Quality Policy Statement

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5.1

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Quality Policy

The SSGC Quality Policy is set out as follows. All new recruits are advised of the policy and controlled copies are distributed to the local offices and other establishments.

Quality Statement

The Management team of the SSGC shall ensure that the security services, which are provided by the Company, are managed by a Quality Management System (QMS) which is appropriate for its purpose to ensure our clients and other stakeholders receive a consistent and high quality service. The purpose and use of the QMS is communicated to all our staff. We have adopted a process centred approach to continuous improvement. We set and monitor quality objectives regularly and at all our Management Reviews.

The QMS is compliant with the quality parameters of ISO 9001:2015 and adheres to our specific industry standards requirements of the PSIA Act 2001 and to the appropriate requirements of BS 7499:2013, the Code of Practice for Static Guarding, Mobile Patrol and Keyholding Services and BS 7858:2012, the Code of Practice for Security Screening of Personnel Employed in a Security Environment.

Quality Policy Management

Our Quality Policy is managed to ensure it fulfils the requirements of ISO9001:2015 and is:

a) Fit for Purpose
b) Committed to our industry standards
c) Designed to embrace Continuous Improvement
d) Communicated to our staff
e) Reviewed regularly for suitability

The applicability and standards adherence is achieved by continual monitoring of the industry through dialogue with customers, monitoring of relevant industry standards and long term dynamics within the industry.

The philosophy behind our QMS is that embraced by ISO9000 of continuous improvement through a process aligned design. Our product delivery design model is mirrored by processes that deliver each of the key elements in the product delivery value chain.

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SSGC QUALITY STATEMENT

Our Quality Policy is delivered to our staff through our management meetings, performance reviews and company website. Our management meetings are continually monitoring the suitability of the Policy and associated QMS and updating them as required.