



## LONDON SECURITY SERVICES (UK) LTD

YOU'RE IN SAFE HANDS WITH US

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### **Quality Policy Statement**

London Security Services (UK) Ltd is committed to delivering high-quality security services that meet or exceed client expectations while ensuring compliance with industry standards, legal requirements, and best practices. Our commitment to quality is demonstrated through the implementation and continual improvement of our Integrated Management System, which aligns with ISO 18788:2015, ISO 9001:2015, ISO 14001:2015, and PSC.1.

### **Our Commitment to Quality:**

1. **Customer Satisfaction:** We aim to achieve a customer satisfaction rating of over 95% by consistently delivering professional, reliable, and effective security services tailored to our clients' needs.
2. **Regulatory Compliance:** We adhere to all statutory, regulatory, and contractual obligations, ensuring full compliance with ISO 18788, ISO 9001, ISO 14001, and PSC.1 standards, as well as UK legal requirements.
3. **Continual Improvement:** We are dedicated to the continuous improvement of our services, processes, and quality management system through regular performance evaluations, audits, and feedback mechanisms.
4. **Operational Excellence:** We employ risk-based thinking and a structured management system to ensure the effectiveness of our security operations, minimize environmental impact, and optimize resource utilization.
5. **Environmental Responsibility:** We integrate environmentally sustainable practices into our operations, including waste reduction, pollution prevention, and energy efficiency initiatives, in line with ISO 14001:2015 requirements.
6. **Human Rights and Ethical Conduct:** We conduct our security operations with the utmost respect for human rights, adhering to the Montreux Document, International Code of Conduct for Private Security Service Providers (ICoC), and the Guiding Principles on Business and Human Rights.
7. **Training and Competency:** We invest in the continuous professional development of our employees, ensuring they are competent, trained, and equipped to meet the highest standards in security service delivery.
8. **Risk Management:** We proactively assess and mitigate security risks to protect our clients, employees, and the communities in which we operate.
9. **Incident Response:** We maintain robust incident response procedures to ensure swift, effective, and professional handling of security-related events.
10. **Stakeholder Engagement:** We maintain open and transparent communication with clients, employees, regulatory bodies, and other stakeholders to enhance trust and accountability.

This policy is communicated to all employees and stakeholders, reviewed annually for continued suitability, and made available to interested parties upon request.

**Approved by:** Managing Director

**Date:** 27/05/2025

London Security Services (UK) Ltd

