



Quality Policy

Our organization can provide security services across various sectors, including but not limited to hospitality corporate, construction, healthcare, retail, residential and leisure sectors. We provide the best levels of customer service and respect the clients' right to be involved in the improvement of their contract with the organization. We seek to improve the market share of the industry by diligent pursuit of quality control and human resources development programs. As a security company, we provide a trained, disciplined, and professional workforce motivated to offer quality of service to our customers. The organization has plans to be assessed by an accredited assessment body, to BS.EN.ISO 9001: 2015 and BS 7499 together with other relevant BS codes of practice. We also ensure that our workforce undergoes screening procedures in accordance with industry standards, such as BS 7858.

We are committed to quality management in all aspects of the business under ISO 9001:2015 recommendations. We have a detailed quality manual, this manual is to present the organizations Quality Management system to all personnel, giving the guidance essential for the effective application of Quality Control in adherence to relevant industry standards and certifications. The contents serve as a basic reference to policies, processes, and procedures, together with work instructions (where necessary) outlining the activities and responsibilities, which a person holding a company appointment is expected to undertake as a normal part of his/her duties.

The relevant leadership team shall determine the criteria and methods to ensure that both the operation and control of the processes are effective. It is the responsibility of the leadership team to ensure the availability of resources and information necessary to support the operation and monitoring of the processes. Our Quality policy is a framework for its management system quality objective. The organization shall monitor, measure, and analyze the processes, ensuring that actions are implemented to achieve planned results and to continually improve their effectiveness.

Our organizational goals are to ensure that the changes required within our documented management system meet the requirements of BS EN ISO 9001:2015, written to all Standards, Codes of Practice and Schedules as required by relevant regulatory bodies like ACOPS and regs, which are performed in a managed methodical way to ensure that the system is fully understood and implemented throughout the company. We will make this Policy available to all stakeholders on request.

Approved by

Ali

Business Director

Rapid Security Services Ltd

This policy is reviewed on 15th 10 2023