



# QUALITY POLICY

ISO9001:2015

**Security Management South West Limited Ltd** ("the Company") is committed to providing Static Guarding / Random Mobile patrol services, event management and Key-holding and Alarm Response that meet our customers' contracted requirements and SIA Industry standards.

Our reputation for building long-term relationships can be attributed to the Security Management, added value, an exclusive blend of outstanding customer service and commitment to product. Key to the success of the Security Management South West Limited added value is total commitment to the continuous improvement process.

Through personal development, skills enhancement and management support all employees are encouraged to identify methods of improving efficiency and increasing service levels to create maximum value for our customers.

It is the policy of the Company that the service provided is performed to a schedule, at a competitive price and that it meets specific standards of safety, reliability and quality.

The provision and maintenance of such a service can only be achieved by the commitment of the Company's management and personnel to a Quality Assurance programme.

The organisation and procedures for this programme have been structured on BS EN ISO 9001-2015 and are documented in the Quality Manual of the Company.

Scope of services: *The provision of security guarding, door supervision, the holding and alarm response services*

We are also a Security Industry Authority Approved Contractor (SIA)

The Company adheres to all current editions of: -

BS 7499 Static Site Guarding & Mobile Patrol Services

BS 7858 Security Screening of individuals employed within a Security environment

BS 7984 Key-Holding & Response Services

BS 8406 Event Stewarding and Crowd Safety

BS 10800 Provision of Security Services

## **Commitment:**

The company in all respects conforms to all regulating, legal and insurance requirements such as the working time directive and is committed to meet all Statutory, Regulatory and Legal obligations, and to continually improve the company's quality management systems.

The Directors have overall responsibility for the operation of the Quality Management System Including the setting and monitoring of targets and objectives, these are assessed annually at the management review meeting and listed in the targets and objectives register and then assessed for performance.

Day to day management of the system has been delegated to the Quality Systems Representative.

It is expected that all personnel will maintain a positive, forward looking outlook to the Quality Systems and Procedures, monitoring their individual quality performance against that which is specified. Deviations from the documented procedures will not be permitted without the authority of a Director or the Quality Systems Manager.

The Company approach to ensuring high standards of recruitment and training are described in the Employment Policy.

Routine assessment of the Quality System for conformity will be performed by an independent organisation.

Signed:

Director

Date 01/05/21

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