




Document:	Quality Policy
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Organizational structure

Secure Frontline Services presents a defined Company Structure, which is published on the website and on sales/promotion/tendering materials.

Responsibilities

Staff responsibilities are clearly structured in Job Descriptions published on the website.

Managerial performance against responsibilities' standards is ensured by:

- Monthly office meetings
- Feedbacks about management team, gathered by Director
- Anonymous feedbacks through the website.

If needed, improvement plans are agreed.

Frontline staff performance is checked against their responsibilities:

- Weekly managerial site visits/ covert observation
- Monthly client's feedback requests
- Consumer's feedbacks
- Mystery shoppers' reports

A Code of Conduct is applicable to all frontline staffs.

Data Management

The company ensures highly quality data management, including:

- Control of Documents
Each form has a version date, which is captured on the SFS Forms Register
- Control of Records
Each manager is responsible to record any data which is relevant to his tasks.
- Complying with Data Protection Act (A written procedure is in place)

Processes

The outcome of a well-designed business process is increased effectiveness (value for the customer) and increased efficiency (less costs for the company).

- Corporate governance:
 - Ensures that Policies and Procedures are produced, followed and regularly reviewed (Internal audit)
 - Company Director is entirely accountable for the strategic management.
 - A Corporate Social Responsibility Policy is in place
- Operations processes:
 - Rotation (managed by Operations Manager)



- Incident Management - Corrective and preventive actions (complaints/bad feedbacks/ incidents) – ensured by Director/ Risk & Compliance Manager
- Supporting processes:
 - Recruitment - ensured by Operations Manager, according to Recruitment & Vetting Policy
 - Training – ensured by Risk & Compliance Manager/external trainer, according to Staff Training Policy
 - Human Resources – ensured by HR Manager, according to BS 7858 and Recruitment & Vetting Policy
 - Accounting – ensured by Financial Manager
 - IT support (external)
 - Legal support – ensured by Risk & Compliance Manager /external legal advisers
- Development processes
 - Sales and marketing – ensured by Operations Manager/ Director
 - The Director is directly accountable for the tendering process

Resources

The Company benefit from:

- Experienced managerial team, mostly promoted from within the frontline operatives
- SIA licensed frontline staff, organised in:
 - Team leaders (suitable in-house trained)
 - Members of the team (fully inducted before the shift)

Customer Satisfaction

The company ensures that clients' requirements are met by the services provided, by following:

- Customer Service Policy
- Service Level Agreements and contracts with clients
- Checks' schedule (site visits/covert observation/feedbacks)

Continuous Improvement

We aim to use all feedbacks to review the company's and staff's performance.

When performance falls below the set standards, corrective/ preventive actions will be performed.

In-house personnel training is implemented according to the company's Staff Training Policy.

We will also research and promote the latest security technology/equipment.

Services' Quality

There are several important needs in the security business that are either underserved or not met at all. Secure Frontline Services plans to meet and service those needs:

- Understanding the client's needs and help growing their business
- Promoting friendly and customer focused services
- Professional, non-violent dealing with incidents/issues
- Offering adequate responsibility, authority and communication

We aim to use quality office software that will enable us to improve our capacity to survey/analyse the key factors of our business and present ourselves with maximum of professionalism.

We also make sure to achieve and maintain safe working environment.

Maintenance

Adequate maintenance of high quality of the services provided is ensured by:

- Regular staff performance check
- Regular equipment testing
- External support (IT/ legal/ training)

Sustainability

The strength of the company emerges from:



- The experience obtained in the industry prior to starting up. This allowed Secure Frontline Services to hit the ground running with established procedures and methods which have been well tested.
- The competency shared by relevant managers, as each one has the skills needed to work on the door and understand the requirements of any person that needs to work in this security sector.
- Competent recruitment and efficient staff use/ train/ development.
- Responsible environmental operations.

Transparency and independent audit

All company processes are regularly reviewed and overseen by management and quality audits.

This Policy is reviewed annually, or upon legislative updates.