

QUALITY POLICY STATEMENT



Duval is a highly efficient, quality and cost conscious company, and due to its size, a number of personnel have a dual role to carry out within its many aspects and functions. It is, however, company policy that this dual role will not deter, in any manner, personnel from their prime objective of service quality to meet client requirements via an adequately controlled quality system (ISO 9001:2015), all management and employees are a part of this objective.

The Company is committed to continually improving the effectiveness of the Quality System and will demonstrate this by setting and reviewing measurable quality objectives.

Control of quality will be applied as necessary to ensure that all sections, records and security services conform to the Clients requirements and quality standard parameters.

The quality and integrity of staff and personnel are of fundamental importance. In this context all efforts will be made to ensure that each person in the company:

- (a) Understands that quality assurance is important to their future.
- (b) Knows how they can assist in the achievement of adequate quality.
- (c) is stimulated and encouraged to do so.

This policy is supported by all levels of management within the company. All company personnel are guided by the procedures of this policy. And no deviation from the methods and procedures set down shall be permitted.

Jennifer Stone - Compliance Manager
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