



OUR PURPOSE

KEEPING PEOPLE SAFE

OUR CORE VALUES

LOOK AFTER OUR TEAM

GIVE SOMETHING BACK

BE GREAT TODAY, BETTER TOMORROW

Quality Policy

Lancaster

Alston House
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Lancaster
LA1 4XQ

Manchester

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M16 9EA

London

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Mayfair
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Birmingham

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Liverpool

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Authorised to Approve	Board/Directors
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Revision History

Version	Date	Author	Summary of Changes	Approved by
001	July 23	CM/JS	Quality Policy created	PH
	Feb 24	CM/JS	Reviewed, No changes	Board

Policy Statement

The purpose of FGH Security is Keeping People Safe.

Behind our purpose are three key values, on which the organisation was founded, that guide the way we act and shape our decisions:

Look After Our Team

Give Something Back

Be Great Today, Better Tomorrow

Reinforcing our purpose and values are our brand promises. This is what the customer gets when they choose FGH Security versus choosing any other provider.

Friendliest People

Best Trained Team

A Scientific Approach

Our flywheel represents our basic business operating model. The six components of the flywheel are our drivers, that keep FGH Security moving forward and continuously improving. The flywheel ensures stable growth that embodies our values and reinforces our promises.



Each driver within the flywheel has a variety of processes and measurable KPI's, applicable across the strategic, tactical, and operational levels of the organisation.

We embrace a culture of continuous improvement throughout our organisation; regularly seeking feedback from all stakeholders and assessing our processes and procedures to identify areas for improvement. Change projects are approved by appropriate management provided they drive efficiency, effectiveness, positive user experience and trust.

We proactively identify and monitor potential risks that could impact the quality of our services. We engage customers and suppliers that mirror our own values and pass vigorous due diligence checks.

We diligently adhere to all applicable laws, regulations and industry standards including voluntary quality assurance schemes in order to ensure our services are safe, reliable and exceed the expectations of our stakeholders.

Though the Directors have ultimate accountability for Quality, all team members have a responsibility within their own areas of work to embed a culture of Quality assurance organisation wide.

Managing Director

Operations Director

Shared Services Director

This policy statement summarises how the company operates and maintains its quality systems and objectives to the requirements of ISO 9001 and is communicated to all our team members, customers, interested parties and the public. This policy statement is reviewed annually and amended if appropriate.