

# QUALITY POLICY STATEMENT

AC Secure (the Company) recognises it has a responsibility to manage the quality of the products and services, it provides to all Customers. The Directors are responsible for ensuring and maintaining service quality as this is critical to the long-term future of the company.

In order to achieve this the company will:

Implement, operate, maintain, review and continually improve a Quality Management System in accordance with BS EN ISO 9001: 2015 to assist with the management of quality matters.

The Company, so far as is reasonably practicable, proposes in particular:

- a) To ensure adequate resources for the Quality Management System requirements
- b) To plan for quality requirements in all existing and future activities of the Company
- c) To ensure compliance with contractual and legal requirements and standards
- d) To maintain standards in line with current best industry practice
- e) To provide adequate training and development of all staff to ensure they are capable.
- f) Meet customer expectations on services provided and quality of product.
- g) To assess the capability of suppliers used by the Company and only use those known to meet quality requirements.
- h) To monitor quality performance by audits, reviews of complaints, non-compliances and measurement of customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventive actions are required.
- i) To set objectives, targets and programmes with a view to continual improvement of the Quality Management System and services provided.

Senior Management team will share the responsibility for maintaining the overall operation of the Quality Management. Over all responsibility for the quality management system will be held by the Managing Director.

Senior Management shall further ensure that this policy is:

- Communicated to all staff and other interested parties.
- That the Policy and the Quality Management System are reviewed on an annual basis as a minimum to ensure they are up to date, effective and meet the overall objectives towards quality.

Signed:



Name Adam Cousens  
Position Managing Director  
Date 17<sup>th</sup> February 2024