



## AP SECURITY (APS) LTD. Customer Service Policy

### 1. What we do:

- Improve business performance through demonstrating the tangible return on investment and measureable impact of a positive Customer experience by fully utilising our ISO 9001:2008 Procedures.
- Influence decision makers and opinion formers including clients, regulators, key stakeholders and management through the development and promotion of Customer Service knowledge.
- Support staff in transforming customer service and professionalism within their departments through the sharing of best practice which includes significant organisational and individual experience balanced across the whole of AP SECURITY (APS) LTD Group.
- Affect the economic success of AP SECURITY (APS) LTD by advising on the creation of a professional, quality customer experience through all levels of an organisation.
- Raise the profile of effective customer service through the provision of benchmarking and accreditation services (European and British Standards).
- Create a strategic, agile and demand-led employment and skills system within AP SECURITY (APS) LTD through engagement with commercial and government agencies.
- Provide staff and clients with a comprehensive range of services which improve business performance and customer experience.
- Promote and support the notion of a company which respects service rather than expects servitude.

Managing Director:  
**Kevin Laurence (Events)**  
AP Security (APS) Ltd.