

## Quality Policy

### Quality Objectives

Quick Respond Security Services (QRS) has established the following quality objectives to guide our operations and ensure the consistent delivery of high-quality services:

- Understand and adhere to our clients' requirements at all times.
- Deliver 100% customer satisfaction in every interaction.
- Continually reduce instances of non-conformance on a monthly basis.
- Ensure that business is never lost due to poor service or inadequate communication.

We are committed to ensuring our "Service Quality Standard" matches the exact specifications defined and agreed with the client in the formal contract.

### Management Commitment and Staff Responsibility

The Directors and Management of QRS Services are fully dedicated to upholding the requirements set out in the Quality Manual. It is essential that all employees remain thoroughly aware of their responsibilities regarding the implementation of Quality Assurance procedures. To support this, each employee is provided with all relevant policies, including those covering health & safety, environmental considerations, and recruitment.

Every team member is accountable for achieving the required level of quality within their specific role and activity.

### Our Goals and Approach

Our overarching goal is to consistently provide outstanding service to each of our clients. We strive to ensure that client requirements are always met and strictly adhered to, which helps foster positive business relationships within a supportive and conscientious organisation.

### Health & Safety

Any Health & Safety issues brought to our attention will, where necessary, be reported to the director and addressed promptly.

### Industry Standards

**The quality policy of QRS Security Services is to operate in accordance with recognised codes of practice within the security industry, including:**

- **BS7499** – Static Site Guarding and Mobile Patrol Services
- **BS7984** – Key-Holder Services
- **BS7858** – Security Screening



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