



SARACEN UGANDA LIMITED QUALITY POLICY STATEMENT

SARACEN U Limited shall pursue Total Quality Management and will continuously improve its products, business systems, and procedures to satisfy the needs and expectations of its customers and will deliver to its customer's on-time defect-free services. In view of this, our Management is committed to the following:

1. Good professional practice and ethical conduct of all staff to ensure quality of service and the continuous improvement and the efficiency of our Quality Management System.
2. Setting measurable goals and objectives during Management Review at all stages and in all departments
3. SARACEN takes its direction for its QMS from ISO 9001:2015 which overall commits its senior management to manage the organization in a systematic and visible manner and thus provide for value and stability. ISO 9001:2015 provides for the integration of eight key principles of quality management.
4. A mandatory requirement that all staff comply with the statements and procedures of the Quality Manual.
5. Ensuring all staff make themselves familiar with the terms and conditions of Company approvals and contribute to the further development and improvement of the Quality Management System and enhanced customer satisfaction.
6. Complying with the requirements of ISO 9001:2015, and striving to continuously upgrade to the requirements of new and emerging relevant standards
7. Regular review the Quality Management System for its continuing suitability and effectiveness.

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Date.....

Date.....

Chief Executive Officer

Quality Management Rep.



OUR MISSION, VISION AND QUALITY OBJECTIVES

COMPANY MISSION,

SARACEN UGANDA LTD will maintain a high market share through quality, professional and cost effective security services. This will be achieved through quality monitoring of service, effective communication and management, motivated and competent people, proper support structures and constant monitoring.

VISION

The Vision of SARACEN UGANDA LTD is to be the leading security company in providing a comprehensive, cost efficient security service.

OUR QUALITY SYSTEM PRINCIPLES BASED ON ISO 9001 QMS

1. Customer Focus

SARACEN (U) Ltd has a diverse range of clients ranging from the Ugandan public to and industry representatives to small private businesses. It is a Quality Management System goal to assist in understanding and hence the designing and delivering of security services that meet the current and future needs, requirements, and expectations, of our clients and stakeholders.

2. Leadership

Key to the quality Management System is the support of its senior management which is responsible for providing the internal environment that allows its human resources to fulfill the organization's objectives. The Quality Management System is intended to harmonize with organizational goals and facilitate the unity of purpose and direction provided by senior management.

3. Involvement of people

All management and staff are invited and encouraged to contribute to QMS. We have ensured a top to bottom and bottom up approach for ensuring sustainability of the system. This we have done through comprehensive training and re-training and ongoing review.

4. Process approach

While SARACEN activities and programs are varied and represents a wide range of services the QMS functions to provide the means to systemize and document programs and services to ensure they meet established criteria and are consistently delivered. We have applied the principles of effective resource deployment, and effective controls to manage our processes and ensure that the outputs match and exceed our clients' expectations.

5. System approach to management

SARACEN has many interrelated support activities and processes, both internally and externally focused, which need to be managed in order to realize effectiveness and efficiency. QMS provides the means to design, document and manage those interrelationships.

6. Continual improvement

Utilizing the cycle of internal audits and management review as well as input from customers and SARACEN staff the continual improvement of programs and services provided by SARACEN is an on-going objective of the QMS. Furthermore, it is the key to the value that the QMS provides the organization and its clients.

7. Factual approach to decision making

QMS provides for the collection and analysis of information and data that is needed to make effective management decisions. Such data is collected as a result of client feedback, surveys, complaints, internal audits and other research initiatives.

8. Mutually beneficial supplier relationship

Management has a significant interdependence with staff, suppliers and customers. Management has a responsibility to manage those relationships as they are key to the value SARACEN creates. The QMS will assist in ensuring that these relationships are mutually beneficial.

Management is committed to provide the direction and means to implement the Quality Policy through the following objectives:

1. Provide our customers with only quality products and services.
2. Provide those products and services on time, utilizing efficient methods.
3. Provide our customers with the best value for our products and services.
4. Provide open, effective communications with our customers and suppliers.
5. Provide systematic validation and control of design, operational, and quality processes.
6. Provide a system of continuous improvement across all disciplines.
7. Provide a system of employee involvement, motivation and training.

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Date:.....

Chief Executive Officer

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Date:.....

Quality Management Rep

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