



Quality Policy

Policy and Scope

The Quality policy is written to comply with all standards listed in the Quality Records Table. This includes, BS 8507 Close Protection, BS7960 Door Supervision, BS 7499 Security Guarding, BS7984 Keyholding and Mobile Patrols and BS7858 Screening and Vetting and the installation of electronic security systems(BS EN 50131 and BS 67626).

The purpose of the compliance management system is to ensure service delivery consistently meets the needs and requirements of the business and all its stakeholders. The responsibility for the control and maintenance compliance management system is held by the Quality Manager, with all final decisions and amendments being subject to the approval of the Managing Director.

The stakeholders of the compliance management system include;

Staff

As a service provider staff are the key resource within the business, and therefore one of the main links in the business's ability to achieve its intended outcomes. It is for this reason that all Security staff engaged with NVC Security are subject to regular reviews to ensure that policies and procedures in terms of working practice are being adhered to. Staff are also given regular opportunities to provide feedback on their working conditions, job satisfaction and sense of employee value held by the company. These processes are followed diligently to ensure any dissatisfied results are resolved promptly and prevent any negative impacts being felt by the company or its staff.

Customers

Customers are also an essential stakeholder group when considering the success of the business, without which the ability to generate revenue would be depleted. Therefore, ensuring customer satisfaction is paramount in sustaining the business and generating continual growth. Regular feedback is sought via management meetings and monitoring Key Performance Indicators to ensure services provided are consistently meeting and where possible exceeding expectations and requirements. Regular meetings are aimed at building and sustaining customer relationships and in turn giving opportunity for any issues arising to be highlighted at an early stage thus preventing issues being escalated to complaints which could potentially damage future business opportunities.

Suppliers

The use of suppliers is limited due to the nature of the business; however, it is essential that supplied items are of a good quality and fit for their intended use. This is essential to ensure that service delivery remains unhindered by poor quality or inappropriate equipment provisions.

Competitors

In order to maintain a strong foothold within the market place we must ensure that we monitor and are aware of the actions and practices undertaken by our competitors. This is essential in order to ensure working practices and services provided remain at the forefront of the industry. Without this observation and monitoring of competition and industry practice the business risks becoming stale and losing the marketing advantages which are currently held.

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Media

Media perception and interactions within the business are to be controlled in order to ensure company image is portrayed in the most favourable light possible. With the growth of media outlets and their accessibility increasing rapidly in recent years it is essential for opportunities for negative portrayal and communications of the business by either staff customers or competitors to be limited and controlled as much as is feasibly possible. Any negative portrayals entered into the public domain will become virtually impossible to retract and can subsequently cause detrimental damage to the company image. It is for this reason that feedback gathering exercises are consistently followed by the company to ensure the satisfaction of all relevant stakeholders.

The above features are regularly monitored with active seeking of feedback from clients, staff and the consumers of the security services provided by NVC Security. Internal measures undertaken include regular internal and external audits to ensure full compliance with both regulatory and statutory requirements.

Exclusions

Due to the nature of the business as a security service provider including but not limited to the provision of static guarding and door supervision services as the main revenue generating activities point 8.3 of the ISO 9001 standard (Design and Development) is excluded from the scope of the compliance management system.

Objectives

In order to maintain continual improvement and development of the compliance management system and services provided the following objectives will be maintained and monitored;

- Customer Satisfaction
- Effective leadership
- Employee motivation
- Continual Improvement
- Effective financial management
- Effective management of the Quality Management System
- Health and Safety Principles
- Access to adequate resources

Statistical data will be gathered throughout the year and reviewed at least annually as part of the Management review. Targets will be subject to review as part of this meeting and any areas falling below target will be raised as a non-conformance and appropriate action taken to correct shortfalls. Targets will also be reviewed in respect of continual improvement and any areas where the company is consistently exceeding specified requirements will be suitably amended.

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Mission Statement

NVC Security aim to provide all of our clients with the option to receive all support services they require from one innovative and effective supplier.

NVC Security promotes training and development and emphasises the value of active customer service as a vital tool to both gain competitive advantage and exceed client expectations.

Professional and Personal Integrity

To achieve this mission, we must embrace the following values and work ethics within our organisation:

Strive for quality and excellence in everything that we do

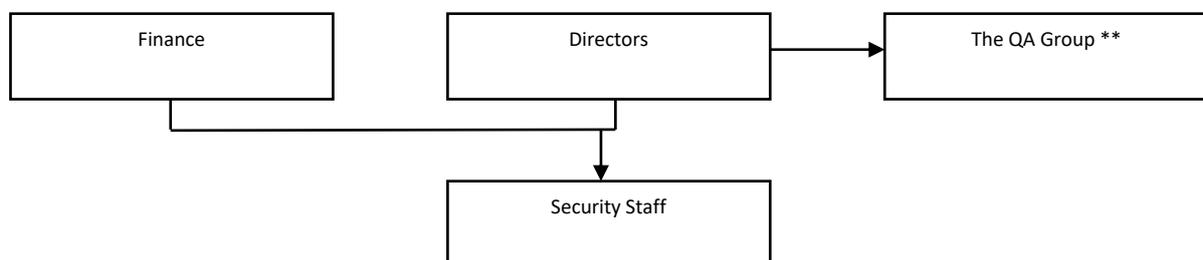
Foster a “we can do” culture by working with commitment and enthusiasm

Have a clear view of the high standards expected of us and strive to maintain them

Take personal and team ownership for our work

As the Director, I will ensure those who operate within the business understand this statement and how they contribute to its effective implementation and achievement.

Organisation Chart



**Management Representative for Quality