

WARD SECURITY P20. Quality Policy

Quality Policy Statement

Ward Security's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers, employees and other key stakeholders.

This level of quality is achieved through adoption of a system of company operating procedures that reflect the competence of the Company to existing customers, potential customers, employees, stakeholders and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

To achieve and maintain the required level of assurance, an appointed Director retains responsibility for the Quality System and manages the system in liaison with departmental heads.

The objectives of the Quality Assurance System for **Ward Security** are as below.

- ❖ To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems) and other industry specific accreditation schemes such as the Chamber Certification Assessment Services Ltd ISO 9001 Quality Management System (UKAS accredited), Chamber Certification Assessment Services Ltd ISO 14001 Environmental Management System (UKAS accredited) and the Security Industry Authority's Approved Contractor Scheme.
- ❖ To upgrade our health and safety management system compliance from BS OHSAS 18001 to ISO 45001: 2015 standard.
- ❖ To comply with the BS 7958 code of practice and achieve this CCTV accreditation for our new Contact Centre.
- ❖ To continue monitoring Cyber Security threats and building resilience to mitigate any risks.
- ❖ To continue monitoring business risks due to BREXIT and manage them effectively for employees, customers and any other stake holders.
- ❖ To reinforce and maintain our company values (**PRIDE - Protection Respect Integrity Dynamic teamwork Excellence**)
- ❖ To further reduce overhead costs as a percentage of turnover.
- ❖ To grow the turnover of the group to achieve £35 M
- ❖ To grow the turnover of the systems division i.e. Call4Response to achieve £1 M.
- ❖ To minimize inefficiencies and continue to improve overall gross margin.
- ❖ To continue encouraging our clients to support us with the *National Living Wage* roll-out.
- ❖ To improve the internal auditing process with tighter control and deadlines.
- ❖ To further strengthen our HR team and review the recruitment process to ensure it can support planned growth.
- ❖ To strengthen our Commercial team for the planned period of growth and closely monitor any revenue risks to ensure sufficient resources.
- ❖ To review the Management team structure to ensure effective support for the next phase of growth.
- ❖ To further strengthen our standards and reputation as THE quality service provider in the industry.
- ❖ To review and improve our employee appraisal process and to further improve training and development of all employees.
- ❖ To review and improve sub-contractor management process to mitigate any risks and further resilience.
- ❖ To continue increasing the business efficiencies by investing in new innovative IT solutions.
- ❖ To endeavor, at all times, to maximize customer satisfaction with the services provided by the company.
- ❖ To continue working on our business KPIs to strive to achieve further improvement.



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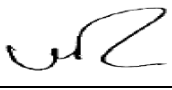
The Directors are committed to a culture of continuous improvement within the Company whereby all staff are required to comply with the requirements of the Quality Management System and are actively encouraged to suggest improvements.

All staff are allocated with authority to perform their allocated responsibilities.

All staff share the authority and responsibility of identifying non-compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

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

This policy will be communicated to all existing and new staff, and other parties who may impact on our performance. All policies will be reviewed on a regular basis to ensure their continuing suitability.

Signed 

Date: 06/02/2019