

Risk Management Services (Chiltern) Limited

Level 1 – Business Management Manual

Quality Manual for ISO 9001 Purposes



Our Values

Risk Managements Security Services success has been built on a number of core company values that have remained almost unchanged since our earliest beginnings. These are the foundation of our business and we want to continue these traditions and build upon them. These values are very important to us, and as such we expect our employees to help and assist in maintaining these.

They are:

Quality: Delivering excellent standards of service consistently & focus on the delivery

of added value to our customers and harbor a culture of continual

improvement.

Value: We recognise the need to deliver exceptional value to our customers while

maintaining profitable contracts.

Innovation: We need to continue to be at the forefront of innovation in the security

industry by adding new services and offerings on a regular basis.

Trust: We aim to be a trusted supplier to all our customers and their consumers. We

have a proud heritage of staff welfare, getting our pay right, customer care, and involvement in the local community. We want to continue to build upon

this.

Honesty & Integrity: We tell the truth, when we get it wrong we say so and work to put it right. We

will also always Endeavour to operation legally, ethically and safely at all

times.

Service: Is about delivering the highest standard of services to all our customers and

consumers regardless of contract size.

Proud: We want our people to be proud of the fact they work for Risk Management.

Valued: Our people are rewarded for their contribution to the business.

Equality: Our people are always respected, valued and treated fairly, whoever they

are.

Responsible: We aim to be ethical, respect our environment and act in a responsible

manner in everything we do and to provide a stable and suitable work

environment / employment for all our employees.

Directors Endorsement:

Managing Director