JANNET SECURITY SERVICES		Quality Management Practice	
JSP - Jannet Security Practices Integrated Management System		Controlled Doc Number	JSP-002
		Version	1
		Effective From	02/02/2026
Approved By	Malik Sheraz - Managing Director	Review Date	01/02/2027

1. Purpose

The purpose of this Practice is to define how Jannet Security Services Ltd manages quality across all operations, ensuring consistent service delivery, customer satisfaction, legal compliance and continual improvement.

This Practice supports the Company's Integrated Management System (IMS) and aligns with ISO 9001, ISO 14001, ISO 45001 requirements and SIA Approved Contractor Scheme (ACS) expectations.

2. Scope & Application

This Practice applies to all business activities, services, locations and personnel of Jannet Security Services Ltd, including:

- Security guarding operations
- Key holding and alarm response services
- Mobile patrol services
- Canine (K9) security services
- Event security and stewarding
- Supporting management and administrative functions

It applies to all employees, agency workers, subcontractors and suppliers where relevant.

3. Roles & Responsibilities

Managing Director

- Provides strategic leadership and overall accountability for the Quality Management System
- Approves this Practice and quality objectives
- Ensures adequate resources are available to support implementation

Operations Director

- Responsible for the operational implementation of this Practice across all service delivery functions
- Ensures quality controls are applied within control room, field operations and contract management
- Monitors operational performance and escalates significant quality issues to the Managing Director

Senior Management & Department Managers

Implement this Practice within their areas of responsibility
Monitor service performance and compliance
Ensure corrective and preventive actions are identified and implemented

Employees & Operatives

- Deliver services in line with Company practices and assignment instructions
- Report issues, incidents and improvement opportunities promptly

4. How This Practice Operates

Quality management at Jannet Security Services Ltd is achieved through a structured and process-based approach, which includes:

- Defining clear quality objectives aligned to business and client requirements
- Planning and delivering services in accordance with agreed standards and contractual obligations
- Monitoring performance through audits, inspections, feedback and KPIs
- Identifying non-conformances, incidents and improvement opportunities
- Implementing corrective and preventive actions
- Reviewing performance and effectiveness through management review

The interaction of core, management and supporting processes is defined within the Integrated Management System Manual (JSP-001).

5. Compliance & Standards

This Practice supports compliance with the following, as applicable:

- ISO 9001 - Quality Management Systems
- SIA Approved Contractor Scheme (ACS)
- Relevant British Standards, including BS 7499 and BS 7858
- Applicable legal and regulatory requirements

6. Records & Evidence

The effective implementation of this Practice is evidenced through controlled records, including but not limited to:

- Management Review Records (JSC-006)
- Corrective & Preventive Action Register (JSC-007)
- Internal Audit Records (JSC-005)
- Performance Monitoring & KPI Records (JSC-042)
- Client Feedback Records (JSC-036)

7. Related Practices & Documents

This Practice should be read in conjunction with:

- JSP-001, Integrated Management System Manual
- JSP-003, Governance & Legal Compliance Practice
- JSP-007, Risk Management Practice
- JSP-010, Employee Handbook

8. Review & Continual Improvement

This Practice is reviewed at planned intervals or in response to significant changes, audit findings, incidents or business requirements.

Opportunities for improvement are identified through audits, performance monitoring, feedback and management review, and actions are tracked to completion.