

# Quality Policy Statement



Argenbright Security Europe Ltd. (and its Subsidiaries Amberstone Security/The Protector Group) - hereinafter "ASEL" - is committed to:

- ✓ Providing Fire & Security Products and Services, which fully meet the initial and continuing needs and expectations of all our customers.
- ✓ Operating a Control Room with alarm and real time image receiving capabilities.
- ✓ Fully complying with Industry Codes of Practice, Product Standards, Police Policies on response to Security Systems (NPCC), and Fire Service Policies on response to Automatic Fire Alarms (CFOA).
- ✓ Involving our staff through teamwork, training, and professional development, to continually improve the services we offer.
- ✓ Working together with our team members, Suppliers and Sub-contractors, to provide the best and most appropriate products and services.

The Business Management System is supported and endorsed by Senior Management and every employee within the Company and reflects our desire to provide our clients with the highest standards possible in client care, and provides a framework for establishing and reviewing business objectives. The Business Management System is closely monitored both internally and externally by NSI.

## MANAGEMENT COMMITMENT

The Company is committed to implement and maintain a documented Management System which complies with the requirements of ISO 9001, ISO 14001, ISO45001, NSI Guarding Gold, ARC Gold, BS5979, BS 7499, BS 10800, SSQS101, FSQS121 & BAFE SP203-1. This operating system is designed to embrace all company functions, thus ensuring the efficiency of the business and the consistent delivery of a quality product for all customers. To this effect, this Quality Policy has been established and communicated at all levels within the organisation through the annual strategy renewal process.

SMART business strategies, goals and objectives for each department, subsidiary and division are challenged and set on an annual basis. Within this, goals and objectives for all staff are set for the forthcoming year.

## LEGAL REQUIREMENTS

The company will exhibit the highest standards in always maintaining a policy of honesty and correctness towards both clients and employees. The Management Representative, in conjunction with the Senior Management team, has responsibility for ensuring that all legal requirements applicable to the business activities and relevant industry 'Codes of Practice' are identified, understood, and adhered to.

## CLIENT FOCUS

All enquiries for services will be subject to formal controls. Procedures are established to ensure that the customers' needs and expectations are determined and adequately met with the objective of always achieving customer satisfaction. Within this, other interested parties are considered as deemed necessary.

The scope of certification to ISO9001 is applied to the ASEL operations and covers:

**The Design, Installation and Maintenance of Electronic Security Systems including Access Control, CCTV Systems, Intruder Alarms, Fire Alarms, in accordance with the requirements of BS EN ISO:9001, BS:7858, NSI Quality Schedule, NSI NACOSS Gold Approval Criteria, PD6662, NSI NCP 104, NSI NCP 109, BAFE SP203-1 and NSI Guarding Gold, ARC Gold, BS 5979, BS7499, BS:10800 - passport specification 01-2019.**



Dan Hardy  
Managing Director  
March 2024