



1. Policy Statement

T3 Security Ltd was established in 2012 to provide manned guarding and electronic security solutions to the security industry.

We recognise that quality is essential to our business success because it underpins customer confidence, public safety, and compliance with legal and regulatory requirements, including SIA standards. Our commitment to quality ensures that our services are consistently delivered to meet or exceed customer expectations while maintaining a safe, lawful, and professional working environment for all employees.

2. Purpose

This policy aims to:

1. Embed quality into all aspects of our security operations.
2. Ensure compliance with **UK employment law**, including duties related to employee welfare, equality, and health and safety.
3. Support compliance with **SIA Standards of Behaviour and Professional Conduct**, ensuring security services are delivered ethically and professionally.
4. Provide a framework for continuous improvement in operational and management practices.

3. Quality Objectives

T3 Security Ltd has established the following measurable objectives to monitor and improve quality performance:

- **Customer Satisfaction:** Continuously improve the service experience for clients, customers, and the public.
- **Staff Satisfaction:** Ensure employees have clear responsibilities, appropriate training, and a supportive working environment.
- **Regulatory Compliance:** Maintain strict adherence to UK employment law, health and safety legislation, and SIA licensing requirements.
- **Operational and Financial Stability:** Ensure the business remains sustainable, efficient, and resilient.

4. Commitment to Continuous Improvement

To achieve these objectives, T3 Security Ltd has implemented a **Quality Management System (QMS)** supported by:

- Regular collection and monitoring of **customer feedback**, including client complaints and suggestions.
- A structured **Corrective and Preventive Action (CAPA) procedure** to address service shortfalls.

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- **Selection and performance monitoring** of suppliers, subcontractors, and other service providers.
- Ongoing **training and development** for all employees, including SIA licence holders and staff in high-risk roles.
- Regular **internal audits** of business and operational processes.
- Defined and measurable **quality objectives** aligned to business aims and operational requirements.
- **Management review meetings** to evaluate audit results, customer feedback, incidents, and complaints.

5. Roles and Responsibilities

Management Responsibilities:

- Ultimate responsibility for quality rests with the **Board of Directors** and Senior Management Team (SMT).
- Ensure the QMS is **adequate, effective, and compliant** with UK employment law and SIA standards.
- Allocate appropriate resources to achieve quality objectives and continuous improvement.

Employee Responsibilities:

- All employees are responsible for **understanding and adhering to quality procedures** relevant to their roles.
- Report deviations from policy, process, or client requirements promptly.
- Participate in **training, audits, and improvement initiatives** as required.
- Maintain professional, lawful, and ethical conduct in line with SIA regulations and company policies.

6. Monitoring and Review

- The **QMS and associated procedures** are regularly reviewed and updated in a **Quality Manual**, which is accessible to all employees.
- Quality performance is monitored through audits, feedback, incident reports, and compliance checks.
- Results from audits and feedback are reviewed by management to identify opportunities for **improvement and corrective action**.
- This policy is reviewed at least annually, or following significant operational or regulatory changes, to ensure ongoing relevance and compliance.

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7. Compliance References

- SIA Standards of Behaviour and Professional Conduct
- Health & Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- Employment Rights Act 1996
- ISO/IEC 9001 (where applicable) for internal quality management

Director:

Date:

Peter Moore

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