

Quality Policy

1. Purpose

The purpose of this Quality Policy is to define GuardPro Security's commitment to delivering reliable, compliant, and high-quality security services that meet and exceed client expectations.

This policy provides the foundation for continuous improvement and consistent service delivery across all areas of our operations.

2. Scope

This policy applies to:

- All business activities undertaken by GuardPro Security, including static guarding, mobile patrols, control room operations, alarm response, event security, and concierge services.
- All employees, contractors, and management staff who contribute to service delivery and client satisfaction.

3. Policy Statement

GuardPro Security Agency is committed to providing professional security services that are consistent, effective, and aligned with client requirements, legal obligations, and industry best practices.

We aim to be recognised as a trusted and high-performing security provider by ensuring that our Quality Management System (QMS) drives performance, accountability, and customer confidence.

We commit to:

- Complying with **ISO 9001:2015** and all applicable statutory and regulatory requirements.
- Understanding and meeting client needs through clear communication and performance monitoring.
- Maintaining competent, trained, and motivated personnel.
- Continuously improving our systems, processes, and outcomes.
- Managing risks and opportunities that affect service quality and business performance.
- Measuring client satisfaction and responding promptly to feedback and complaints.

4. Quality Objectives

To uphold this policy, GuardPro will establish and review measurable quality objectives that include:

- Maintaining a client satisfaction rate of at least X%.
- Achieving zero critical non-conformances in internal and external audits.
- Meeting service delivery standards for response time, reporting accuracy, and staff conduct.
- Providing 100% of staff with required induction and refresher training.
- Continuously improving operational efficiency and documentation accuracy.

Objectives are reviewed annually during management review meetings to ensure continued relevance and effectiveness.

5. Responsibilities

Managing Director:

- Ensures that the QMS is established, implemented, and maintained.
- Provides leadership and resources to achieve quality objectives.
- Promotes a culture of accountability and continual improvement.

Quality Manager (or delegated officer):

- Oversees the implementation of the QMS.
- Conducts internal audits, monitors corrective actions, and reports on performance.
- Maintains compliance documentation and certifications.

Managers and Supervisors:

- Ensure procedures are followed within their operational areas.
- Support staff training and competency development.
- Monitor service delivery and address performance issues.

Employees and Contractors:

- Follow company procedures and instructions accurately.
- Report quality issues, incidents, or improvement opportunities.
- Contribute to client satisfaction through professionalism and diligence.

6. Service Delivery Standards

GuardPro Security ensures quality through the following service standards:

- Reliable and punctual attendance at all assigned duties.
- Professional conduct and communication with clients and the public.
- Accurate and timely completion of reports, logs, and incident documentation.
- Use of up-to-date technology and well-maintained equipment.
- Consistent monitoring and supervision of on-site personnel.

7. Continuous Improvement

GuardPro Security promotes continuous improvement by:

- Regularly reviewing performance indicators, client feedback, and audit findings.
- Identifying non-conformances and implementing corrective actions.
- Encouraging innovation and improvement suggestions from all staff.

- Benchmarking performance against industry standards and best practices.

All improvements are recorded and reviewed to verify effectiveness and alignment with business goals.

8. Communication and Training

- This policy is communicated to all employees and contractors during induction and refresher training.
- It is made available to clients and stakeholders upon request and displayed at all company locations.
- Staff receive ongoing training on the QMS, service standards, and customer service expectations.

9. Document Control and Review

- This Quality Policy is part of GuardPro's Integrated Management System, which also includes Environmental and WHS policies.
- The policy will be reviewed annually or sooner if required by operational or legislative changes.
- Controlled copies are issued to management and key operational staff.

Approved by:

Aamir Kiani

Managing Director

GuardPro Security Agency Pty Ltd

Date: 15 January 2025

Next Review Date: 15 January 2026