

## QUALITY ASSURANCE POLICY AND MANUAL

### POLICY

Surrey Security Services' quality policy is designed to achieve sustained, profitable growth by providing security services that consistently satisfy the needs and expectations of its clients and customers.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work in a continually improving working environment. This policy is explained to each employee by the Managing Director or Quality Manager.

To achieve and maintain the required level of assurance, the Managing Director retains overall responsibility for the Quality System, with routine operations controlled by the Quality Manager.

### OBJECTIVES

Surrey security services objectives are:

- To continue to meet the requirements of the client in full.
- To reduce waste and loss.
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.
- To continually identify improvements to existing working practices.

For Surrey Security Services to achieve the above objectives, every employee and sub-contractor must:

- Understand customers' needs.
- Be responsible and accountable for the quality of their work.

### DEFINITIONS

The terms and descriptions used in this manual are generally defined within ISO9001 Quality Systems.

Additional definitions apply for items not covered by the documents:

- Site – any location, other than the company's premises, where work is undertaken as part of a formal contract.

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#### **Surrey Security Service Limited**

Head Office: 137 Princess Road, Woking, Surrey GU22 8ER

Tel: +44 (0)1483 355 355 Fax: +44 (0)1483 827 857

Email: [info@thesurreysecurity.co.uk](mailto:info@thesurreysecurity.co.uk)

## QUALITY SYSTEM

The Quality Assurance System applies to all activities of the company and has been developed in accordance with ISO9001. The Quality Assurance System is fully documented and structured in three levels:

- Level 1: Quality Manual  
This document details the corporate quality policy and the structure of the company and refers to appropriate Operating Procedures.
- Level 2: Operating Procedures  
These documents describe the actual process and controls applied to all activities concerned with the attainment of a quality-assured contracting service.
- Level 3: Quality Planning and Review  
The company operates a standard and range of services, and customer satisfaction and quality are achieved by operating in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process. These requirements are communicated to all staff, ensuring all customers' needs are satisfied.

## AUTHORITY AND RESPONSIBILITIES

### AUTHORITY

All staff have the authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each role, and these are clarified in greater detail within the Operating Procedures.

All staff have a responsibility to identify non-compliances and/or possible improvements and record these instances so that corrective action can be taken both to rectify the immediate situation and to prevent recurrence.

The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment, and materials are available to meet customers' requirements.

### RESPONSIBILITIES

#### Managing Director:

- Approval of the Quality Assurance System
- Management review
- Design control
- Supplier selection and purchasing
- Contract management and control
- Contract review
- Project management
- Control of contract documentation
- Planning and organisation

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**Quality/ Health and Safety Manager (ISO9001 Management Representative):**

- Internal audit
- Health and safety and quality training co-ordinator
- Resolution of Quality Assurance System discrepancies
- Control and maintenance of the Quality Assurance System
- Documentation and change control (Quality System Documents):

**Accounts Manager:**

- Account control
- Payroll/ accounts maintenance
- Taxation
- Employee's salary records

**Security Officers:**

- Site cover-up
- All assigned duties related to the site.
- Key holding
- Mobile patrol
- Documentation
- Check calls to the control room.

**MANAGEMENT REVIEW AND INTERNAL AUDIT**

Management review of the suitability and effectiveness of the Quality System takes place at least twice per year. During the management meetings, actions are allocated and minutes to record the development of the company's management system.

The objectives of management review are:

- a) To establish that the Quality Management System is achieving the expected results and meeting the company's requirements; continuing to conform to the ISO standard; continuing to satisfy customers' needs and expectations; and functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the system; identify weaknesses; and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions; and to review the adequacy and suitability of the management system for current and future operations of the company.
- d) To review any complaints received, identify the cause(s), and recommend corrective action if required.
- e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
- f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that is aligned with the company's procedures. A comprehensive audit programme is compiled at least a year in advance: however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Manager.

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Audits are undertaken by trained auditors who are not directly responsible for the functions being audited. Non-conformances are brought to the attention of the person responsible, and are recorded, documented, and subjected to timely corrective action.

## CONTRACT REVIEW

Contracts are reviewed after certain time periods, depending on the contract term and conditions, and the hours of security officers. It is also reviewed if any changes happen on site (assignment instructions are also reviewed).

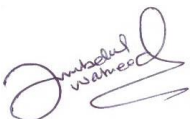
Monthly reports about activities on the site are sent to the client, and a formal meeting to discuss events will be arranged if required.

## TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally recruits employees capable of meeting the technical, skill, experience, and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified, they are provided under the responsibility of the directors.

Full records are maintained of all training undertaken by employees.

A handwritten signature in black ink, appearing to read "Abdul Waheed".

Signed:

Abdul Waheed  
Managing Director  
Surrey Security Service Ltd

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