

It is the policy of Line Security Services Ltd to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organization.

Our Commitment

At Line Security Services Ltd, we are committed to delivering the highest standards of quality in all aspects of our operations.

Our mission is to provide reliable, professional, and effective security services that meet or exceed the expectations of our clients while maintaining compliance with all applicable statutory and regulatory requirements.

Our Vision

To be recognised as a trusted leader in the security industry, known for our commitment to excellence, innovation, and customer satisfaction.

Key Objectives

1. Customer Focus

- Understand and meet the specific needs of each client by providing tailored security solutions.
- Continuously measure customer satisfaction and act on feedback to improve our services.

2. Operational Excellence

- Ensure all security personnel are fully trained, licensed, and equipped to perform their duties effectively.
- Maintain robust processes and systems to deliver consistent and high-quality services.

3. Continuous Improvement

- Regularly review and enhance our Quality Management System (QMS) to align with **ISO 9001:2015 standards**.
- Encourage innovation and seek opportunities for improvement across all areas of our business.

4. Compliance and Accountability

- Ensure compliance with all relevant legislation, including health and safety, environmental, and data protection laws.
- Foster a culture of responsibility and accountability among all employees and stakeholders.

Implementation

To achieve these objectives, Line Security Services Ltd will:

- Provide ongoing training and development to our staff to uphold quality standards and enhance their skills.
- Engage with our clients regularly to understand their evolving needs and expectations.
- Conduct regular audits and inspections to monitor the effectiveness of our services and identify areas for improvement.
- Maintain open and transparent communication with all stakeholders.

Commitment to Quality

This policy is supported by our senior management and applies to all employees, contractors, and suppliers working with Line Security Services Ltd. Every member of our team is responsible for upholding the principles of this policy and contributing to our commitment to quality.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Quality Policy Statement

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable for our business.

The Quality System is subject to both internal and external annual audits.



Hafiz Rehman
Managing Director
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