



Quality Policy [Customer Service & Mission/Vision Statement]

We have **elected** to operate a formal Quality Management system for **ALL** activities undertaken, that complies with the **CURRENT** requirements of:

**ISO 9001, the NSI Passport Requirements, the SIA ACS SAW,
BS 7499, BS 7984 & BS 7858**

The **purpose of this** is to provide a framework that assists with business management, and to ensure that all related requirements are suitably addressed and monitored. This **system applies** to all aspects of operation from initial contact with Customers, and continues right through to successful provision of the involved 'service'. **All** staff, from senior management down, need to be actively involved and **committed** to this at all times for this approach to benefit the business on the basis that 'Risk' will only be as strong as the any individual link in the organization chain. As a result, system compliance should be fundamental in all work undertaken and practiced daily in all activities, wherever the "work environment" may be.

Our 'Quality Policy':

To manage our business effectively and efficiently, as that ensures:

- **Customer needs and expectations are managed / totally satisfied in an on-going manner**
- **That the business needs are fulfilled**
- **We target continuous improvement**

Our 'Customer Service Policy':

To provide professional service support to our Customers that:

- **Is in accordance with contractually agreed terms,**
- **Meets and where possible exceeds industry / regulatory requirements,**
- **Provide total reassurance and confidence,**
- **Is reliable, friendly and provides the appropriate level of 'security' (confidence) necessary**

And finally, our Vision / Mission statement:

- **To focus on the delivery of added value to our Customers**
- **To operate profitably, legally, ethically and safely at all times**
- **To provide a stable and suitably work environment / employment for all employees**

Policy endorsement:

Approval Date: August 2019



The BMS will be used as the 'framework' to enable all of this; with the actual realization of the above policy points will be driven by working towards, monitoring against, responding where necessary and where appropriate improving defined Quality Objectives (RMM 1404) and Service Level specifics. These policy points are subject to periodic review for suitability via the Management Review process outlined within the system via RMM 1009

Internal Reference Only ~ Not an Officially Part of the Management Manual:

This policy should be:

- communicated / explained to ANY NEW staff upon appointment as part of their induction,
- advised / explained to existing staff by way of discussion / training for awareness
- permanently displayed on the Company premises in relevant / key locations

It can also be supplied to Customers within proposal folders

Ideally, relevant specifics should also be extracted and used within the Company website

Consequently, it is important that ALL staff fully understand and attempt to comply with this policy at all times

Applicable objectives referred to need to be communicated to involved staff as part of Management Briefings on roles and responsibilities