

Reference	RSG 056
Version	4
Issue Date	07/11/2024
Approved	KK



Quality Policy

Scope:

“As one of West Midlands top suppliers of security guarding. Our aim is to be the best we can be in our field working to BS7858, BS7499, BS10800 and ISO 9001:2015.”

What is our vision?

“To become the most the most trusted service provider of security guarding and mobile patrols we can.

What is our mission?

“To expand our operations by consistently meeting customers’ expectations, and our legal requirements, which includes the enhancement of customer satisfaction through the effective application of our processes for continual improvement. “

What are our values?

“Sustainable business practices including corporate social responsibility (social, economic and environmental), responsible governance, and equal opportunity are all expected values within our organisation. We also recognise climate-related risks that may indirectly affect our operations, suppliers, and clients, and we incorporate awareness of these risks into our management system and operational planning. These are re—enforced through sustainable ethics and workforce integrity throughout all business operations. Co-operation and collaboration are expected within the organization’s management, with recognition provided for all through regular appraisals. We encourage and embrace any values which enforce the behaviours that employees we value.

Objectives

The senior management is committed to: Satisfying all applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met. The senior management is committed to continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; this includes considering potential risks and opportunities arising from climate change, such as extreme weather events affecting service delivery or supplier resilience, and taking steps to mitigate these where necessary, ensuring the focus on enhancing customer satisfaction is maintained.

Quality targets and objectives are set and reviewed at management review meetings and monthly managers meetings and brainstorming meetings.

Reference	RSG 056
Version	4
Issue Date	07/11/2024
Approved	KK



To communicate more effectively with its customers and staff, to implement and maintain the QMS, to improve and grow the business by 10% year on year, to reduce customer complaints by 10% year on year, to offer added value to service delivery through training.

The senior management will:

- Take accountability for the effectiveness of the QMS
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring, and management review processes, in order to enhance customer satisfaction
- Promote the use of a process approach and risk-based thinking
- Ensure that the resources needed for the QMS are available, including training, support and encouragement
- Communicate the importance of effective quality management and of conforming to the QMS requirements
- Ensuring that the QMS achieves its intended results
- Engage, direct and support persons to contribute to the effectiveness of the QMS
- Promote improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Establish partnerships with suppliers and interested parties to provide an improved service.
- Ensure that climate-related risks and potential impacts on service delivery are monitored and addressed as part of the QMS and continual improvement processes

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary, will be amended and re-issued.

This policy is available to relevant interested parties, upon reasonable request.

Reference	RSG 056
Version	4
Issue Date	07/11/2024
Approved	KK



Signed: *Z. Islam*

Date: 07/11/2024

Review Date: 07/11/2025