



Quality Assurance Policy

Copeland Security Solutions is a perceptive and progressive organisation engaged in the provision of professional manned security services, operating to the appropriate British Standards; BS EN ISO 9001:2000, BS 7499:2007, BS 7858:2007, BS 7958:2007, BS 7984:2008.

These services are provided by fully trained, competent and motivated personnel, to a range of customers ranging through industrial/commercial, educational establishments and mainly bluechip PLC's. As such and believing in the importance of customer and employee care, Copeland Security Solutions provides a flexible service in total empathy with ever-increasing and demanding customer requirements.

To be successful in today's market we are aware of, meet and exceed these demanding requirements. Anticipating the increasing demands and expectations of our customers, and being constantly aware of changes in the market place, legislative requirements and regulatory body type approval, in order to project the correct Organisation profile, and to provide a service in keeping with such criteria, plan future success.

In order to meet and exceed the requirements of our customers in a cost-effective manner, the organisation operates a Quality Management System that reflects its key process mapping. It is a prime requirement that all employees recognise and accept Copeland Security Solutions philosophy; and accept the responsibility for the quality of their own output.

The Directors recognise that specified, communicated, measured and reviewed objectives for quality, can be achieved through senior management leadership, adequate resources and with the co-operation and commitment of all employees, customers and suppliers to ensure we achieve this.

To facilitate and ensure such success, Copeland Security Solutions system of operation is defined in the Quality Management System that is documented in the Quality Manual and its supporting procedures. All personnel are expected to support these requirements.