

## QUALITY POLICY STATEMENT

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Palmaris Services Ltd provides facility management services including: manned guarding, key holding, CCTV monitoring services, cleaning services and technical maintenance services and security system installations to industrial and commercial factories and organisations, general offices, construction sites, education and health premises, and also retail and commercial distribution warehouses.

We operate in accordance with BS EN ISO 9001:2015, SIA Approved Contractor Scheme, relevant British Standard Codes of Practice, applicable police force response policies to security systems, all relevant British standards and current and appropriate legislation and regulations. All areas of compliance will be reviewed during periodic management reviews.

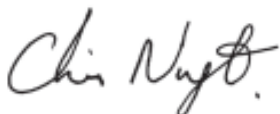
The directors and senior management of Palmaris Services have established this quality policy and along with all the employees of our company, are fully aware of their responsibilities and their individual contributions to the quality management system and share a common aim to achieve client satisfaction.

Measurable quality and performance objectives have been identified within all core areas of the business (Document QD.03 of the quality manual).

We are committed to continual improvement and compliance and by carrying out internal audits, client satisfaction surveys and quality management reviews we will identify areas of non-conformance, monitor, measure and establish new objectives appropriate to improving our service to the client and improve our business performance.

The Compliance Manager has responsibility and authority to promote and maintain this policy throughout all aspects of the organisation and ensuring the quality culture in place is likewise maintained.

This policy will be communicated via internal notice boards, induction training and the company website



**Chris Nugent**  
**Managing Director**

**Reviewed: 1<sup>st</sup> September 2017**

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