



### **‘Operational & Service Quality Policy’:**

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

**ISO 9001, the NSI Passport Requirements 8/08, 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’ = the foundation of all of this is really a series of issues, namely:

#### **To provide service support to our Customers that:**

- **Are in accordance with contractually agreed terms,**
- **Meet all legal requirements,**
- **Meet and where possible exceed Customer requirements,**
- **Meet and where possible exceed industry / regulatory requirements,**
- **Provide total reassurance and confidence,**
- **Are reliable, friendly and professional,**
- **Provide the appropriate level of ‘security’ (confidence) necessary.**

**To ensure that our Customers needs and expectations are totally satisfied by the above.**

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

- **Customers do receive the professional support services necessary,**
- **safe operation and**
- **that the business needs are also fulfilled**

And finally

**To target continuous improvement in both our own internal operations and hence Customer ‘service’.**

**Policy endorsement:**

Managing Director

Business Development Director