



Policy Statement

The business is established within the services industry with an excellent reputation achieved through the application of professionalism and dedication to quality of service and the achievement of client satisfaction.

It is the policy of the Company to operate to the following British Standards;

- **SIA-** Approved Contractor Scheme
- **ISO10002:2018-** Customer satisfaction, guidelines for complaints handling
- **BS10800:2020-** Provision of Security Services Code of Practice
- **BS 7858:2019-** Security screening of individuals employed in a security environment
- **BS 7499:2013-** Static site guarding and mobile patrol services code of practice
- **BS 7960:2016-** Door supervisors/ stewards code of practice
- **BS 8406:2009-** Event stewarding and crowd safety code of practice
- **BS 7984:2016-** Keyholding and response services code of practice
- **BS 8584:2015-** Vacant property protections services code of practice
- **BS 8517:2009-** The use of general purpose security dogs code of practice
- **BS 8484:2016-** Provision of lone worker services code of practice

The Company is committed to the requirements of **BS EN ISO 9001:2015** and with the effective introduction and application of quality assurance systems and procedures the company will be able to improve its overall efficiency with the target of achieving greater levels of performance and service as our aim.

Working from a foundation principle of providing the client with the service they request, our methods and systems are continually improved and refined by the implementation of effective quality management, analysis of data, internal audits, involvement of employees and customer focus.

The procedures and practices outlined in the quality documentation is there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

The Quality Responsibility Statement (SO13) details the basic requirements and responsibilities for the proper management of this Quality policy and has been designed following the guidelines of ISO9001:2015.

This policy is communicated to all employees and is available to any interested parties any time. It is subject to annual review by the Senior Management Team to ensure its on-going relevance and effectiveness to the business.

A handwritten signature in black ink, appearing to read 'Muhammad Sufian'.

Muhammad Sufian
Operations Director
Updated: 1st January 2024