



QUALITY POLICY

CSM Security Consultants Ltd is committed to meeting customer requirements and expectations. We seek to continually improve the quality of our service by managing effectively in compliance with external standards, industry codes of practice, statutory and regulatory requirements and in accordance with best practice.

To meet this policy, we:

- Comply with Codes of Practice BS 7499; 7858; 7984, 7960
- Manage in compliance with EN ISO 9001:2008
- Operate in accordance with ACPO Policy for Keyholding and Alarm Response
- Monitor and measure our customers' satisfaction to improve our services.
- Ensure the continued competence of our staff by reviewing and implementing appropriate training to meet both individual training needs and statutory and regulatory requirements
- Establish Quality Objectives at our Management Review Meeting to support our Quality Policy

Our quality management system, Quality Policy and Quality Objectives are reviewed twice yearly at management review.

Spencer Martin
Managing Director

Date: January 2017