



## Company Quality

### Policy

It is the policy of the Company to always meet or exceed agreed client requirements and to strive to enhance client satisfaction on an ongoing basis for all services provided. These services are referenced in our documented Quality Management System (QMS) and by our Quality System Approval to ISO 9001.

GTS has determined that the following Quality Objectives are relevant to its QMS;

Return People to Work  
Provide a platform for development  
Extraordinary customer service

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001: 2015 Quality Management System Requirements, with the exclusion of 8.3 design and development of products and 7.1.5.2 Measurement traceability.

Our documented system is therefore written to ensure that our personnel conform to these requirements, in addition to all other applicable Industry Codes of Practice and Legal, Statutory and Regulatory requirements appropriate to our range of services.

The Company's Executive Management Team is committed to this Policy and to the Continual Improvement of the effectiveness of our processes and the overall Quality Management System. This commitment is demonstrated through the following ongoing activities:

- Communicating to everyone in the Company the importance of meeting the agreed client as well as applicable statutory and regulatory requirements;
- Establishing and communicating this Policy Statement to all personnel and ensuring that it is understood;
- Ensuring the Company Quality Objectives are established and are met;
- Conducting management review to determine the effectiveness of our overall QMS, and to bring about improvements where necessary.
- To Improve the skill set of our workforce
- To upskill low paid workers within the hospitality and security industry
- To introduce better future options and career pathways within the security industry