



Date	Version	Change Details	Reviewed	Approved
01.10.2025	8	Changed from policy statement to Policy	S. Pottle	L. Hibberd

Introduction

This Quality Policy is issued by Securitas Services Holdings (UK) Ltd and applies to all subsidiary companies and their employees. Securitas is a market leader in the supply of private security services in the UK. We pride ourselves on delivering tailored security solutions that combine our six protective services: on-site security, mobile security, remote security, technology, fire and safety, and corporate risk management. These services include traditional guarding, mobile patrols and keyholding, alarm response, and monitoring.

We provide these services to local, national, and international clients. We work in line with relevant British Standards and operate a Quality Management System (QMS) that meets the requirements of BS EN ISO 9001:2015. Our QMS also conforms with:

- SSQS 101, the National Security Inspectorate (NSI) quality schedule for NACOSS Gold certification
- SSQS 102, the NSI quality schedule for Alarm Receiving Centre (ARC) Gold certification
- FSQS 121, the NSI quality schedule for Gold Evacuation Alert Systems
- BAFE SP205, Provision for Life Safety Fire Risk Assessment
- BAFE SP101, Provision of Fire Extinguisher Maintenance
- FRAQS 123, the NSI quality schedule for Life Safety Fire Risk Assessment Gold certification
- Police force policies on response to security systems, including the National Police Chiefs' Council (NPCC) and Police Scotland.

In alignment with our BS EN ISO 9001:2015+A1:2024 Quality Management System, we also actively address the risks and opportunities presented by climate change.

Our commitment

We are committed to delivering high-quality products and services that meet or exceed our clients' expectations.

Securitas executive management is committed to:

- Satisfying applicable requirements by determining, understanding, and consistently meeting the needs of identified interested parties, and applicable statutory and regulatory requirements
- Continual improvement of the QMS by identifying and addressing risks and opportunities that can affect the conformity of products and services, and our ability to enhance client satisfaction
- Maintaining a clear focus on enhancing client satisfaction in everything we do

Leadership and accountability

Senior management takes accountability for the effectiveness of the QMS. To do this, senior management will:

- Make sure the Quality Policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the company
- Set, monitor, and maintain quality objectives as part of internal audits, ongoing monitoring, and management review processes, with the aim of enhancing client satisfaction
- Promote the use of a process approach and risk-based thinking
- Provide the resources needed for the QMS, including training, support, and encouragement
- Communicate the importance of effective quality management and of conforming to QMS requirements
- Monitor that the QMS achieves its intended results
- Engage, direct, and support people to contribute to the effectiveness of the QMS



- Promote improvement and shared learning through a regular internal audit program
- Support other relevant management roles to demonstrate leadership in relation to their areas of responsibility
- Build and maintain partnerships with suppliers and other interested parties to provide an improved service.

Communication and awareness

We communicate this policy to all employees by:

- Displaying it on company notice boards
- Placing it in the QEHS Compliance folder on the internal company network
- Uploading it to the Employee Portal

Companies, employees, and other organizations are expected to cooperate with, and support, the implementation of this policy. They should also make sure that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

Subcontractors and suppliers

When we work with subcontractors or suppliers, we encourage them to improve their own quality standards and, where appropriate, to obtain accreditation to relevant ISO standards. We make this Quality Policy available to relevant interested parties, as appropriate or upon reasonable request.

Purpose and continual improvement

This Quality Policy is appropriate to the purpose and context of the company and its subsidiary companies, and it supports our strategic direction. It provides the framework for:

- Setting quality objectives
- Satisfying applicable requirements
- Supporting our commitment to continual improvement of the QMS

Review

We review this policy annually as part of the management review. During this review, we assess how successful the company has been in achieving its goals and objectives. Where needed, we update and reissue the policy, and we archive previous versions.

Nadine Matthews

1 October 2025

**Director
Securitas Services Holdings (UK) Ltd**