

### Quality Policy Statement

This Quality Policy defines Shadow Surveillance's commitment to service quality and customer satisfaction. It is fully endorsed by Management and its Directors, and the policy is on prominent display on our websites and in our main premises, as well as within our Employee Handbook.

We have elected to operate a Quality Management System for ALL activities undertaken.

The purpose of this is to provide a framework that assists with both effective and efficient operational management, and to ensure that all related requirements (customer, regulatory or legal) are suitably addressed and monitored.

The system applies to all aspects of operation from initial contact with clients and continues right through to the successful provision of the 'involved' product or service, thereby addressing both client needs' and expectations.

All staff, from top management down, need to be actively involved and committed to this, at all times, for this approach to benefit the business.

As a result, system compliance should be fundamental in all work undertaken and practiced daily in all activities, wherever the 'work environment' may be.

Our 'mission statement' or quality policy is:

"To provide Clients with a reliable and professional service that gives total reassurance and confidence at all times, whilst targeting continual improvement."

Within this, we aim to provide best practice industry standards, resulting in a dedicated professional service to our Clients.

To assist in realising this policy in practice, supporting quality objectives have been determined, are monitored for achievement and consequently used to drive improvement initiatives relating to the effectiveness of the Quality Management Manual and the supporting Business Process system 'arrangements' where appropriate. Internal and External monitoring will support this.

These objectives will include specific objectives in the following areas:-

- Ensure that the customer is at the forefront of everything we do with a measurable increase in customer satisfaction levels,
- Improved levels of performance and consistency across the whole organisation,
- Improved efficiency including, where appropriate, a reduction in costs,
- Improved communications and engagement of staff.

To this end, Shadow Surveillance maintains a Quality Management System that complies with the requirements of ISO 9001:2015.

Through initial and ongoing client and employee feedback and the use of appropriate reviews and specific analysis, the organisation endeavours to maintain a culture of continuous improvement of its QMS, services, people, and processes.

This is fully endorsed by the Directors – P Edwards & L Harris June 2021

 

*\*NB As listed in the Quality Manual V3 R0*