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Quality Policy

Secure-Ops Event Ltd's quality policy has been established specifically to enable the company to achieve sustainable and profitable growth by providing security services which routinely satisfy and where possible exceed the expectations and requirements of its customers and other key stakeholders (including employees of the company as internal customers).

This level of quality will be achieved through application of documented Quality Management System (QMS). Successful achievement of this policy involves all staff, all of whom are individually responsible for the quality of their work and have been made aware of this fact and how they may contribute towards overall organizational improvement through the quality of their work. All new employees will be required to undergo the Company induction training for your job. All existing staff will be trained on necessary skills required to effectively perform their jobs.

To achieve and maintain the required level of quality assurance the Director retains responsibility for the Quality System and oversees the management of the system.

The objectives of the Quality Assurance System are:
- To maintain an effective Quality Assurance System complying with SIA regulations.
- To achieve and maintain a level of service delivery quality which enhances the Company's reputation with customers, consumers, employees and other key stakeholders.
- Ensure compliance with relevant statutory and safety requirements.
- To routinely seek, at all times, to maximize customer satisfaction with the security services provided by Secure-Ops Ltd.

The Director is committed to encouraging and maintaining a culture of continuous improvement and professional development within the company whereby all staff are required to comply with the requirements of the Quality Management System and are actively encouraged to suggest improvements. All staff are empowered with the relevant authority to perform their allocated responsibilities and are informed of such, via job descriptions and role specifications. All staff share the authority and responsibility of identifying non-compliances or possible improvements regarding the Quality Management System and should notify any and all concerns to the head office of Secure-Ops Events Ltd.

The HR Manager continually reviews the company's performance and resources to ensure that adequate staff, equipment and materials are available to meet all quality service requirements.

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001: 2015 Quality Management System Requirements.

Our documented system is therefore written to ensure that our personnel conform to these particular requirements, in addition to all other applicable Industry Codes of Practice and Legal, Statutory and Regulatory requirements appropriate to our range of services.

The Company's Executive Management Team is committed to this Policy and to the Continual Improvement of the effectiveness of our processes and the overall Quality Management System. This commitment is demonstrated through the following ongoing activities:

- Communicating to everyone in the Company the importance of meeting client's needs and by doing so, also meeting the applicable statutory and regulatory requirements;
- Communicating this Policy Statement to all personnel and ensuring that it is understood;
- Ensuring the Company Quality Objectives are established and are met;
- Conducting management review to determine the effectiveness of our overall QMS, and to bring about improvements where necessary.

Director

Khalid Khan 15/05/2021