



Quality Policy Statement 2020

Within Impact Security Solutions, the Senior Management Team shares a goal with all staff to continually exceed customer expectations and become the employer of choice within the Security Industry

We aim to achieve this goal by adopting the following strategies:

- The quality commitment of the Senior Management Team extends to the ethical treatment of all our customers and staff.
- We continually communicate the vision, goals and philosophy of the Company to all our staff.
- To encourage and facilitate empowerment, the Senior Management Team is committed to supporting decision makers; even where a decision proves to be incorrect, provided Company guidelines are applied.
- The Quality Procedures Audit is followed by all operational personnel and the communication loop is completed by including our customers in all aspects of our quality audit.
- Our commitment to quality includes compliance with Industry and Business Standards such as BS EN ISO9001, BS EN ISO 14001, BS7858 and BS7499. Therefore, our procedures are subject to regular assessment by external bodies.

We will regularly monitor satisfaction levels with customers and staff to ensure we are continuously improving the level of service we provide.

Signed 

Name – Alex Platt Managing Director 7th January 2020