



**Support Services Group LTD**

## **QUALITY POLICY**

**OF**

# **SSG - SUPPORT SERVICES GROUP LIMITED**

### **1. INTRODUCTION**

1.1 SSG - support Services Group Ltd is a UK based privately owned manned security services provider.

### **2. COMMITMENT TO OBJECTIVES**

2.1 SSG - Support Services Group is committed to delivering our quality objectives, including continual improvement and development of our officers through training and dedication to our strategy of reducing risk to the business; our clients and staff, through diversifying and increasing our core activities; whilst conforming to the British Standards for Manned Guarding (BS 7499 & BS10800), CCTV Operation (BS 7958) and Key Holding and response services (BS 7984) and in line with our legal commitment within the service offered, to meet all requirements including regulatory, customer and social requirements; in order to deliver a consistent, high level quality of work that exceeds their client's expectations through exceptional performance by every member of the company and to consistently maintain these standards throughout the contract.

### **3. COMMUNICATION**

3.1 SSG - support Services Group is dedicated to forging excellent working relationships with our clients to ensure that our service continually evolves to meet the ever-changing needs of the industry.

3.2 SSG - support Services Group is committed to continually measuring and improving its performance based upon feedback from our clients.

3.3 As a privately owned company our clients have the opportunity to speak directly with a senior decision maker/Director thereby ensuring that their needs are dealt with immediately, and, equally importantly, seen through to their conclusion.

### **4. TRAINING**

4.1 SSG - support Services Group adopts a pro-active approach to training, acknowledging that a motivated and committed team of people is essential to providing a quality service.

4.2 Each employee of SSG - support Services Group has an Individual Training Plan. On joining the company an initial audit of immediate, specific on-site training needs is conducted and appropriate training provided.

4.3 After this period training needs are identified during appraisals and informal chats.



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4.4 Every member of staff has an annual review where their individual skill levels and competencies are appraised. Following this evaluation we provide the necessary training/course to develop their skills and provide guidance and direction for personal/company progression.

4.5 Specific training to ensure correct and safe working practices for our staff and clients always precedes new products, equipment and/or practices.

4.6 All staff are actively encouraged and rewarded for taking on additional external training relevant to their role.

### 5. MONITORING

5.1 SSG - support Services Group believe that it is not the client's responsibility to monitor contracts that we are paid to provide a service for and therefore we adopt a pro-active approach to quality control in order to provide an efficient and professional service where standards are consistently maintained.

5.2 We regard quality monitoring as a continuous, comprehensive and structured process that is supported by pre-defined procedures that apply to all levels of our company structure.

### 6. IMPROVEMENT

6.1 SSG Limited is completely committed to provide a consistently high level of service to our customers and to continually improve in the effectiveness of our management service.

6.2 SSG - In order to achieve and support the above policy statement, the company shall introduce and maintain a quality management system compliant to the requirements of BS:EN ISO 9001:2015, BS 7499:2020, 10800:2020, 7958:2015, 7858:2019, 7984-3:2020 and be subject to regular audits by independent parties and subject to regular review at Director level.

6.3 This Quality policy is the company's statement of Quality Objectives and goals which outline our commitment to continual improvement of Quality management system.

### 7. REVIEW

7.1 Quality Assurance procedures and practices will be kept under review by the C.E.O. Ahmad Rafique, to ensure the policy is being adhered to and to ensure that any failures of performance and best practices are recorded and changes surrounding either are dealt with in order to continually improve the quality of services supplied.

Approved by

A handwritten signature in black ink, appearing to read 'Ahmad Rafique'.

Ahmad Rafique (C.E.O.)

Issue Date: 8th May 2023

Review Date: 7th May 2024