

Quality Policy

Policy statement

Dardan Security have been protecting brands for over 50 years, providing a commercially competitive security services to its clients in complete accordance with their specified requirements and carry out all activities of the business in compliance with regulations, legislation and codes of practice placed upon it by the Security Industry.

Vision

To be a trusted partner for security solutions through intelligence, innovation, and influence

Mission Statement

Be ethical, be authentic, be agile and be smart. We do our best and then do a little more, every time.

Our values as a company are **Services, People** and **Culture** and guide the way we work with our clients, customers, suppliers, within our communities and with each other. In essence, our values are our identity. They contribute to the overall success of the company, because they help us grow and develop. Further, they shape our organisational culture.



Our customers are at the heart of everything we do, from our robust support structure to our management teams and front-line employees. Our strategy is to listen, learn and evolve with you to establish a solution that is 100% tailored around your culture, acting as 'Brand Guardians', protecting reputations and safeguarding physical and human assets. We have consistently delivered security solutions to, and worked alongside, companies with diverse and challenging cultures and requirements. In turn, our exposure to these locations has given us valuable experience of a wide range of security and customer service issues. This approach has helped us build long lasting relationships with some prestigious brands.

This commitment is achieved through the adoption and application of an integrated management system, based on the requirements of BS EN ISO 9001, BS10800 and reflects the competence of the Company to existing customers, potential customers, interested parties and independent auditing authorities. Compliance to the integrated management system is the responsibility of all staff, however the authority of the system lies with the Directors, with the support of Senior Management and is managed through the appointment of the Management Representative.

The continual improvement of the organisation is monitored and reviewed through formal internal audits and a formal management review meetings attended by senior management. This ensures, but is not limited to:

- The management system and policies continue to be suitable and effective and is complied with at all times by all employees, subcontractors or others working on behalf of Dardan Security.
- Audits are completed as per the audit plan, and observations raised are resolved
- Staff are trained for the duties and tasks associated to their work through the completion of training records, annual job chats and appraisals
- All officers are visited at least every 3 months to monitor the welfare and competence of the person, and to communicate any concerns the officer or company may wish to raise.
- Screening and vetting of staff is completed in accordance to BS7858
- Concern / complaint reports are investigated and resolved in a timely manner
- The identification of risk to the company and implementation of opportunities for improvement throughout the company and the management system.

The contents of this Quality Policy shall be communicated to all personnel through the Employee extranet and the understanding of the policy verified during site visits.

Signed:

Mark Duffy – Chairman

8th January 2024