

## QUALITY POLICY

Premium Security Services is committed to providing our customers with a reliable service that is delivered on time; fault free and at a competitive cost.

To achieve this, we will continually review and improve Management System and its processes.

Management sets measurable objectives and it is essential that an effective Quality Assurance is developed and maintained to satisfy the requirements of British Standards BS 7960 for Door Supervisors, BS 7858 for Security Screening, BS 7499 for Security Guarding and BS EN ISO 9001.

We understand that customer needs and expectations continually change; therefore we must work closely with current and potential customers to meet these changes in order to offer suitable products and/or services ahead of our competition.

The procedure and practices outlined in the Quality Documentation are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

- We shall ensure that all Security Operatives are aware of our QMS, and that where appropriate they will hold responsibility for its implementation
- We shall ensure that all Door Supervisors understand our Code of Conduct and maintain a signed copy on file, as well as provide them with a copy for their retention

## TRAINING POLICY

Premium Security Services will undertake to provide continuing and on-going training opportunities for all its operatives. Such training will include up-grades and refresher courses.

- We will continuously strive to enable access to on-going training
- We will have training course dates/times/descriptions available in our office at all times
- We shall ensure that our training courses are available to all security operatives and clients alike
- We are committed to continuous improvement and we recognise that training is an integral part of our on-going development strategy
- We shall maintain adequate records on training of all security operatives
- We shall ensure that all training courses are delivered by approved and qualified trainers