

Quality insurance policy

Cerebral Security Solutions is committed to comply with the requirements of the British Standards, the satisfaction of applicable requirements and to continually improve the effectiveness of the quality management system, products, and services.

The Senior Management Team of Cerebral Security Solutions is fully committed to the Documented Quality Management System and as such have ultimate responsibility for Quality. Our employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the company ethos.

It must be clearly understood that this Quality Policy, and associated Operating Procedures and systems are mandatory on all staff.

The company defines quality as the conformance of services and products to established and documented requirements derived from customer needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement and a philosophy of risk control and evaluation.

Cerebral Security Solutions has introduced systems that will set and review measurable quality objectives. Top management will provide any resources required and with all our staff we will try our best to meet and surpass these objectives.

Cerebral Security Solutions will ensure this quality policy is compatible with the context and strategic direction of the Company.

Cerebral Security Solutions recognise, to maintain continued success we must continually develop a quality culture throughout the organisation and therefore we are committed to the British Standards code of conduct as follows:

- BS 7499 – Static Site Guarding and Mobile Patrol Service
- BS 7858 – Security Screening
- BS EN 50132-7:1996 – CCTV Installation and Maintenance guidelines
- BS 7958:2009 – CCTV Monitoring
- BS 7960:2005 – Door Supervisors
- BS 7984:2008 – Key holding
- BS 8243 Intruder alarm installation PD 6662:2017

It is our objective to provide the highest levels of service that deliver client satisfaction in all aspects of the business; this will be achieved by focusing on the following objectives:

1. continued training
2. adapting to the changing environment
3. incorporating new technology
4. listening to our clients' needs
5. working with the local police and councils
6. staying cost effective
7. going that extra bit further

This policy is communicated to all staff by permanently being displayed on our shared drive.