

# Quality Policy

## General

Cava Security Services Ltd provides trained SIA licenced, vetted operatives to provide security for commercial and residential properties, services include response to alarms, patrolling sites to ensure premise integrity, on site security to provide a visible deterrent, public safety on events and remote CCTV monitoring as a cost-effective solution.

A keyway to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015

Top management is committed to:

Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.

Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and were deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

The objectives of the senior management are set out on page 2.

This policy is available to relevant interested parties, upon reasonable request.

Signed:



Name: **Richard Payton**  
Position: **Managing Director**

Date: **15th August 2023**

Senior Management shall:

- a) Take accountability for the effectiveness of the QMS.
- b) Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring, and management review processes, in order to enhance customer satisfaction.
- c) Promote the use of a process approach and risk-based thinking.
- d) Ensure that the resources needed for the QMS are available, including training, support, and encouragement.
- e) Communicate the importance of effective quality management and of conforming to the QMS requirements.
- f) Ensuring that the QMS achieves its intended results.
- g) Engage, direct and support persons to contribute to the effectiveness of the QMS. h) Promote improvement.
- l) Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- j) Establish partnerships with suppliers and interested parties to provide an improved service.