

## Quality Policy Statement

It is RGS's policy to consistently, and profitably exceed our customers' expectations with regards to the provision of high-quality security services.

As part of our commitment to the promotion of best practice within the security industry, we will, seek and maintain, registration to SIA ACS as a means of ensuring that our skills, procedures and understanding of current and future customer needs are:

- Appropriate and suitable to meeting our objectives as set within RGS
- Consistently deployed and applied to both full time staff and all sub-contractors
- Meet with requirements of BS7499, BS7858
- Deliver to the Customer and interested parties, the benefits we deliver
- Ensure that RGS complies with the highest levels of ethical performance

It is our aim that all members of staff at RGS Limited have a sound knowledge of this policy and work in an environment in which they are encouraged to contribute to the improvement of Customer Satisfaction, quality and reliability. All staff will receive, on induction to the company, input on the contents and meaning of this policy statement. It is the duty of all to assist all other members of RGS to meet this objective.

As part of this Policy RGS will conduct regular audits of internal compliance with the Standard and use a variety of methods to measure and track Customer Satisfaction. The findings of these audits, together with other comments and data, will be used to guide and direct our continuous improvement program. We will establish Quality Assurance objectives with reference to site activities.

The Managing Director fully supports and has approved this Quality Policy Statement.

**Date:** 01/01/2025

**Name:** Waheed Javeed

**Position:** Director

**Signature:** 