

# Securatex Ltd — Quality Policy

## 1. Document control

Document title: Quality Policy

Document reference: IMS-POL-QMS-001

Version: 1.0

Status: Controlled document

Owner: Managing Director (MD)

Approved by: Managing Director

Issue date: 07/02/2026

Review date: 07/02/2027(12 months from issue or sooner if triggered)

Distribution: All personnel; published on website and provided to clients on request

Related documents (controlled):

- IMS-MAN-001 Integrated Management System Manual (internal)
- IMS-PRO-OPS-001 Operational Planning & Delivery Procedure
- IMS-PRO-CONT-001 Contract Review & Acceptance Procedure
- IMS-PRO-NCR-001 Nonconformity & Corrective Action Procedure
- IMS-PRO-AUD-001 Internal Audit Procedure
- IMS-PRO-MR-001 Management Review Procedure
- IMS-REG-OBJ-001 Quality Objectives & KPI Register
- IMS-REG-TRN-001 Training & Competence Records

## 2. Policy statement

Securatex Ltd is committed to delivering consistent, professional, and reliable security services that meet or exceed client requirements, applicable legal and regulatory obligations, and the standards we set within our Integrated Management System (IMS).

We recognise that quality in security operations is demonstrated through planning, competence, supervision, documentation, incident management, and continual improvement. Our objective is to provide clients with confidence that services are delivered safely, proportionately, and to a consistently high standard—every time.

## 3. Scope

This Quality Policy applies to all Securatex Ltd activities, including (as applicable):

- manned guarding and site security;
- event security support and deployment;
- close protection services;
- risk management and security consultancy;
- any supporting activities and subcontracted services where used.

This policy underpins our Quality Management System aligned to ISO 9001 and integrates with our wider IMS (including OH&S, environmental and information security commitments where applicable).

## 4. Our quality commitments

Securatex Ltd commits to:

### 4.1 Customer focus and service excellence

- Understand client needs and define clear scope, deliverables, and success criteria.
- Maintain effective communication before, during and after delivery.
- Provide responsive support and transparent escalation routes for issues and complaints.
- Measure client satisfaction and act on feedback.

### 4.2 Compliance and assurance

- Comply with applicable legal, regulatory, and contractual requirements.
- Maintain controlled documentation and records to support defensible delivery.
- Ensure assignments are delivered in accordance with agreed instructions, briefings, and supervision arrangements.
- Manage subcontractors and suppliers to ensure they meet required standards.

### 4.3 Competence, training and professionalism

- Ensure staff are competent for their role through appropriate recruitment, screening, induction and training.
- Reduce “skill fade” through refresher training and ongoing performance monitoring.
- Promote professionalism, conduct, and client-facing standards across all deployments.

### 4.4 Operational planning and risk-based thinking

- Plan operations using a risk-based approach appropriate to the service and environment.
- Identify and manage risks to service quality (e.g., resourcing, competence, communication, site constraints).
- Implement suitable controls and supervision to prevent nonconformities and service failures.

### 4.5 Continual improvement

- Investigate incidents, complaints, and nonconformities to identify root cause and prevent recurrence.
- Use internal audits, management review, and performance data to improve our system and outcomes.
- Set measurable quality objectives and monitor performance against them.

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## 5. Quality objectives and performance measurement

This policy is supported by measurable Quality Objectives set annually and reviewed as part of management review. Objectives will be appropriate to the business context and may include:

- Client satisfaction: measured via feedback and contract reviews.
- Service delivery performance: attendance/coverage, supervision completion, incident reporting timeliness.
- Nonconformities and corrective actions: quantity, severity, time to close, effectiveness verification.

- Training and competence: completion rates, refresher compliance, role-specific competence checks.
- Response times: time to acknowledge and resolve complaints/service concerns.

Quality objectives, targets, and KPIs are maintained in IMS-REG-OBJ-001.

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## 6. Roles and responsibilities

### Managing Director (MD)

- Accountable for this policy, ensuring the QMS is implemented, maintained and effective.
- Ensures adequate resources, competence, and leadership commitment.
- Chairs management reviews and ensures continual improvement is actioned.

### Operations Management / Contract Management

- Ensures operational planning, supervision and reporting meet defined standards.
- Ensures client requirements are understood and delivered.
- Raises and manages nonconformities and corrective actions where required.

### Supervisors / Team Leaders

- Implement assignment instructions, brief staff, monitor standards and performance.
- Ensure incidents and deviations are reported, recorded and escalated.

### All personnel

- Understand and apply this policy and relevant procedures.
- Report issues, hazards, and service concerns promptly.
- Maintain professional standards and support continual improvement.

## 7. Communication and availability

### This Quality Policy will be:

- communicated to all personnel during induction and refreshed periodically;
- available to interested parties (including clients) on request;
- published on the company website where appropriate.

## 8. Control, review and continual improvement

This policy will be reviewed at least annually, and sooner if triggered by:

- audit findings;
- significant incidents or complaints;
- changes to legal, regulatory or client requirements;
- organisational change, new service lines, or expansion.

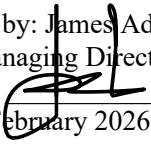
Management will ensure that the policy remains appropriate to the organisation's purpose, context and strategic direction, and that it supports continual improvement of the Quality Management System.

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## 9. Approval

Approved by: James Adams

Name: Managing Director

Signature: 

Date: 7<sup>th</sup> February 2026

