



## POLICY

- The quality policy of Magpie Security is to operate to recognised British Standards including the international standard ISO 9001:2015.
- We are committed to conforming and maintaining the requirements of the Security Industry Authorities ACS Scheme for Man Guarding and Keyholding and alarm response actions and.
- Within the service offered we are committed to meet all requirements including regulatory, customer and social requirements
- We shall strive to improve the level of service, promote and develop a culture of continuous improvement in order to improve customer satisfaction levels.
- To ensure the business continues to be successful we shall ensure personnel receive the appropriate training and development to carry out their job in an effective manner.
- The performance of the QMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at the annual management review meetings.
- The contents of this quality policy shall be communicated to all personnel during induction training and its understanding verified during internal audits of the quality management system.
- All managers are directly responsible for implementing the policy and ensuring staff compliance in the respective departments.
- There shall be commitment to continually improve the performance of the Quality Management System.