

Quality Policy

Remote Monitoring Services Group is committed to meeting the requirements of ISO 9001, SSQS 102, BS5979, BS8418, BS7858, BS9518 and applicable industry standards including Codes of Practice, police force policies on response to security systems (NPCC and Police Scotland), fire policies and applicable legal requirements. Compliance to these requirements is reviewed at least annually and reported at Management Review.

How Remote Monitoring Services Group complies is laid out in the Compliance Manual and Company Policies and Procedures; these form the Quality Management System. The Quality Management System is continually reviewed for improvement through the audit and management review process. Remote Monitoring Services Group are committed to the continual improvement of the Quality Management System to ensure the services provided to our customers consistently meets or exceeds their expectations.

Quantifiable objectives have been set to ensure the requirements of the Quality Management System are met, with plans in place to ensure that they are improved year on year in accordance with ISO 9001 and SSQS 102.

The Monitoring Centre Manager is entrusted with the authority and responsibility for the control of the Quality Management System. The Monitoring Centre Manager cannot be over-ruled on matters of compliance and in the event of differences of opinion on compliance matters, has the responsibility to refer such items to the Senior Management Team for resolution.

This policy has been approved by the Senior Management Team and applies to all employees. Failure to comply with the requirements of this policy and all applicable Policies and Procedures may result in disciplinary action.

Signed – Claire Elgie

Date – 06/03/2025

Next Review – 06/03/2026