



QUALITY POLICY

It is the Policy of City Group Security Limited to supply Security Guarding, Mobile Patrols and Response, Keyholding, Canine and CCTV Services, that conform to and continue to meet Customer specified requirements, and to strive to continually enhance customer satisfaction on an ongoing basis for those security services provided.

Furthermore, it is the intention and declared Policy of City Group Security to conform to the latest versions of:

- BS EN ISO 9001
- BS 10800
- BS 7499
- BS 7858
- BS 7984 - 1
- BS 7984 - 3
- BS 8517 - 1
- BS 8517 - 2
- SIA Approved Contractor Scheme (ACS)
- NCP 119 Code of Practice, where applicable
- NSI Passport Scheme

Our documented Management system is written around our personnel meeting and conforming to these requirements and all Statutory and Regulatory requirements appropriate to the range of services provided.

City Group Security's Management Team are committed to this Policy and to the continual improvement of our processes and the overall Company Management System, demonstrating this by:

- Focussing on enhancing customer satisfaction.
- Communicating the importance of meeting Customer needs.
- Communicating the importance of meeting Statutory and Regulatory requirements.
- Establishing and Communicating this Policy statement to all personnel and ensuring that it is understood by them all.
- Ensuring that measurable Quality Objectives are established, monitored, and met.
- Conducting Management Review Meetings to determine the effectiveness of our BMM and QMS, and to bring about Continual Improvement.
- Monitoring, measuring, analysing, and evaluating the performance of our services.
- Ensuring the availability of required infrastructure, facilities, and resources.
- Ensuring that appropriate working environments are created for all processes under our control.
- Continually improving our management system, processes, and procedures.



This policy statement will be reviewed periodically as required. It is communicated to all staff upon appointment.

No amendments or variations of Quality Management System and Business Management System processes are permitted, without reference to the Head of Compliance.

This policy will be made available to interested parties as and when required.

Approved By:

A handwritten signature in black ink, appearing to read 'S. Giles'.

Simon Giles
Chief Executive Officer
1 July 2024