



## Quality Policy

### QUALITY POLICY STATEMENT

A Rapid Response Security is specialists in Security Management who will hold nationally recognised certification for the tasks they undertake. Our aim is to provide a service that is professional and reliable to both commercial and domestic customers.

All work is undertaken and completed to the client's contractual requirements and assignment instructions. The type of work we undertake is intended to have a positive impact on the community and is not aimed at being in any way destructive. To demonstrate this, we have implemented a management system set out to meet ISO 9001:2015 and to show to our customers that we operate in a structured and professional manner. We are also committed to meeting the requirements of the required standards and best practices.

The Quality Management System provides us with a method for setting measurable quality objectives. We shall regularly monitor and review these objectives and communicate the results throughout the business.

Quality can be best achieved by consulting our staff and our customers, listening to what they say and acting on their suggestions, thereby preventing problems rather than by correcting them after identification by the customer.

A Rapid Response Security is committed to continually improving our activities to meet customer's demands. All work and actions carried out by the company affects the customer's perception of our service and value. Everyone can directly influence the quality of our work and, ultimately, the customer's satisfaction with A Rapid Response Security resulting in repeat or referral business.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

Signed:

Managing Director

Date: 1<sup>st</sup> April 2019