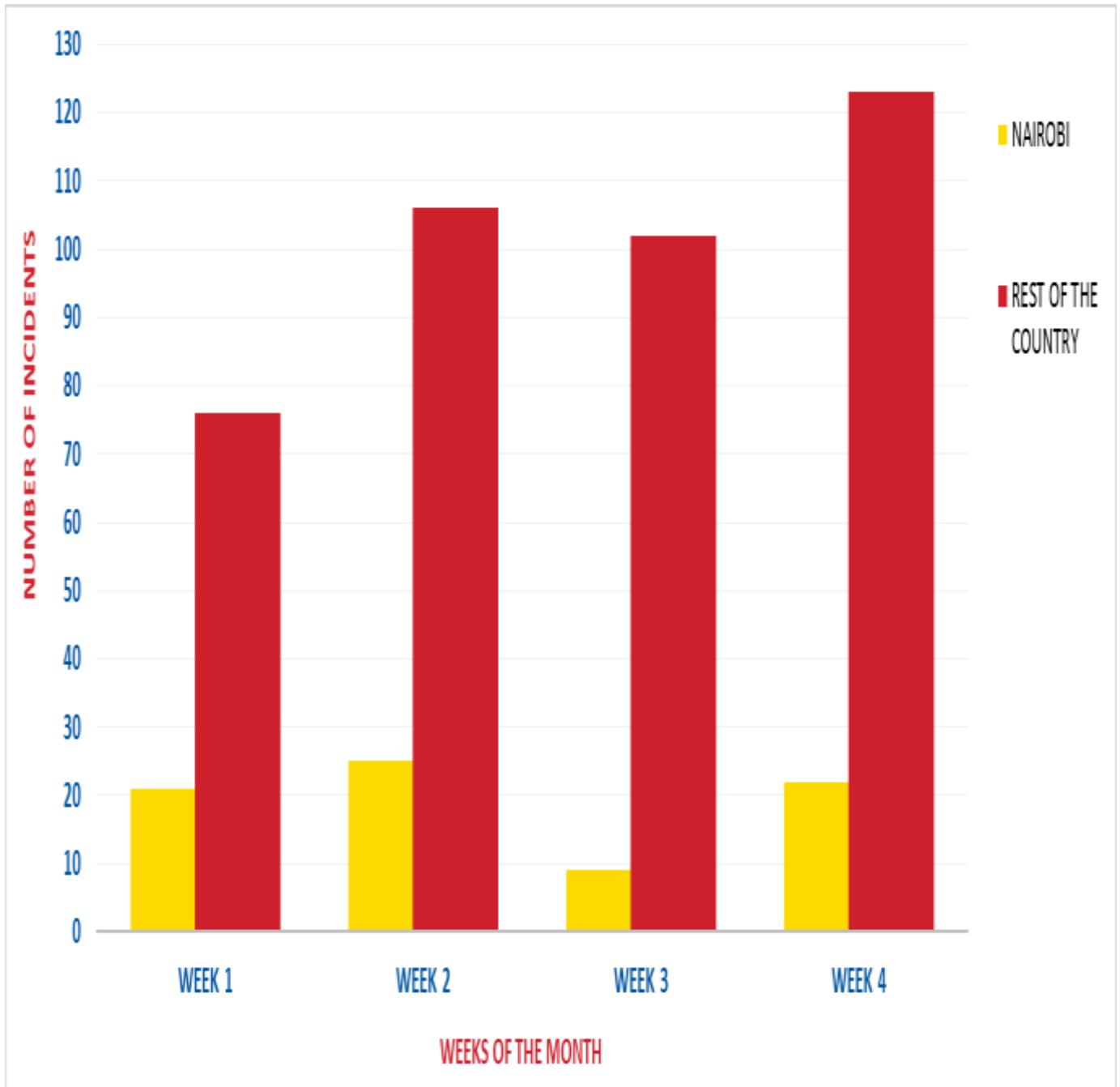


[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

### COMPARISON ANALYSIS OF INCIDENTS IN RELATION TO THE WEEKS



Similar to last month, most incidents were reported in the last week of the month in the rest country while in Nairobi most incidents were reported in the last week of the month as compared to the second week of last month.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)



[www.securex.co.ke](http://www.securex.co.ke)



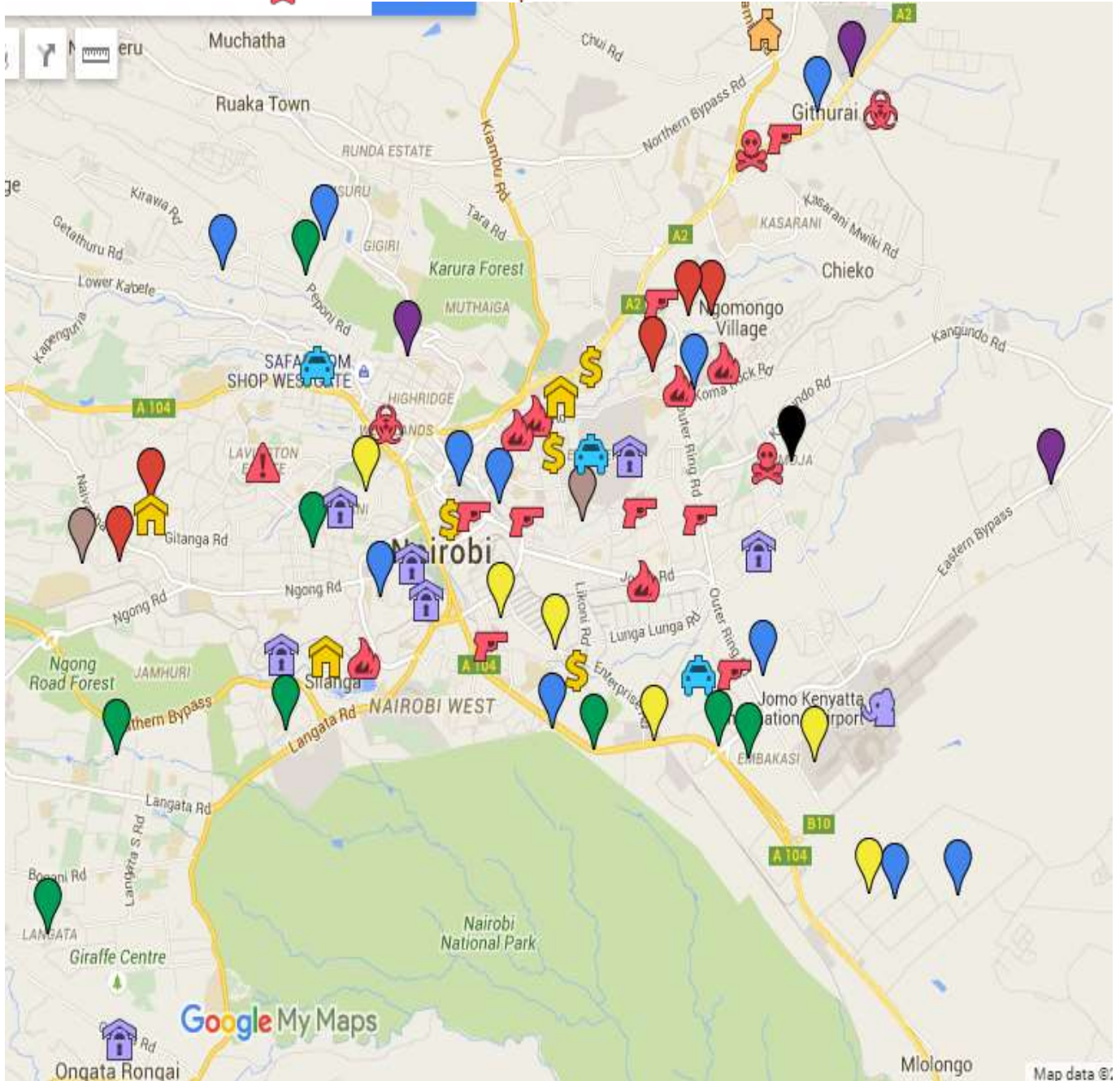
ISO 9001:2008



### AERIAL VIEW OF INCIDENTS IN NAIROBI

This map is interactive at: <https://goo.gl/CDA0n4>

THEFT 🚗 ARMED ROBBERY 🔪 CARJACKING 🚗 FIRE 🔥 MURDER 🩸 SHOT THUGS 📍 INTRUSION 🏠 DOMESTIC DISPUTE 🏠  
ARRESTED SUSPECTS 🚔 FRAUD 💰 RIOT 🗣️ ABDUCTION 🧑‍🦰 PRISON BREAK 🏠 SMUGGLING OF CONTRABAND GOODS 🚚  
POACHING 🐘 MOB JUSTICE 🗣️ RECOVERED ARTILLERY 🗡️ DRUG PEDDLING/ ILLICIT BREW 🍷



Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)



[www.securex.co.ke](http://www.securex.co.ke)

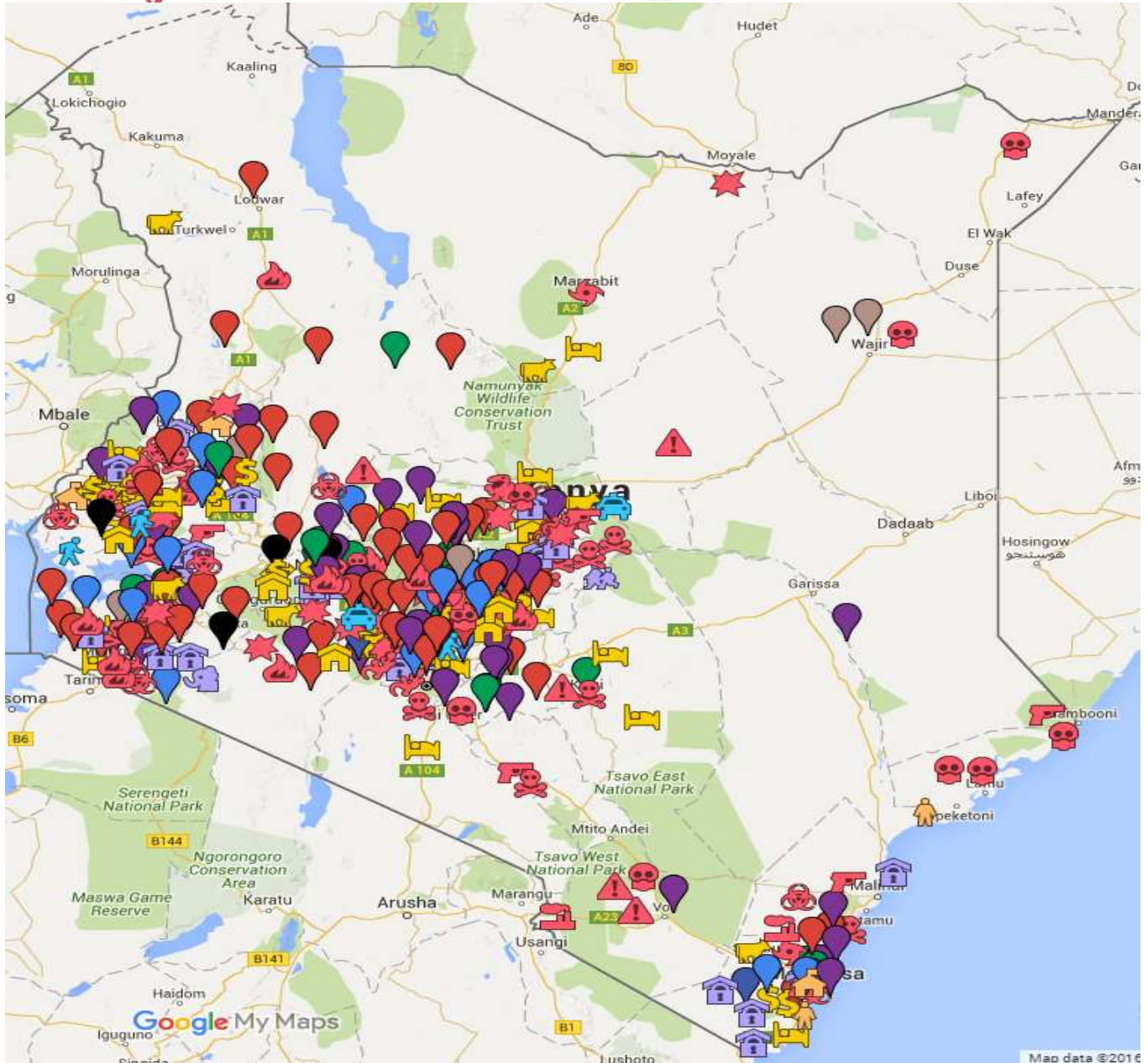


ISO 9001:2008

## AERIAL VIEW OF INCIDENTS FOR THE REST OF THE COUNTRY

This map is interactive at: <https://goo.gl/I5MFxl>

THEFT 🚗 ARMED ROBBERY 🗡️ CARJACKING 🚗 FIRE 🔥 RIOT 🗣️ MOB JUSTICE 💀 FRAUD 💰 MURDER 🗡️ ABDUCTION 👤 SHOT THUGS 🗡️ PHYSICAL ASSAULT 🗡️ DRUG PEDDLING/ ILLICIT BREW 🚗 RECOVERED ARTILLERY 🗡️ TERRORISM 💣 DOMESTIC DISPUTE 🏠 CATTLE RUSTLING 🐄 POACHING 🐘 DEFILEMENT/RAPE 🚻 ILLEGAL IMMIGRANTS 🚚 TRIBAL/LAND CLASHES ⚔️ PRISON BREAK 🏠 SMUGGLING OF CONTRABAND GOODS ⚠️ ATTEMPTED MURDER 🗡️ ARSON 🔥 ARRESTED SUSPECTS 🚔 DEATH THREAT 🗡️ SUICIDE 💣 ALTERCATION 🗣️ HUMAN TRAFFICKING 🚚 BOMB SCARE 💣 BANDITRY 🗡️



Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## SOME NOTABLE NEWS

### Boinnet: Terror Incidents Down By 45pc

There was an increase in general crime but a decline in terror incidents in Kenya last year compared to the previous year. Annual crime statistics for 2015 showed that 28 incidents of terror were reported compared to 51 in 2014, while 31 terror suspects were arrested.

The north-eastern region, especially Mandera County and Coast area, notably Lamu, were most affected by terrorism incidents. This was unlike previous years where the incidents were spread across many counties. Inspector General of Police Joseph Boinnet said despite the Garissa attack that claimed 149 lives, there was a 45 per cent decrease in terror incidents last year.

A total of 70,450 crime incidents were recorded over the same period compared to 69,746 in 2014, an increase of 2 per cent. There was increase in crime cases involving police officers (13), offences against morality (867), dangerous drugs (581) and criminal damages (211). Other increases were recorded in economic crimes (168) and theft of stock (42).

Police, however, said cases of robbery, theft by workers, homicide, house-breaking and theft of vehicles decreased by a small margin. Police also said out of the 1, 878 illegal immigrants arrested in the country last year, 1,035 were Ethiopians.

The figures were unveiled during the inaugural Inspector-General Conference at the Directorate of Criminal Investigations (DCI) Training School in South C which was attended by the 47 county police chiefs drawn from the DCI, Kenya Police Service and the Administration Police.

Interior Cabinet Secretary Joseph Nkaissery, who attended the conference, revealed that senior police officers were being used by cartels to intimidate their rivals. "We are aware that some officers are being hired by business cartels to intimidate competitors. Don't think we don't know. The government is everywhere you are," he said.

Mr. Boinnet also said all the security organs in the country were working harmoniously and this had contributed to the decrease in crime. "We must always work as a team because we have one objective of ensuring the safety and security of Kenyans," he said.

DCI boss Ndegwa Muhoro expressed concern that most of officers were not conversant with recently enacted law. "Not so many officers are conversant with them and this is affecting the quality of investigations," he said.....**Daily Nation, Friday 22<sup>th</sup> January, 2016.**

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008



## Insecurity Top Concern for Kenyans, Study Shows

The survey, carried out by Afrobarometer, a pan-African non-partisan research network that conducts public attitude surveys on democracy and governance, aimed at establishing the biggest concerns for African countries that governments should address. It was conducted in 32 African countries.

Insecurity topped the concerns of Kenyans at 41 per cent, with unemployment being Kenyans' second biggest concern at 31 per cent. Infrastructure and transport took the third spot, with 26 per cent of the respondents citing it as a concern.

Unemployment was however cited as one of the biggest concerns by almost half of the countries (15 countries) sampled, with citizens of countries such as Cape Verde citing it as their top most concern at 72 per cent followed by South Africa at 71 per cent and Namibia at 62 per cent.

Other countries that cited insecurity as a major concern included Madagascar at 36 per cent, Mauritius at 44 per cent, Tunisia at 43 per cent, Cape Verde 38 per cent and South Africa 27 per cent. Though unemployment was cited as the top concern by almost half of the countries surveyed, the study pointed out that education and health were cited as sectors that governments need to prioritize when it comes to funding.

"On average across the 32 countries, education and healthcare are by far the highest priorities. More than half of respondents cite education as either their first (36 per cent) or second (18 per cent) priority, and half list healthcare first (21 per cent) or second (29 per cent)," the survey said. Kenyans cited education as a top investment priority for the Government at 24 per cent with security coming in second at 18 per cent despite it being cited as the top most concern.

Healthcare, infrastructure and agricultural development took the third position of what Kenyans think the Government should prioritize on at 11 per cent for each sector. The emphasis on which sector the government should prioritize varied on the age, education and location (whether from an urban or rural area) of the respondents.

"Youths of ages 18 to 25 years place much more emphasis on education (41 per cent) than the oldest respondents (age 66+) at 27 per cent. The latter place higher priority on investment in agriculture and healthcare," the study reads.....**The Standard, Monday 11<sup>th</sup> January, 2016.**

## Kenya Police Issue Countrywide Alert after Al Shabaab Attack in Somalia

The Kenya Police have issued a public warning on a looming terror attack following reports from Somalia that militants had raided a military camp and killed an unknown number of soldiers. Kenya Police

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)



[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008



Spokesman Charles Owino said the attack in Somalia at dawn was clear indicator that terrorists would not hesitate to carry out their heinous acts if they find a loophole.

"Following several terrorist attacks witnessed across the globe we request the public to be extra vigilant and report any suspicious persons or activities witnessed," Mr. Owino said. He urged matatu operators and hotel industry players to check luggage and vet visitors. Reports of the attack in Somalia were still scanty by the time of going to press, and Owino cautioned journalists not to 'glorify terror.'

"You should be patriotic and accurate in your reporting. Media houses should not glorify attacks by terror groups. If we kill a hundred and they kill one officer, they see that as an achievement," he added. Owino said Government vehicles would also have to be checked to ensure they do not ferry weapons.....

**The Standard, Saturday 16th January, 2016.**

### Kenya Acquires Armoured Vehicles to Fight Terror

Over 30 state-of-the art armored vehicles were offloaded at the GSU headquarters in Ruaraka, Nairobi. The fighting wagons were imported and were dispatched to Nairobi under tight security. This comes a week after President Uhuru Kenyatta assured county police chiefs that new modern vehicles will be purchased to help fight terror.

"Kenya police force will for the first time in history acquire armored personnel carriers to increase their mobility and protective gear when deployed in volatile areas," Uhuru said. "You don't have to depend on the military or other security agents for you to perform your duties, we will ensure you are properly equipped."

A source within the elite recce squad told *The Star* that the vehicles are very expensive and will be dispatched to war-torn areas in the country. "It is a directive from above, in fact we have never seen such modern fighting vehicles, they are very nice," he said..... **The Star, Sunday 31<sup>st</sup> January, 2016.**

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008





## SECURITY TIPS

### Secure Your Business

- 🔒 **Look secure:** The presence of a security guard will help deter criminals.
- 🔒 **Keep up to date:** Use any change in your business as an opportunity to review and improve your current security measures. This could include new and upgraded premises, new hardware, and new changes in business practice.
- 🔒 **Secure the perimeter:** Make sure all entry points to your business are secured and regularly checked.
- 🔒 **Look at your environment:** Trees, wheelie bins left outside, bushes or walls are things that could assist a criminal to hide or gain access to your premises.
- 🔒 **Improve lighting:** A well-lit premises will increase the chance of a criminal being seen or caught.
- 🔒 **Use warning signs:** Effective use can help put off a criminal such as; "These premises are monitored by CCTV cameras", "No stock stored overnight" or "No cash held on premises".
- 🔒 **Secure computer equipment:** Make sure computers are protected by passwords and consider bolting or securing equipment to desks.
- 🔒 **Make a record of your assets:** Keep a stock and asset list somewhere safe.
- 🔒 **Mark your equipment:** Marking all expensive equipment so it is easily identifiable and harder to sell.
- 🔒 **Lock your doors:** Make sure doors to rooms containing stock or equipment are locked.
- 🔒 **Watch your stock:** Use CCTV cameras or mirrors to keep an eye on stock levels.
- 🔒 **Know and restrict who is on the premises:** Make sure visitors are required to sign in and out and consider using access control equipment such as swipe cards or key pads.
- 🔒 **Set procedures:** Have a process in place for securing your business at night, whether it is you or your staff.

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

**Tel** | 0711 069 999  
| 0733 | 0722 343434

**Email** | [info@securex.co.ke](mailto:info@securex.co.ke)

**Twitter:** [@SecurexEA](https://twitter.com/SecurexEA)

**Facebook:** [SecurexEA](https://www.facebook.com/SecurexEA)



[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## PRODUCTS AND SERVICES TIPS

### ALARMS SPECIAL OFFER

**SPECIAL  
ALARM  
- OFFER -**



Take advantage of our Radio Alarm Response offer. Pay upfront for 11 months and get the 12th month absolutely **FREE!**

***Offer valid until 12th February 2016***

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since **1970**

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008

## EMERGENCY CONTACTS

INSTITUTION	CONTACT
Police Emergency Hotline/ Control Room	999, 020 3556771, 2724154, 2724201
Anti-Terrorist Police Unit	020-2724406
Nairobi Fire Brigade	020 2344599
Diplomatic Police Unit	0708589522, 0731170666
National Disaster Operation Centre	2212386/ 2211445
St. John's Ambulance	020 2210000, 2244444, 0721225285, 2715310
Kenyatta National Hospital	020 2726300/9, 0722829500/1/2
Kenya Red Cross Emergency Operations Centre	020 3950395, 072860502, 0738602502, 0728602503 (toll free)

*The information contained in this report was compiled from a variety of sources. Whilst Securex has conducted due diligence on the accuracy of the data, it accepts no liability or responsibility for any facts or omissions, done or omitted in reliance, in whole or in part, on the information. Securex takes no responsibility for the manner in which this information is subsequently used.*

Securex Place, Parklands Road, P.O. Box 48399, Nairobi 00100

Tel | 0711 069 999  
| 0733 | 0722 343434

Email | [info@securex.co.ke](mailto:info@securex.co.ke)

 Twitter: [@SecurexEA](https://twitter.com/SecurexEA)

 Facebook: [SecurexEA](https://www.facebook.com/SecurexEA)

excellence  
since 1970

[www.securex.co.ke](http://www.securex.co.ke)



ISO 9001:2008