

# QUALITY POLICY STATEMENT

**Riley Falcon Security Services Limited** is committed to being the customer's *preferred supplier* of Guarding, Courier, Alarms, Dog Services and Cash-in-Transit, by delivering **quality services on time** in accordance with the highest professional standards.

- ❖ We shall operate and **continually improve** the effectiveness of our ISO 9001:2015 Quality Management System to ensure maintenance of high service standards.
- ❖ We shall comply with all applicable laws and regulations and will implement programs and procedures to assure compliance.

**To this end performance is measured at every level and improvement implemented consistently and effectively. Furthermore, the company pro-actively seeks and values customer feedback as a means of maximizing effectiveness and meeting expectations.** Relevant and regular staff training is considered essential throughout the company in order to achieve the stated objectives.

- ❖ We shall communicate our commitment to quality to our employees, external providers, customers and other interested parties (where appropriate).

The management and staff of Riley Falcon Security Services Limited are committed to attaining the objectives of the quality policy and shall review these objectives and the quality policy periodically for the continuing suitability to ensure achievement of customer satisfaction.

