

## Quality Policy

The Quality Policy of the Interr is to operate to recognised British Standards, BS.7960, 7499, 7858, ISO 14001, 18001 and ISO 9001 Quality management systems. We will continuously strive to improve the level of service, promote and develop a culture of continuous improvement of the service and quality management system. Interr aim to provide an exceptional service to all our clients, to do this we rely on our people as the forefront of the company.

We aim to select and employ staff that can provide a high professional standard to represent our company. We receive regular feedback from our customers regarding the performance of our security officers. Those receiving consistently good feedback from our clients will be recognised and rewarded accordingly.

Interr offers continuous and easily accessible support and development for all our people. We offer benefits such as in-house training and reward programs, and for those who are willing to progress; we are keen to promote within the company.

We are committed to strengthening the partnership between ourselves and our customers by providing better calibre of staff to deliver the service. We will strive to maintain and improve customer satisfaction. We shall ensure that the requirements of the working time directive and Health & Safety policies and any other applicable requirements, are consistently maintained.

The performance of the IMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at our management review meetings. The contents of this Quality Policy shall be communicated to all personnel via training and the contents of this policy are available for all to review at the Head Office.

The Directors are entrusted with the authority and responsibility for the control of the Quality and to ensure that all legal and regulatory requirements are met such as Health & Safety at work and regulation to the Private Security Industry Act and any other applicable requirements.

### **Policy Review**

This policy was last reviewed and agreed by the Board and seeks to be reviewed and updated annually. This policy is on our website and is available upon request. Any queries arising regarding this policy should be addressed to Mick Tabori.



Mick Tabori - CEO  
February 2019