Quality Management System - Policy Statement

Elite Security Group first developed its Quality Management System (QMS or QA system) in 1998. The system was first assessed and accredited by the British Standards Institute (BSi) for the Quality Management System standards BS EN ISO 9001, and they continue to assess the Group as defined by the registration requirements. Elite Security Group (which includes Elite Security Management Services Limited, Elite Security Manned Guarding Limited and Elite Alarm Monitoring Services Limited) also operates to the British Standards 7499, 7984, 7858 and 7958. This Policy is the foundation for the establishment, development and implementation of our key business objectives. Objectives shall be based on the strategic aims of the Company; they shall be measurable, achievable, realistic, and measured against the Company's targets to achieve overall customer satisfaction.

Many of our systems and procedures have been standardised to ensure consistency, accuracy, the benefit of experience, and efficiency. This enables more time to be devoted to the unique aspects that occur on every site, thereby reducing risk and improving the service. As a leading independent provider of security services our goal is to provide the highest level of quality services at fair and market competitive rates.

We are also proud to invest in our people by providing job-specific training, including health and safety training, and to identify the longer-term development needs of those employees with potential to progress.

Our market sector growth will be defined by exceeding customer expectations whilst delivering our services safely and efficiently, maintaining the highest level of professionalism, integrity and fairness in our relationships with our Clients, suppliers, subcontractors and professional associates.

Scott Huntley
Director of Support Services

16th January 2024