



# Quality Policy

Senior Management of ICTS (UK) Ltd has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organisation.

## The Quality Policy of ICTS (UK) Ltd is as follows:

It is policy of ICTS (UK) Ltd to always provide, on all work undertaken, a consistently high level of quality service within the sectors the company operates. The achievement of consistency requires a systematic, disciplined, and committed attitude to quality.

ICTS (UK) Ltd Security Systems Department have developed and maintain a Quality Management System which satisfies the requirements of BS EN ISO 9001: 2015, and is based on continuous process improvement and development. The system also incorporates any other specific industry related standards or codes of practice, as and when introduced.

Our intention and policy is to consistently meet and exceed the requirements of our customers.

- To establish strong relationships with both customers and suppliers to continually improve the quality of the services provided.
- To provide all employees with the training, resources and support required to supply a quality security service to our customers.
- To set meaningful quality objectives through the framework of the Management Review Process.
- To ensure compliance with all applicable legislation, periodically evaluating the compliance to the same as an input to management reviews.
- To communicate the quality policy and objectives to all employees, to encourage them to realise their full potential and to give individuals the responsibility and accountability for the Quality Management System.

To establish a work environment that supports the delivery of high quality services and fosters the concept of a team approach within the organisation.

ICTS (UK) Ltd quality policy and current objectives are communicated to all employees of ICTS (UK) Ltd and our ability to maintain and improve the standards we set will be reflected by the continued success of the business, together with the on-going satisfaction of our customers.

This quality policy is reviewed for continual suitability during the Management Review Process.



A handwritten signature in black ink, appearing to read 'Andy Kynoch'.

Andy Kynoch

Managing Director

ICTS (UK) Limited

31 December 2019