



Quality Management Policy

ESG Security provides its services in various sectors and environments. Our main services are security guarding, front of house security (receptionist/concierge), canine security, door supervision, key holding, open and locks, mobile patrols, alarm response, vacant property inspections, 24-hour control room, CCTV monitoring.

The quality policy of ESG Security is to work towards the latest versions of these British Standards:

- ISO 14001 – Environmental management
- ISO 9001 – Quality management
- BS 7499 – Provision of security guarding services
- BS 7858 – Vetting of staff
- BS 7960 – Door supervision
- BS 7958 – CCTV management and operation
- BS 7984 – Key holding and alarm response

To balance our challenging needs, we are committed to efficient and affective practices. In pursuit of this policy ESG Security have identified objectives and targets to help us to achieve our business aims. We ensure that our quality standard is exactly what the customer has defined and agreed in the specification/service level agreement.

ESG Security's management is fully committed to the requirements of the quality manual and to continuous improvement. All employees are aware of their responsibilities for the implementation of the quality assurance procedures. This procedure is responsible for driving the achievement of quality in their activity.

The philosophy of the company is to be proactive, professional, reliable and always available to our clients and staff. We work intensively to ensure customer's needs are always met and creating a healthy climate between the client and company.

The quality policies, of ESG Security, are co-ordinated by the Head of Operations who has the authority and responsibility to implement the quality system.

In recognition of the quality system, in achieving a quality service and customer satisfaction, we have identified ISO 9001 and ISO 14001: as the pertinent standards against which the company intend to operate.

All personnel shall be issued with a copy of this quality policy.

A handwritten signature in blue ink, appearing to read 'D Hoey', positioned above a horizontal dotted line.

DAVID HOEY
Managing Director