

## QUALITY POLICY

### Amendment History

Date	Version	Author	Details of Amendment
01/06/2021	1	C Taylor	Initial release
01/06/2022	AS25 V2	C Taylor	Reviewed – no change
01/06/2023	AS25 V2	C Taylor	Reviewed – no change
07/12/2023	V3	C Taylor	Reviewed – revisions to content. New template and document control series

### Quality Policy

Senior Management of Vistech Services has implemented the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organisation.

Vistech Services is committed to providing consistent, professional security services which fully meet, and wherever possible exceed, the expectations and needs of its' clients and other interested parties, in accordance with the defined context of the organisation. Vistech Services strives to be one of the best service providers in the industry, aiming to continually enhance its reputation through a professional approach to service delivery, supported by a trained and competent workforce and by employing a disciplined and systematic approach to all activities within the organisation.

Vistech Services have developed and maintain a Quality Management System which satisfies the requirements of BS EN ISO 9001: 2015 NSI Gold audited by NSI, and the SIA Approved Contractor Scheme (ACS), and is based on continuous process improvement and development. The management system also incorporates any other specific industry related standards or codes of practice, legislation, and statutory requirements as and when introduced.

The Quality Policy is defined and driven by the following management principles and behaviours:

- Leadership by the Managing Director who is fully engaged in ensuring that the Quality Management System is fully effective and achieves the desired outcomes and satisfies client and regulatory requirements at all times.
- Always providing a consistently high level of quality service for all work undertaken, within the sectors the company operates. The achievement of consistency requires a systematic, disciplined, and committed attitude to quality.
- Building mutually beneficial long-term business relationships with clients and interested parties through the understanding of their evolving needs and those of their customers, and by taking ownership of the service delivery process with a focused customer relationship management approach and effective speed of response assurance.
- Monitoring client's perceptions of the degree to which their needs and expectations have been fulfilled and setting measurable quality objectives to enhance business process and ultimately customer satisfaction.
- Driving continual customer service improvement and innovation based upon transparency, honesty, and efficient business processes and defined best practices, determining opportunities for improvement.

- Engaging, directing, and supporting colleagues to develop competency, creativity, empowerment, and accountability through appropriate development programmes and demonstrating robust Senior Management involvement and commitment.
- Promoting an environment where staff feel proud to work for Vistech Service and establishing a work environment that supports the delivery of high quality services and fosters the concept of a team approach within the organisation.
- Proactively utilising the results of business analysis, performance evaluation, and Management Review outputs; identifying non-conformities to initiate, recommend and provide corrective solutions as appropriate, to ensure continual improvement and enhancement of the Quality Management System
- Ensuring the systematic research and use of best practice at all levels and ensuring reliable focused risk and opportunity management.
- Ensuring compliance with all applicable legislation, periodically evaluating the compliance to the same as an input to management reviews.

Vistech Services' Senior Management will review the Quality Management System at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organisation.

This evolving Quality Policy and associated Quality Objectives shall:

- be available, and maintained as documented information
- be communicated, understood, and applied throughout the organisation
- be available to all relevant interested parties

Vistech Services' ability to maintain and improve the standards we set will be reflected by the continued success of the business, together with the on-going satisfaction of our customers.

This quality policy is reviewed for continual suitability during the Management Review Process.



Chris Taylor  
Managing Director

Reviewed: 07/12/2023

Next Review date: Management review in 2024