

Quality Policy

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Version: N1

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Status: Active

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Quality Policy Statement

Promont Limited is committed to delivering security services and care staffing solutions of the highest quality — consistently meeting and seeking to exceed the requirements of our clients, service users, and the regulatory frameworks within which we operate.

Our quality management system is built on the requirements of **ISO 9001:2015** and is integrated with our occupational health and safety management system (ISO 45001:2018) and environmental management system (ISO 14001:2015) as a unified Integrated Management System (IMS).

Our Commitments

In accordance with ISO 9001:2015 Clause 5.2, the Promont Limited Quality Policy:

- **Is appropriate to the purpose and context of Promont Limited.** We provide SIA-licensed security services across manned guarding, keyholding and alarm response. Our quality commitments reflect the safety-critical, compliance-intensive nature of both sectors.
- **Provides a framework for setting and reviewing quality objectives.** Quality objectives are set annually by senior management, communicated to all employees, and reviewed at management review meetings. Objectives are specific, measurable, and aligned with the strategic direction of the business.
- **Includes a commitment to satisfy applicable requirements.** Promont Limited complies with all applicable legal, regulatory, and contractual requirements including the Private Security Industry Act 2001, SIA Approved Contractor Scheme standards, CQC regulatory requirements for care staffing, ISO 9001:2015, ISO 45001:2018, ISO 14001:2015, and all relevant UK legislation.
- **Includes a commitment to continual improvement of the quality management system.** We are not content with merely meeting minimum standards. We actively seek to improve our processes, our people, our systems, and the quality of the outcomes we deliver for clients and service users.

Customer Focus

Promont Limited places customer and service user satisfaction at the centre of all we do. We achieve this by:

- Understanding and consistently meeting client requirements as set out in our service agreements and assignment instructions
- Monitoring client satisfaction regularly and acting on feedback promptly
- Responding to complaints openly and using them as a driver for improvement
- Delivering care staffing that upholds the dignity, safety, and wellbeing of every service user
- Maintaining clear communication with clients and placement settings about service performance, incidents, and changes

Quality Objectives 2026

The following quality objectives have been set for the current year. Progress is reviewed quarterly at management reviews:

Objective	Measure	Target
Client satisfaction	Client satisfaction survey score	≥85% satisfied or very satisfied
Complaint resolution	% complaints responded to within 10 working days	100%
Service delivery reliability	% shifts/placements filled as contracted	≥99%
Training compliance	% workers with current mandatory training records on HitDesk	100%
Nonconformity resolution	% corrective actions completed within agreed timescale	≥95%
ISO certification maintenance	No major nonconformities at annual surveillance audit	Zero major nonconformities

Responsibilities

Quality is everyone's responsibility at Promont Limited. Specifically:

- The **Managing Director** has overall accountability for the quality management system, sets the quality objectives, and demonstrates visible leadership in quality performance
- **Operations Managers** implement quality standards across all contracts and placements, and manage nonconformities in their areas of responsibility
- The **HR / Compliance Lead** maintains the IMS documentation, coordinates internal audits, manages the corrective action register, and prepares management review reports
- **All employees and placed workers** are responsible for understanding and meeting the quality standards relevant to their role, reporting nonconformities and near-misses, and actively participating in the improvement of our services

Communication and Availability

This Quality Policy is:

- Communicated to all employees and placed workers at induction and available through the HitDesk document library at all times
- Available to relevant interested parties — including clients, placement settings, the SIA, the CQC, and ISO auditors — on request
- Reviewed annually by top management as part of the management review, and updated as necessary to reflect changes in the business, its context, or the requirements it must meet

This Quality Policy is approved by the Managing Director of Promont Limited and is effective from 2026. Previous versions are archived. This policy will next be reviewed in January 2027 or sooner if significant changes in context, strategy, or

requirements necessitate an earlier review.

Approved by: Managing Director, Promont Limited

Year: 2026



Dimitar Vaglarov

Managing Director

Promont Limited

Dated: 01 May 2026



Dimitar Vaglarov

Managing Director

Promont Limited

Dated: 01 May 2026