



# Quality Policy

<b>Document Owner</b>	Compliance Officer			
<b>Authorised to Approve</b>	Board/Directors			
<b>Review Schedule</b>	Annual, or until such time there is a significant change in the legislation or the organisation			
<b>Category</b>	<input checked="" type="radio"/> Legal/Critical	<input type="radio"/> Financial/High	<input type="radio"/> Reputation/Med	<input type="radio"/> Other/Low

### Revision History

Version	Date	Author	Summary of Changes	Approved by
001	July 23	CM/JS	Quality Policy created	PH
	Feb 24	CM	Reviewed, No changes	JS
	Jun 25	CM	Changed to Group Letterhead	JS
002	Apr 26	CK	Brand Promises and Purposes added for each subsidiary.	JS

### Organisational Scope

FGH Group				
FGH Security	FGH Training	FGH Consult	FGH Systems	FGH Teoranta
UK	UK	UK / UAE	UK	ROI
Yes	Yes	Yes	Yes	Yes

## Policy Statement

FGH Group is centred on three core values on which the Organisation was founded, they guide the way all team members should act and inform strategic decision making:

**Look After Our Team**

**Give Something Back**

**Be Great Today, Better Tomorrow**

Each of our subsidiaries has a clearly defined purpose and brand identity:

<b>FGH Security</b>	Keeping People Safe
<b>FGH Training</b>	Sharing Practical Knowledge
<b>FGH Consult</b>	Connecting the Dots
<b>FGH Systems</b>	Integrating Security Technology

Reinforcing the purpose and values, each subsidiary has three brand promises. These promises define the product delivery and why customers can confidently choose FGH Group services:

<b>FGH Security</b>	<b>Friendliest People</b>	<b>Best Trained Team</b>	<b>A Scientific Approach</b>
<b>FGH Training</b>	Experience Led	Collaborative Solutions	Flexible Delivery
<b>FGH Consult</b>	Holistic solutions	An innovative approach	Industry experience
<b>FGH Systems</b>	Solutions Built Together	Smart Technological Systems	Clear Advice, Real Support

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

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.*