

Quality Policy

It is the 'quality' policy of Remote Surveillance [encompassing RS-ESI, RS-MSS & RS-RSM] to provide a high quality service to meet / satisfy and ensure customer satisfaction in the applicable service provided, ensure any related activities we conduct are delivered effectively, efficiently and professionally whilst ensuring they do not adversely impact on the environment, and to perform work in the safest practicable manner, consistent with good practice and to adhere completely to the requirements of all current UK Health and Safety regulations. [See IMS 101 for full 'context' of our activities]

Within this, ensuring we do work / comply with applicable core 'standards' such as BS EN ISO 9001:2015 [Quality Management], BS EN ISO 14001:2015 [Environmental Management], ISO 45001:2018 [Occupational Health & Safety] and relevant industry standards / Regulations and Codes of Practice applicable to the industry sectors we work in and affecting our operations, ensuring we remain up to date with any amendments to these directives. [See IMS 006, 007.1, 007.2 & 007.3 for details]

We aim to continually improve our management system and performance by working to a framework of defined objectives / KPIs / critical success factors [see IMS 110.1], and seek to add value to the services we offer, whilst ensuring they remain current, competitive and relevant.

This policy supports our strategic direction which is regularly monitored, reviewed, and reported at our Management Review meetings where the ongoing suitability of this policy is reviewed. It is supported by a separate OH&S Policy & Environmental Policy [for further details, see IMS 501 & 502], along with other relevant 'policies' often called for by our Customers.

Management provide the necessary information, instruction, training and awareness to ensure the competence of all employees and subcontractors and familiarise them with the management system procedures applicable to their area of work. All employees are made aware that, in the event of any conflict between the demands of business and safety, they will receive management support if they reasonably choose the safety of employees or third parties as the priority.

Around this, the company will provide and maintain safe plant and equipment and ensure the safe handling and use of hazardous substances.

We are committed to the protection of the environment, prevention of pollution, sustainable resource use, climate change mitigation and adaptation, and protection of biodiversity and ecosystems.

Adequate resources are made available to ensure the success of this policy which is accessible to all interested parties and issued and explained to all employees upon commencement of work with the company; any revisions will be incorporated when necessary and brought to their attention.

Mr James Leventhal

Managing Director

13th May 2026