

# Quality, Health & Safety Policy

## 1. Purpose

Ready Guard Security Services (Pvt.) Ltd. ("RGSS") adopts this Quality, Health & Safety Policy to establish its commitment to maintaining the highest standards of service quality, operational discipline, and workplace safety. The purpose of this Policy is to ensure that all RGSS operations are conducted responsibly and professionally while protecting the wellbeing of employees, clients, contractors, and community stakeholders. RGSS follows national regulatory requirements, international private security norms, and internal management system procedures to ensure consistent service delivery, prevent harm, and support continuous improvement across all projects. Safety, quality, and professionalism are core values that guide all decisions and behaviors within the organization.

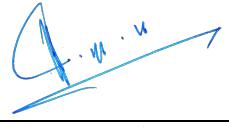
## 2. Scope

This Policy applies to all RGSS personnel including full-time employees, security guards, supervisors, managers, contractual workers, subcontractors, and any authorized individual acting on behalf of RGSS. The requirements outlined in this document must be followed at all RGSS offices, client locations, field operations, or any setting where RGSS work activities take place. Compliance with this Policy is a mandatory condition of employment and continued business engagement with RGSS.

## 3. Policy Commitments

### 3.1 Quality Management

RGSS is committed to delivering services that consistently meet or exceed client requirements, legal obligations, and organizational expectations. Quality performance is achieved through effective planning, supervision, clear communication, and strict adherence to procedures. All employees must carry out their work with accuracy, diligence, and professionalism. RGSS monitors its quality indicators regularly and implements corrective and preventive actions to address performance gaps. A strong quality culture is essential to building trust with clients and maintaining long-term service excellence.

	
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### 3.2 Customer Satisfaction

RGSS places strong emphasis on customer satisfaction by ensuring responsiveness, transparency, and reliability in all interactions. Client feedback is considered a valuable source of improvement and is reviewed formally during management processes. Concerns or complaints raised by clients are handled promptly through documented channels. RGSS aims to maintain positive, long-term relationships with clients by delivering dependable, honest, and high-standard services.

### 3.3 Honesty, Ethics, and Professional Conduct

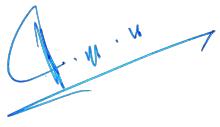
Ethical conduct is fundamental to QHS performance. RGSS requires all employees to act with honesty, transparency, and professionalism. Fraudulent behavior, misrepresentation, withholding of material information, or unethical practices are strictly prohibited. Employees must follow all internal rules, legal requirements, and client instructions relevant to their roles. Ethical behavior reinforces RGSS's reputation and contributes to a safe and responsible working environment.

### 3.4 Effective QHS Management System

RGSS maintains an Integrated Quality, Health & Safety Management System aligned with international standards and internal governance requirements. The system ensures that all policies, procedures, instructions, and guidelines are implemented consistently across the organization. Management is responsible for providing adequate resources, including equipment, supervision, and training. The QHS system is reviewed regularly to ensure ongoing relevance, legal compliance, and operational effectiveness.

### 3.5 Identifying and Controlling Hazards & Risks

RGSS systematically identifies, assesses, and controls hazards and risks associated with its security and operational activities. Risk assessments are carried out to minimize the likelihood of incidents and ensure preventive measures are in place. Work must never proceed where serious hazards exist that cannot be controlled. Employees have the right and responsibility to stop work if they believe a task presents immediate danger. Hazard awareness and early reporting are essential to preventing accidents and creating a secure workplace.

	
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### 3.6 Safe and Healthy Workplace

RGSS is committed to providing a workplace that protects physical wellbeing, mental health, and general welfare. This includes maintaining hygienic facilities, ensuring emergency preparedness, providing first-aid resources, and enforcing mandatory PPE usage where required. Supervisors must ensure that work areas remain safe, hazards are eliminated or controlled, and unsafe conditions are addressed immediately. No employee shall be instructed to perform duties that violate safety standards or threaten their wellbeing.

### 3.7 Training, Awareness, and Competence

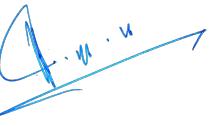
Training is essential for maintaining high-quality and safe operations. All employees receive training on QHS roles, emergency response procedures, equipment handling, communication protocols, and legal obligations. Training is provided during induction and reinforced regularly through refreshers, toolbox talks, and supervision. Employees must apply the training in their daily tasks and stay alert to warnings, hazards, and operational risks. Supervisors must ensure ongoing competence through monitoring and feedback.

### 3.8 Private Security Operations Best Practices

RGSS ensures that all private security operations follow responsible conduct standards, including respect for human dignity, non-discrimination, proportional use of force, and lawful behaviour. Security personnel must comply with operational procedures, reporting structures, communication protocols, and legal boundaries at all times. Violations of professional conduct or use of force regulations will lead to disciplinary action. Upholding high standards of responsible security behavior is essential to operational integrity and social responsibility.

### 3.9 Legal and Regulatory Compliance

RGSS complies with all applicable laws, regulatory requirements, client rules, and internal procedures related to security operations, employment, health & safety, and service quality. Compliance is monitored through inspections, audits, and reviews. Any identified nonconformance is addressed through corrective and preventive actions. Employees must comply with legal and contractual obligations at all times and report any concerns or violations immediately.

	
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### 3.10 Continuous Improvement

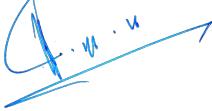
Continuous improvement is a core principle of RGSS's QHS commitments. The organization reviews operational performance through audits, incident investigations, client feedback, employee suggestions, and management reviews. Lessons learned are integrated into procedures, training programs, and operational planning. Improvement is a shared responsibility across all levels of the organization and is essential for maintaining operational excellence.

## **4. Roles and Responsibilities**

Management is responsible for ensuring adequate resources, supervision, and oversight for QHS performance. Supervisors enforce policy requirements, conduct site monitoring, and address unsafe conditions immediately. Employees must follow all procedures, report hazards or incidents promptly, and maintain professionalism and safe behaviors. Everyone in RGSS shares responsibility for maintaining a safe and high quality working environment.

## **5. Commitment**

RGSS is committed to protecting people, delivering dependable services, and maintaining a safe, ethical, and high-performing operational environment. Through strong Quality and Health & Safety standards, the organization ensures responsible operations that safeguard employees, clients, and communities.

	
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