Quality Policy Statement

DISTRIBUTION

This Quality Policy Statement is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

ZAM FM LTD is a privately owned security company supplying professional and effective Security Guarding solutions to the Industrial, Commercial and Retail sectors this is managed by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015 as well as complying with the SIA Approved Contractor Scheme and relevant British Standards (BS 7858:2019, BS 7499:2020)

REVISION HISTORY

Issue Number	Review Date	Changes	Signed
01	22/09/2023	Original version (draft)	
01	22/09/2023	Signed off	
01	20/09/2024	Review	
01	19/09/2025	Review	
02	20/05/2026	Address Updated	
02	18/09/2026	Review	

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the Quality Management System by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the Quality Management System.
- Ensure the quality policy and quality objectives are established for the Quality Management System and are compatible with the context and strategic direction of the Company.

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- Quality objectives have been set and are maintained as part of the Quality Management System internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the Quality Management System are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the Quality Management System requirements.
- Ensuring that the Quality Management Systems achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the Quality Management Systems.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.
- This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.
- This policy is available to relevant interested parties, upon reasonable request.

Managing Director

Name: DANISH IFTIKHAR

Sign: 

Dated: 22-09-2023