



PRIME Security Services

## QUALITY POLICY STATEMENT

**Manual Reference: D.05**

Date: 08/05/2024

ISO 9001 ref 5.2

Scope: ISO 9001:2015

BS7499, BS7858, BS7984,

BS10800

Version 2

Page 1 of 3

Prime Security Services Limited are privately owned security company supplying professional and effective Security Guarding solutions to the Industrial, Commercial and Retail sectors this is managed by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015 as well as complying with the SIA Approved Contractor Scheme

### **Top management is committed to:**

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- 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 and the focus on enhancing customer satisfaction is maintained.

This quality assurance policy outlines our belief and commitment to ensure that on-going quality improvement is an integral part of our organisation.

**Prime Security Services** will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards

- Prime Security Services aim to be the first choice for high quality manned guarding security solutions.
- The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.
- The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure. Managers will initiate procedures within their teams and collate and agree self-assessment reports and action plans
- The quality assurance procedures will be founded in a process of regular self-evaluation by teams in different departments, internal & external audits and observations, in addition to employer and client feedback
- The quality procedures will seek the views and perceptions of employees and other stakeholders for whom the services of Prime Security Services exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

### **Responsibility for Implementation**

- **All staff** (managers, support staff) are responsible for the implementation of the Quality Assurance Policy
- It is the Managing Director responsibility to ensure there is an annual review of the policy
- It is the responsibility of all to engage positively in that review and ensure implementation.



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Page 2 of 3

### Focus of Quality Assurance

- To encourage continuous improvement in the quality of all practices and learning programmes, thereby giving staff the ability to progress, increasing staff retention and the achievement of individual learning aims
- To develop and sustain a diverse range of programmes across Centres which provide opportunities for progression and which provide staff with the experiences and wherever appropriate, qualifications suited to their job activity.
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies such as Security Industry Association.
- To provide information which supports strategic planning for Prime Security Services business development
- To monitor and evaluate the procedure for advising, interviewing and counselling employee safety and throughout their time at Prime Security Services.
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all staff and employees.

### Staff

- To review regularly the performance, training and developmental needs of all employees through the operation of Prime Security Services annual review and appraisal scheme
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment
- To monitor and evaluate performance and developmental needs through three internal observations a year and one external observation
- To monitor and evaluate the effectiveness of the training and development against Prime Security Services strategic goals.

### Learners

- All employees at Induction will be made aware of the quality standards at Prime Security Services
- All employee feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon
- All employees performance in the workplace will be monitored and evaluated

### Employers

- All employers will be made aware of the quality standards of Prime Security Services
- All employers will be assessed for safe guarding procedures
- All employers will be monitored and evaluated on the quality of placement offered

### Procedure

The process of quality control requires **all staff** to meet on a regular basis to review their work, set standards.

- Quality control will be carried out against agreed criteria which will incorporate performance indicators
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators



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Page 3 of 3

- Review will be supported by analysis of ,employees and stake holder views and perception, gathered via questionnaires, surveys and review meetings

### **The outcome of these processes will provide information:**

- To inform the process of **Prime Security Services** self-assessment and development planning
- To action plan for improvement at **Prime Security Services** team level
- To highlight issues that need consideration by **Prime Security Services**
- That supports **Prime Security Services** business and strategic planning cycle
- That supports **Prime Security Services** contract compliance to an exemplary standard

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

**Director Name**      Irfan Shafiq

**Date of Issue**      08/05/2024

**Signed by the Director**

**Review Date**      07/05/2025