EAGLE SECURITY
Protection Ltd

Quality Policy

Eagle Security Protection Ltd
Issue Date: 13 November 2025 **Next Review:** 13 November 2026
Approved By: Sabia Kauser | Director

1 | Purpose

The purpose of this Quality Policy is to define Eagle Security Protection Ltd's commitment to delivering consistent, reliable, and high-standard security services that meet or exceed customer expectations.
Our Quality Management System (QMS) supports continual improvement, compliance, and operational excellence across all services including:

- Manned guarding
- Mobile patrols
- Key holding & alarm response
- CCTV monitoring
- Concierge & reception services

This policy underpins our quality objectives and guides our approach to service delivery, performance monitoring, and continuous improvement.

2 | Commitment to Quality

Eagle Security Protection Ltd is committed to:

- Operating a QMS aligned with **ISO 9001:2015** principles.
- Providing services that comply with legislative, regulatory, and industry requirements including **SIA ACS**, **BS 7499**, **BS 7858**, and **BS 7984**.
- Continuous improvement through regular audits, management reviews, and performance measurement.
- Ensuring all employees understand the importance of quality and take ownership of delivering dependable, professional services.
- Maintaining consistent communication with clients to monitor satisfaction and respond quickly to feedback.

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3 | Leadership and Accountability

The Managing Director holds overall accountability for:

- Maintaining the Quality Management System.
- Approving quality objectives and monitoring performance.
- Ensuring appropriate resources, training, and systems are in place.

Managers, supervisors, and frontline personnel are responsible for implementing the QMS in their daily roles.
Quality is a shared responsibility, everyone plays a part in achieving excellence.

4 | Quality Objectives

We establish measurable quality objectives as part of our QMS. These include:

- Meeting client KPI and SLA targets.
- Maintaining 100% compliance with BS 7858 screening and right-to-work requirements.
- Achieving high staff competency and training completion rates.
- Reducing operational incidents and service failures through root-cause analysis and corrective actions.
- Maintaining strong customer satisfaction and retention levels.

Progress is reviewed regularly and communicated to all relevant teams.

5 | Customer Focus

We recognise that customer confidence is earned through consistent delivery, transparency, and professionalism.
To achieve this, we will:

- Work collaboratively with clients to understand their needs.
- Provide accurate, timely reporting and communications.
- Respond quickly and effectively to service issues or operational changes.
- Implement corrective and preventive actions when required.

Client satisfaction is monitored through review meetings, audits, feedback reports, and service evaluations.

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6 | Competence and Training

We invest in training and development to ensure our staff:

- Are competent, qualified, and vetted to **BS 7858:2019** standards.
- Hold a valid **DBS check** (Disclosure and Barring Service) appropriate to their role.
- Hold an **Enhanced DBS** where required by the client, assignment type, or safeguarding obligations.
- Receive **First Aid at Work** training where operationally necessary, ensuring qualification in accordance with HSE First Aid Regulations.
- Understand role-specific requirements, assignment instructions, and client expectations.
- Receive ongoing refresher training to keep knowledge, skills, and compliance current.

Training records, DBS certifications, vetting documentation, and qualification expiries are maintained and tracked within the company's compliance management system.

7 | Documented Processes and Continuous Improvement

To ensure consistency and reliability, we maintain documented:

- Operational procedures
- Site assignment instructions
- Escalation protocols
- Performance monitoring tools

These processes are reviewed regularly and improved based on audit findings, incident reviews, client feedback, and regulatory changes.

8 | Monitoring, Audits & Management Review

We ensure quality through:

- Internal audits
- Supervisor site checks
- KPI and SLA performance reporting
- Client review meetings
- Annual management reviews

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Results are used to update objectives, improve processes, and enhance service delivery.

9 | Policy Availability and Communication

This policy is:

- Communicated to all employees during induction and ongoing training.
- Available to clients, partners, and stakeholders on request.
- Reviewed annually to ensure relevance and continued alignment with business needs and industry standards.

Signed for and on behalf of Eagle Security Protection Ltd

SABIA KAUSER
Director | Eagle Security Protection Ltd

Document Control

Version	Date	Prepared By	Approved By	Next Review	Status
3.0	13 Nov 2025	Compliance & Reporting Officer	Director	13 Nov 2026	Controlled

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