

Reference	POL51
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Approved	KW

## Quality Policy

It is the policy of the Kopek Security and Facilities Ltd to always meet or exceed agreed client requirements in security provision and to strive to enhance (increase) client satisfaction on an ongoing basis for all services provided. These services are referenced in our documented Quality Management System (QMS) and by our Quality System Approval to ISO 9001: 2015

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001: 2015 Quality Management System Requirements & BS 10800:2020 Provision of Security services.

Our documented system is therefore written to ensure that our personnel conform to these requirements, in addition to all other applicable Industry Codes of Practice and Legal, Statutory and Regulatory requirements appropriate to our range of services including security screening BS7858:2019 Keyholding BS7984 :2020, Security Dogs 8517/ and 2, 10800Security services and BS7499 Static Guarding.

The Company's Executive Management Team is committed to this Policy and to the Continual Improvement of the effectiveness of our processes and the overall Quality Management System. This commitment is demonstrated through the following ongoing activities:

Communicating to everyone in the Company the importance of meeting the agreed client as well as applicable statutory and regulatory requirements.

Establishing and communicating this Policy Statement to all personnel and ensuring that it is understood.

Ensuring the Company Quality Objectives are established and are met including:

- Customer Satisfaction Rating – Over 95%
- Sites Covered - 100%
- Response to incident time – Under 20 mins

Conducting management review to determine the effectiveness of our overall QMS, and to bring about improvements where necessary and internal audits to ensure compliance.

Approved by Director:



Date: 31/07/25