Quality Policy Statement

Chamberlains Security (Cardiff) Limited aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The organisation operates a Quality Management System (QMS) that has gained BS EN ISO 9001 certification, including aspects specific to private security services, including the provision of static and mobile manned guarding services, key holding and alarm response to BS7499, BS7984 and BS7858.

The Management team is committed to:

- Developing the QMS
- Continually improving the QMS
- Enhancing customer satisfaction

The Management team has a continuing commitment to:

- Ensure the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting customer needs and revised statutory and regulatory requirements
- Establish the Quality Policy and its objectives
- Ensure that Management Reviews set and review the quality objectives and reports on the internal Audit results as a means of monitoring and measuring the processes and effectiveness of the QMS
- Ensure the availability of resources

The structure of the QMS is defined in the Quality Procedures Manual

All personnel understand the requirements of this policy and abide by the contents of the QMS

The organisation complies with all relevant statutory and regulatory requirements

The organisation constantly monitors its quality performance and implements change where appropriate

The Quality Policy is regularly reviewed in order to ensure its continuing suitability

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of the management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating effectiveness of the QMS

Signature   *R Trevivian*   **Date 01/10/2023**

Position: Managing Director   **Review Date 01/10/2024**