



Policy Statement

The Assist Group of Companies is established within the services industry with an excellent reputation achieved through the application of professionalism and the dedication to quality of service and the achievement of client satisfaction.

It is the policy of the Group to operate to the following British Standards;

- 🔒 **SIA-** Approved Contractor Scheme
- 🔒 **ISO10002:2018-** Customer satisfaction, guidelines for complaints handling
- 🔒 **BS 7858:2019-** Security screening of individuals employed in a security environment
- 🔒 **BS 7499:2013-** Static site guarding and mobile patrol services code of practice
- 🔒 **BS 7960:2016-** Door supervisors/ stewards code of practice
- 🔒 **BS 8507-1:2008-** Code of Practice for close protection services inside the UK
- 🔒 **BS 8507-2:2009-** Code of Practice for close protection services outside the UK
- 🔒 **BS 8406:2009-** Event stewarding and crowd safety code of practice
- 🔒 **BS 7984:2016-** Keyholding and response services code of practice
- 🔒 **BS 8584:2015-** Vacant property protections services code of practice
- 🔒 **BS 8517:2009-** The use of general purpose security dogs code of practice
- 🔒 **BS 8484:2016-** Provision of lone worker services code of practice

The Assist Group of Companies is committed to the requirements of **BS EN ISO 9001:2015** and with the effective introduction and application of quality assurance systems and procedures the company will be able to improve its overall efficiency with the target of achieving greater levels of performance and service as our aim.

Working from a foundation principle of providing the client with the service they request our methods and systems are continually improved and refined by the implementation of effective quality management, analysis of data, internal audits, involvement of employees and customer focus.

The procedures and practices outlined in the Quality Documentation are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

The Quality Responsibility Statement (SO13) details the basic requirements and responsibilities for the proper management of this Quality policy and has been designed following the guidelines of ISO9001:2015.

This policy is communicated to all employees and is available to any interested parties any time. It is subject to annual review by the Senior Management Team to ensure of its ongoing relevance and effectiveness to the business.

A handwritten signature in black ink, appearing to read "Micheal O'Sullivan".

Micheal O'Sullivan
Group Compliance Director

Updated: 1st June 2023