



POL/02

Integrated Management System

Last Review: 12<sup>th</sup> May 26

Next review: 12<sup>th</sup> May 27

## Quality Policy

H&M Security Services Ltd is dedicated to the provision of licensed security personnel. All employees are trained to industry minimum standards and are holders of, or have applied for, an SIA license. We are committed to continually improving the quality of our services through close consultation with our clients, to achieve mutual success, employing optimal resources, experience and sustainability; in turn this will aid growth and diversity in a competitive market. To support and enforce this policy H&M Security Services Ltd will:

- Identify and meet the requirements and expectations of its customers.
- Meet applicable legal and other compliance obligations subscribed to such as BS EN ISO 9001:2015.
- Plan the operational and business support processes required to satisfy those needs, including costing, procuring, manufacturing, installation and commissioning.
- Monitor the customer-delivery processes for their efficiency and effectiveness, and implement improvements when opportunities are identified.
- Monitor and evaluate customer feedback using it as an opportunity to improve and addresses concerns in a prompt and professional fashion, resolving any issues to maintain customer confidence.
- Use business process monitoring, internal audits, corrective and preventive actions to drive continuous improvement in the Management System.
- Encourage continuous improvement in quality performance and management systems through performance monitoring and objective setting.
- Provide information, instruction, supervision and training as part of ensuring competence and developing employees as a key resource.

Implementation of this policy is a line management responsibility requiring commitment from all employees and sub-contractors. Specific arrangements and organisational responsibilities are detailed in the Management System. Adherence to this policy and associated processes and procedures is a condition of employment for all staff and a condition of engagement for sub- contractors.

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

A handwritten signature in black ink, appearing to read 'Ian Henderson', written over a horizontal dotted line.

**Ian Henderson**  
**Managing Director**  
**H&M Security Services Ltd**