

## CONSTANT SECURITY SERVICES

### QUALITY POLICY

Constant Security Services is committed to meeting the requirements of:-

**EN ISO 9001 : 2015**

**The SIA - Approved Contractor Scheme**

**The Private Security Industry Act 2001.**

**Schedule 4 -Part 1 & 2 of Safeguarding Vulnerable Groups Act 2006**

and the specific requirements and Codes of Practice for: -

- BS 10800 : 2020 - Provision of Security Services.**
- BS 7499 : 2020 - Provision of Static Guarding security services**
- BS 7858 : 2019 - Security Screening of personnel employed in a security environment.**
- BS 7984-3 : 2020 - Keyholding and Response Services.**
- BS 7960 : 2016 - Door Supervisors.**
- BS 8406 : 2020 - Event Stewarding – Code of Practice.**
- BS 7958 : 2015 - Closed circuit television (CCTV) – Management and Operation. (Annex C and E)**

**NSI code of practice for the provision of labour in the security and events sector.**

**NSI Passporting Specification 2017**

Working in accordance with the basic principles of **ISO10002:2004 - The Guidelines for complaint handling in organisations**; and all current legal and regulatory requirements including: Rehabilitation of Offenders Act, 1974; Working Time Regulation, 2003; Equality Act, 2010; Data Protection Act, 2018; General Data Protection Regulation (GDPR) 2018; Health & Safety at Work Act, 1974; the regulatory requirements of the SIA and the Mission and Values of the Company.

The key objectives of Constant are as follows:

- **A commitment throughout the organisation to continual improvement.**
- **To maintain and enhance Constant's reputation as a professional, capable supplier of high-quality security services.**
- **By understanding the culture and individuality of each customer, consumers, other stakeholders, and our colleagues to precisely meet their unique requirements.**
- **By maintaining close and open relationships with our customers, consumers, other stakeholders, and our colleagues are able to set clear goals and monitor progress.**
- **To react quickly and efficiently to any changes in customer needs.**
- **To encourage every employee, by training, teamwork, and the inclusive free flow of information to be involved with the maintenance and development of the Quality Policy, with the aim of achieving continuous improvement therefore ensuring Customer expectations are constantly met or exceeded.**

It is the responsibility of Senior Management within Constant to ensure that all the appropriate resources, which may materially affect the quality of service being offered, are identified and provided, which include: -

- Security Officers trained to a high standard, based on a syllabus set out by the Skills for Security organisation, and delivered by qualified classroom and on-site trainers. On-going appraisal and coaching in the form of Quality & Awareness Audits to monitor competency, understanding of customer requirements, delivery of refresher training and awareness of Constants Mission and Values with the aim of highlighting any additional training needs.
- Following basic training all Security Officers are encouraged to pursue continuous personal development by undertaking additional sector-specific training.
- Documented Processes and Work Instructions are provided to cover all aspects of the business to underpin the knowledge and training of employees.
- Security Surveys are conducted at the start of contracts by suitably qualified contract managers. These are reviewed regularly, and Practice versus Procedure is also routinely reviewed to ensure that the Quality Plan is always designed to provide the best possible service to the customer.
- Management, Supervisors and Response Officers receive training appropriate to their duties and are appraised regularly by senior management for competency and additional training requirements.
- Customers are canvassed during Contract Manager visits at agreed intervals and by Contract Support Managers from Head Office to assess their opinion of the level of our achievement in providing the agreed service to their business.
- A uniform, supplied by a quality supplier to agreed standards, is supplied to all Security personnel and renewed as required free of charge.
- All equipment and vehicles are maintained and serviced regularly to ensure operational effectiveness at all times.
- Constant make every effort to keep abreast of technological changes which could improve the quality of the service or the Health & Safety of our operatives.
- There are procedures in place for the managing of any issues which could produce adverse publicity or be potentially damaging to Constant or the Security Industry in general. Only the Managing Director or the Director and General Manager are authorised to comment or offer an opinion to a third party.

Constant are committed to regular documented meetings at which senior management and process owners can discuss any areas of concern within their own fields as well the analysis of performance indicators, with the aim of continually improving both the management system and ultimately the service provided.

Constant are committed to formal Management Review meetings every 12 months as a minimum which provide the framework for reviewing the quality objectives of the company, ensuring these objectives are still appropriate and striving to continually improve the effectiveness of the quality management system.

The importance of the Quality Policy, the ways in which it affects the quality of service we provide and the way all employees contribute to its effectiveness is explained as a part of induction to the company, and reinforced through training, supervision and appraisal.

Authorised by C.J.Lee (Quality Director)

