



PRIME Security Services

## QUALITY POLICY

The purpose of the QMS is to ensure that the products and services provided to our customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs, and has set quantifiable goals with plans in place to ensure that they are improved year on year in accordance with ISO 9001 & ISO 14001 – Quality system requirements, BS 7858, BS 10800, BS7984 & BS 7499.

It is the policy of PSSL to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the products supplied conform to the laid down procedures or disciplines of the company, which will ensure that we meet the customers' needs and expectations.

The management of PSSL is firmly committed to the procedures included in this manual, and the total participation of all personnel is mandatory.

The Management Representative is entrusted with the authority and responsibility for the control of the Quality Management System. Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Promote the use of a process approach and risk-based thinking.

Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, to enhance customer satisfaction.

Establish partnerships with suppliers and interested parties to provide an improved service. Engage, direct and support persons to contribute to the effectiveness of the QMS.

The Quality Manager cannot be over-ruled on matters of Quality and in the event of differences of opinion on Quality matters, has the responsibility to refer such items to the Managing Director for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational goals of the company are met. The goals of this company are to ensure that the best possible product is supplied to our valued clients, and that we are able to meet their needs and requirements as effectively and efficiently as possible.

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. Previous versions of this policy are archived.

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

**This Quality Policy is confirmed and authorized by the signature below**

**IRFAN SHAFIQ**

**Director**