

MAN COMMERCIAL PROTECTION LIMITED

BS EN ISO 9001:2015 incorporating BS7499, BS7858, BS7984 & BS10800	Quality Policy	WI.23	
		Date	September 2020
	Approved by:  I. McCallister Managing Director	Review	September 2021
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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 9001:2015 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: 2020 Code of Practice for Static Guarding and Mobile Patrol Services.
- BS 7858: 2019 Code of Practice for security screening of staff employed in a security environment.
- BS 7984-1- 2016 Keyholding And Response Services - General Recommendations.
- BS 7984-3- 2020 Keyholding And Response Services - Provision of Mobile Security Services.
- ISO 14001:2015 Environmental Management System.
- ISO 45001:2018 Occupational Health & Safety Management Systems.
- BS 10800: 2020 Provision of Security Services 2020.

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. MAN Commercial will ensure that the policy, objectives and targets are established and are compatible with the strategic direction of the organization.