

The Clipfine Group of Companies, the directors and management are committed to the highest standards of Quality Management and the continual improvement of our business activities through a structured approach of managing the business in an environmentally responsible manner.

Clipfine places high on our list of priorities client needs and where possible endeavours to provide a service tailored specifically for individual clients.

It is the policy of Clipfine to supply service of the highest quality to its clients and thus ensure client satisfaction.

This policy will be communicated to all persons working on behalf of the Clipfine group of companies and is available to the public from our website. As such we are committed to complying with the requirements of our management systems, legal and regulatory requirements. Through the framework of our ISO 9001: 2015 Quality Management System (QMS), we undertake planned continual improvement reviews and initiatives, allowing us to adapt to the progressive needs of our market sectors. In addition to our ISO 9001 certification, we also meet the requirements of BS 10800: 2020 Provision of Security Services, BS 7499: 2020 Static Guarding Security Services, BS 7984-3: 2020 Mobile Security Services, BS 7858: 2019 Security screening of individuals working in a secure environment and NSI/ACS Passport Specification 01/19.

Third party verification of our commitment is demonstrated by ongoing assessments by the following organisations: SGS Management Systems; SGS QUALIFOR; Insight Certification – NSI; Achilles Building Confidence certification to quality, safety, and environmental management systems.

We recognise the overriding importance of achieving client satisfaction and we aim to provide a high quality cost-effective, reliable, and professional service.

Emphasis has been given to establishing and developing good relationships with internal and external parties and to enhancing and improving the status and performance of Clipfine Limited.

Our overriding aim is to continually improve the effectiveness of all aspects of service performance, through a planned and structured series of management review objectives and targets and the Quality Management system through Quality Management and the application of the seven principles of ISO 9001: 2015 which are:

1. Customer Focus
2. Leadership
3. Engagement of People
4. Process Approach
5. Improvement
6. Evidence-based decision making
7. Relationship Management

To achieve this aim all the company's personnel work in accordance with the procedures detailed in the QMS and through the application of the QMS in all of its activities contracts can be executed safely, on time, to the agreed budget and profitably.

We will achieve business excellence and improve our services by the identification, measurement, monitoring, and analysis of appropriate performance indicators including customer satisfaction or dissatisfaction through application of appropriate feedback mechanisms within the QMS and to ensure that service and quality improvements can be targeted and achieved.

This policy is regularly reviewed to ensure that it continues to be appropriate and to the achievement of our objectives.

This policy applies to all employees of Clipfine Limited.

Date: November 2020

Signed:



T. MacCarron
Chairman

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