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Pinnacle Security Ltd is a Private Security company providing security guard and man guarding, emergency rescue, and private investigator services, which offer a range of personable, effective and bespoke security services. Established in 2008, PSL is an approved company for providing security services for both public and private sector domains and its customers with on time and cost-effective security services.

PSL is one of the leading Private Security providers in Uganda, truly known for the bespoke security and risk management solutions to many clientele demands both locally and internationally. We are committed to the continuous improvement of our products and services and aligned with the strategic direction of the organization. To ensure our staff meet and exceed the needs of our customers; this achievement will result in securing efficiencies, strong customer focus and enhancement of long-term sustainability and profitability within the Organization; we endeavor to do this by:

- Operating, adhering to ISO 9001:2015, best international practice, legal, and other requirements.
- Ensuring the Management Team demonstrates leadership and commitment, and bears the responsibility for implementing and maintaining the Quality Management System.
- Ensuring sufficient resources are made available within the Organization to achieve this, ensuring through communication, engagement, practical example and training that Quality is the aim of all members of the Organization.
- Directing and supporting; each employee to have a proper understanding of the importance of the Quality Management System function, their responsibility to contribute to its effectiveness and its direct relevance to the success of the Organization.
- Implementing a QMS that demonstrates that all Pinnacle Security Ltd staff are committed to continual improvement, customer care, staff well-being, equality, and diversity.
- Equally, every employee is responsible and trained to perform the duties required by their specific role.
- The Having a culture of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organization as determined by Top Management.
- Monitoring, measuring, evaluating, and enhancing regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.
- Planning and implementing changes appropriately and effectively to ensure the integrity of the QMS is maintained.

Prepared By: QC	Reviewed By: QMT	Approved By: MD	Approval Date
			05/04/2023

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- Promoting the use of a process approach and risk-based thinking
- Ensuring that the resources needed for the QMS are available; including training, support and encouragement
- Communicating the importance of effective quality management system and of conforming to the QMS requirements
- Ensuring that the QMS achieves its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the QMS
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Establishing partnerships with suppliers and interested parties to provide an improved service.
- Communicating the policy to all employees, organizations working for or on our behalf and other organizations 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.
- Ensuring the policy is reviewed annually by senior management and where deemed necessary be amended and re-issued. This policy is available to relevant interested parties, upon reasonable request.

We hereby certify that Pinnacle Security Ltd operates within the Standard Operating Procedures Manuals accurately describes the Quality System in use within the Organization to meet the requirements of ISO 9001:2015.



Managing Director: Matsiko B. Moses

Dated: 05/04/2023

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			05/04/2023