



# Calibre Facility Services Ltd

## Quality Policy

Calibre Facility Services Limited is a provider of licensed security personnel for the provision of Security Dog and Handler Services, A E S Dog (Arms & Explosives Search) Narcotics Search Dog, Manned Guarding, Door Supervision, Mobile Patrols and Alarm Response. All employees hold NVQ Level II qualifications. Each Dog Handler is trained to NASDU (National Association of Security Dog Users) Standards. All personnel are holders of current SIA Licences.

Our commitment to quality and service is defined in our company values.

To implement this policy and to achieve our quality objectives we have developed processes and procedures which comply with the requirements of ISO 9001:2015, Quality Management Systems, 45001 Occupational Health and Safety, 14001 Environmental Management and relevant legislation. We refer to this as our Integrated Management System (IMS).

Compliance with our IMS and company procedures is a requirement for all staff. We regularly review this policy to ensure that it is appropriate to the purpose of the organisation.

- We commit to comply with Customer, Statutory and Legal requirements and to continually improve our IMS.
- To enhance the effectiveness of our processes and procedures.
- We will endeavour to follow and lead industry best practices and to comply with, or exceed our clients' requirements and expectations.
- We will establish objectives in our annual review of the IMS and at executive meetings, which will be regularly monitored and reviewed to determine effectiveness.
- Our policy and procedures are communicated and understood within the organisation.
- We determine and manage our risks and opportunities.
- Our policy and procedures are regularly reviewed to ensure continuing suitability and effectiveness.

Signed: *Lorraine Roberts*

Date: Sept 2019