

Reference	MAN 00
Version	1.0
Issue Date	15/11/2021
Approved	MD



## KENT K9 GUARDING LTD

### Policy Statements

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#### Quality Policy Statement

It is the policy of the Kent K9 Guarding Ltd to always meet or exceed agreed client requirements in security provision and to strive to enhance (increase) client satisfaction on an ongoing basis for all services provided. These services are referenced in our documented Quality Management System (QMS) and by our Quality System Approval to ISO 9001: 2015

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001: 2015 Quality Management System Requirements & BS 10800:2020 Provision of Security services

Our documented system is therefore written to ensure that our personnel conform to these particular requirements, in addition to all other applicable Industry Codes of Practice and Legal, Statutory and Regulatory requirements appropriate to our range of services including security screening BS7858:2019

The Company's Executive Management Team is committed to this Policy and to the Continual Improvement of the effectiveness of our processes and the overall Quality Management System. This commitment is demonstrated through the following ongoing activities:

Communicating to everyone in the Company the importance of meeting the agreed client as well as applicable statutory and regulatory requirements;

Establishing and communicating this Policy Statement to all personnel and ensuring that it is understood;

Ensuring the Company Quality Objectives are established and are met including:

- Customer Satisfaction Rating – Over 95%
- Sites Covered - 100%
- Response to incident time – Under 20 mins

Conducting management review to determine the effectiveness of our overall QMS, and to bring about improvements where necessary and internal audits to ensure compliance

Approved by Managing Director ROBERT MARCHANT

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#### Health & Safety Policy Statement

The Director of Kent K9 Guarding Ltd is committed to ensuring a safe and healthy environment for staff, customers, contractors and visitors.

The effective management of health and safety ranks equally with any other managerial or supervisory responsibility. The aim is to ensure that health and safety becomes an integral part of the company's activities.

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our activities;
- to consult with employees on matters affecting their health and safety and encourage active participation to maintain and improve standards;
- to provide and maintain safe and healthy premises;
- to provide and maintain safe work equipment;
- to ensure safe handling and use of substances;
- to ensure employees are competent to do their tasks, providing information, instruction, training and supervision as required to ensure safe and healthy working;
- to ensure contractors are competent to manage the health and safety aspects of their work;
- to monitor health and safety standards by carrying out regular inspections;
- to record and investigate significant accidents and cases of work-related ill health and where appropriate implement measures to prevent re-occurrences;
- to review and revise this policy as necessary at least every 12 months.

The organisation, responsibilities and general arrangements to implement this policy are attached. Where appropriate the arrangements will be developed locally to control specific risks.

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#### **Environmental Policy Statement**

Kent K9 Guarding Ltd is a leading UK provider of security services in the commercial, industrial and retail sectors. We seek to minimize the impact of our operations on the environment by the pursuit of good business practices and by fulfilling our legal obligations.

Our strategic objective is to provide a coherent framework of good environmental practice within each of our operating sites. Our Environmental Management System is documented, implemented and maintained and communicated to all employees. Where we are operating on client sites we will work with their Environmental Management Representative in achieving shared goals and objectives in line with the client's own systems.

Kent K9 Guarding Ltd pledges to implement and operate the Environmental Management System to further enhance environmental performance. Our main operational objectives and commitments are to:

- Understanding each site's legal obligations and ensure compliance.
- Design and implement environmental management systems to enable the reduction, reuse and recycling of general waste and packaging materials.
- Help our clients to improve energy efficiency and reduce energy waste
- Take all measures to prevent pollution.
- We are committed to the process of continual improvement.
- We are committed to meet or exceed relevant environmental legislation, regulations and other requirements

This policy will be communicated to all parties interested in the performance of our environmental management system, including the public.

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#### **GDPR Policy Statement**

Kent K9 Guarding Ltd is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct.

This policy sets forth the expected behaviours of Kent K9 Guarding Ltd Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to a Kent K9 Guarding Ltd Contact (i.e. the Data Subject).

Personal Data is any information (including opinions and intentions) which relates to an identified or Identifiable Natural Person. Personal Data is subject to certain legal safeguards and other regulations, which impose restrictions on how organisations may process Personal Data. An organisation that handles Personal Data and makes decisions about its use is known as a Data Controller. Kent K9 Guarding Ltd, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in this policy. Non-compliance may expose Kent K9 Guarding Ltd to complaints, regulatory action, fines and/or reputational damage.

Kent K9 Guarding Ltd's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all Kent K9 Guarding Ltd Employees and Third Parties to share in this commitment. Any breach of this policy will be taken seriously and may result in disciplinary action or business sanction.

This policy has been approved by Kent K9 Guarding Ltd's Managing Director

Approved By Managing Director ROBERT MARCHANT

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### **Complaints Policy statement/pledge**

*To Enhance customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organisation's ability to improve its products and services, including customer service;*

*Top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training;*

*Recognising and addressing the needs and expectations of complainants;*

*Providing complainants with an open, effective and easy-to-use complaints process;*

*Analysing and evaluating complaints in order to improve the quality of products and services, including customer service;*

*Auditing of the complaints-handling process;*

*Reviewing the effectiveness and efficiency of the complaints-handling process*

Approved By Managing Director ROBERT MARCHANT

Date: 15/11/2021