




## MAN COMMERCIAL PROTECTION LIMITED

BS EN ISO 9001:2008 incorporating BS 7499, BS.7858 & BS.7984,	Quality Policy	OP.4
		Date 8 <sup>th</sup> February 2017
	Approved by:  I. McCallister Managing Director	Page 1 of 1

### INTRODUCTION

1. **Quality Assurance (QA).** MAN Commercial is committed to the continuous improvement of quality across all areas of operations and remains at the forefront of implementing best practice initiatives. Its core values underpin this commitment and are aimed at service provision; after all the company stands or falls by the level of service it provides its customers. To ensure this pledge the company has implemented a robust Quality Assurance system. The company is a member of the SIA (ACS) and inspected twice a year by an independent auditing team from ISOQAR (UKAS approved). MAN Commercial is also a long standing member of the BSIA and UKCMA. The scope of QA accreditations is as follows:

- BS EN ISO 9001:2008 The Supply of Manned Security Services including:
  - Uniformed Retail, Mobile and Static Guards.
  - Alarm response Service.
  - Guard Control Systems Key Holding
  - Provision of CCTV Control Room Monitoring Services.
- BS 7499: 2013 Code of Practice for Static Guarding and Mobile Patrol Services
- BS 7858: 2012 Code of Practice for security screening of staff employed in a security environment.
- BS 7984: 2013 Code of Practice for Key Holding and Response Services.
- BS 8406: 2009 Code of Practice for Event Security and Crowd Management
- ISO 14001:2004 Environmental Management System
- BS OHAS 18001 Health and Safety at work Management System

2. **Core Values.** MAN Commercial's attention to customer/client service, willingness to implement innovative working methods coupled with the fact that the company's entire staff take a collective ownership of how they behave; take pride in the company and strive to maintain consistently high standards means that MAN Commercial will be able to continue to prosper and expand. MAN Commercial's culture and ethos will be shaped by its values which exemplify its focus on customer service and support, they are:

- To be recognised as the best in customer/client service.
- To value customers and act in their best interest.
- To be open, candid and act with integrity.
- To fulfil our people's potential.

3. **Monitoring of QA.** All Directors and personnel are required to understand and fulfil the requirements of the Quality Policy and the Quality System while carrying out of their work/duties. Directors and Managers will ensure that all personnel are instructed in, and understand fully, the Quality Policy and those parts of the Quality System relevant to their work.

As part of Quality Management and customer focus, the Directors agree objectives, both specific actions and target measurements, and review monitoring information against these objectives. These objectives include necessary and continuing improvements to assure quality of service. Additionally, the Quality System, including this Policy is reviewed at least annually to ensure continuing effectiveness.