

QUALITY POLICY

1. STATEMENT OF GENERAL POLICY

Loyal Reliance Services Limited (the 'Organisation') aims to provide defect free services to its customers on time and within budget.

The Organisation operates a Management System that includes aspects of quality, environment and health and safety with specific relevance to the work which is provision of security solutions to direct customers as well as other security companies.

2. MANAGEMENT COMMITMENT TO QUALITY

The company's management is committed to:

- Developing and improving the Management System.
- Continually improving the effectiveness of the management system.
- Enhancing customer satisfaction.

The management has a continuing commitment to:

Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction by,

- Communicating throughout the organization the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the quality policy and its objectives.
- Ensuring that the Management Reviews set and review the quality objectives, and report on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the.
- Ensuring the availability of resources.
- Copies of the quality policy are made available to all members of staff.
- As a means of communicating the effectiveness of the management system, copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.
- Ensuring all staff are actively encouraged and rewarded for taking on additional external training relevant to their role.
- Ensuring every member of staff has an annual review where their individual skills level and competency are appraised. Following this evaluation, provide the necessary training/course(s) to develop their skills and provide guidance and direction for personal/company progression.
- Ensuring each employee 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.

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3. COMMUNICATION AND REVIEW:

This policy is communicated to all stakeholders via published website, handbook and notice boards and on request.

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner, which does not affect the quality environment and health and safety of Loyal Reliance Services Limited.

Signature



Position: Compliance Director

Name John Dowler

Date: 18th March 2025

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