

QUALITY ASSURANCE POLICY

OF

WINNS SECURITY SERVICES LTD.

1. INTRODUCTION

1.1 Winns Security Services Ltd is a UK based privately owned cleaning service provider.

2. OBJECTIVES

2.1 Winns Security Services is committed to delivering a consistent, high level quality of work that exceeds their client's expectations through exceptional performance by every member of the company and to consistently maintain these standards throughout the contract.

3. COMMUNICATION

- 3.1 Winns Security Services is dedicated to forging excellent working relationships with our clients to ensure that our service continually evolves to meet the ever-changing needs of the industry.
- 3.2 Winns Security Services is committed to continually measuring and improving its performance based upon feedback from our clients
- 3.3 As a privately owned company our clients have the opportunity to speak directly with a senior decision maker/Director thereby ensuring that their needs are dealt with immediately, and, equally importantly, seen through to their conclusion.

4. TRAINING

- 4.1 Winns Security Services adopts a pro-active approach to training, acknowledging that a motivated and committed team of people is essential to providing a quality service.
- 4.2 Each employee of Winns Security Services 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.
- 4.3 After this period training needs are identified during appraisals and informal chats.
- 4.4 Every member of staff has a 6 monthly review where their individual skills level and competency are appraised. Following this evaluation we provide the necessary training/course to develop their skills and provide guidance and direction for personal/company progression.
- 4.5 Specific training to ensure correct and safe working practices for our staff and clients always precedes new products, equipment and/or practices.
- 4.6 All staff are actively encouraged and rewarded for taking on additional external training relevant to their role.

5 **MONITORING**

- 5.1 Winns Security Services believe that it is not the client's responsibility to monitor contracts that we are paid to provide a service for and therefore we adopt a pro-active approach to quality control in order to provide an efficient and professional service where standards are consistently maintained.
- 5.2 We regard quality monitoring as a continuous, comprehensive and structured process that is supported by pre-defined procedures that apply to all levels of our company structure.

6 **IMPROVEMENT**

- 6.1 Winns Security Services is committed to achieving continuous improvement across each area of our business and this is evidenced through our numerous memberships, awards and accreditations, which include:
BS 7499, 7858, 7984,8517-1
NSI (National Security Inspectorate) Silver Award Scheme
SIA's (Security Industry Authority) own 'Approved Contractor Scheme' ACS

7 **REVIEW**

- 7.1 Quality Assurance procedures and practices will be kept under review by the Quality Manager, John Dowler, to ensure the policy is being adhered to and to ensure that any failures of performance and best practices are recorded and changes surrounding either are dealt with in order to continually improve the quality of services supplied.