



## **MISSION STATEMENT & QUALITY POLICY**

S B Security Solutions Limited's aim is to provide a comprehensive and developing policy of assuring the quality of its service to all our clients. This will be accomplished by carrying out controlled practices to standards which are consistently maintained and regularly modernised. We place a great deal of trust in the performance of our Management and Employees who are regularly charged with the Security of property, services and personnel. We will provide our clients, consumers and other interested parties with a security service of the highest quality; whilst continuing to develop with their needs and expectations foremost.

The trust given to all of us, is not lightly awarded by our clients, and it is therefore of prime importance that all duties are undertaken in a professional manner with due diligence accorded to their wishes and instructions. By working in partnership, we can maintain and improve upon the high standards of service that we are dedicated to provide. To achieve this aim, all our staff have completed extensive training in Crowd Control, Counter Terrorism Strategies and the Protection of the Public.

S B Security Solutions Ltd has a continuing professional development programme in place to ensure our high standards are retained. Resources and training requirements are regularly reviewed, in consultation with external Training Companies and "Highfield" for CT Awareness Training (Project Argus or the Police ACT programme). We comply with and regularly exceed the requirements of UKAS ISO 9001 Quality Management systems and the Security Industry Authority's (SIA) Approved Contractor Scheme (ACS). Overall authority for ensuring the requirements of the Standard are implemented and maintained is delegated to our Compliance Manager, who reports directly to the Managing Director, thereby reflecting the importance with which we view our operating systems.

We believe sustained quality excellence is achieved only by continuous improvement and we will strive to improve the service to our clients and consumers by risk based thinking and structured corrective and preventive action measures; supported by additional training where required. We utilise the information generated from our Quality Management System, supported by comprehensive Key Performance Indicators and Critical Success Factors, to ensure our decision-making retains an accurate base. Management meetings and team talks, with Clients, Consumers & Stakeholders; alongside our Supervisors and Employee's are regularly conducted. This ensures our senior management receives balanced feedback, which enables us to continually improve our services; reinforced by experienced on-site resolution management.

Only with the full understanding and commitment of all our employees will S B Security Solutions Limited continue to provide a superior service & support for our clients and consumers. Ultimately, this will secure our employment for the future.

The Managing Director is responsible for the implementation of this policy and ensuring resources are made available to meet our corporate responsibilities This policy is to be reviewed at Management Review Meetings, in line with all statutory legislation, regulations & company policies.

*S Bettsworth*

Steve Bettsworth  
Managing Director