Quality Policy

Purpose

The purpose of this Quality Policy is to define Cutlass Group's commitment to delivering high-quality, customer-focused security services in full compliance with **ISO 9001:2015 Quality Management System standards** and **Security Industry Authority (SIA)** requirements. Our goal is to achieve service excellence through continual improvement, professional integrity, and operational effectiveness.

Our Commitment

Cutlass Group is dedicated to:

- Providing reliable, professional, and ambassadorial-style security services that protect people, assets, and communities.
- Meeting and exceeding customer expectations through consistent service delivery and proactive communication.
- Operating and maintaining a **Quality Management System (QMS)** that complies with **ISO 9001:2015**, ensuring processes are documented, monitored, and continually improved.
- Ensuring full compliance with **SIA legislation**, licensing conditions, and Approved Contractor Scheme (ACS) standards.
- Promoting a culture of quality, accountability, and continuous improvement across all levels of the organisation.
- Upholding the highest standards of ethical behaviour, health and safety, and corporate social responsibility (CSR).

Quality Objectives

To support this policy, Cutlass Group will:

1. **Maintain Compliance:** Ensure all operations conform to ISO 9001:2015 requirements and SIA ACS standards.
2. **Customer Satisfaction:** Monitor and enhance customer satisfaction through surveys, audits, and direct engagement.
3. **Service Excellence:** Deliver consistent, high-quality services through clear procedures, effective supervision, and quality assurance processes.
4. **Competent Workforce:** Recruit, train, and retain skilled, SIA-licensed personnel who embody professionalism and customer care.
5. **Continuous Improvement:** Identify and implement improvements to operational performance, customer service, and management processes.
6. **Effective Leadership:** Ensure management provides direction, resources, and oversight to sustain the effectiveness of the QMS.
7. **Stakeholder Communication:** Maintain transparent communication with customers, staff, suppliers, and regulators to ensure trust and accountability.

Implementation and Review

This policy forms part of Cutlass Group's **ISO 9001:2015 Quality Management System** and is reviewed at least annually by senior management to ensure ongoing suitability and effectiveness.
It is communicated to all employees during induction and training, made available to clients and stakeholders upon request, and displayed within company premises and the staff communication platform.

Signed: **Review Date:**   12.08.2026

Name: **Humayun Shahzad Group Chairman**   **Date:**   13.08.2025