

Quality Policy Statement

Land Sheriffs are specialists in railway security and are certified with BSI to ISO 9001:2008. We are passionate about meeting and exceeding our customers' expectations with the aim of being the best security provider within the railway sector and are therefore committed to meeting all applicable requirements. The Managing Director has ultimate responsibility for the effectiveness of the quality management system and to promote continual improvement within the business, this policy has been written to provide a framework for setting out our critical success factors.

Our quality management system has been built on the following principles:

- **Our customers** - We listen to our customers, develop an individual service based on their needs and seek to exceed their expectations of us, along with those of our interested parties
- **Our leadership** - We establish our vision for the company and clearly communicate it through the company
- **Our people** - Our people are equipped to act in accordance with our values and are actively involved with our development. We value their knowledge and experience, recognise their contribution to service delivery and provide an environment where they can reach their full potential
- **Our suppliers** - We develop strong working relationships with our suppliers to deliver mutually beneficial improvements in service performance
- **Our company processes and systems** - We take a risk based process approach to the way we work that ensures we deliver on customer expectations
- **Our continual improvement** - We continually improve our business by establishing an environment that encourages increased efficiency and effectiveness on the services we provide

We require our employees, and those working on our behalf, to:

- Be aware of their implications that could affect the quality of service we deliver
- Co-operate with others in the company to fulfil our statutory duties and policy obligations
- Not to interfere with, misuse or wilfully damage anything provided in the interest of achieving quality

Signed:



Name:

Tyler LeMay

Position:

Managing Director, Land Sheriffs

Date Issued:

25/04/2018

Review Date:

21/01/2019

Date	Doc ID	Version	Page 1 of 1	Date Printed
25 Apr 18	Quality Policy Statement	1.2		27-Sep-18
Policy Owner:	Tyler LeMay		Deputy Policy Owner:	Richard Dunford