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Approved By: J. Stewart - Director



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1. Company Quality

1.1. Policy

It is the policy of the Company 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.

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.

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;

Conducting management review to determine the effectiveness of our overall QMS, and to bring about improvements where necessary.

Signed QMR –

Date –

Signed Deputy QMR –

Date -

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2. Mission and Vision Statements

2.1. Vision

MANE K9 SECURITY SERVICES LTD committed to providing cost effective security services, providing the client with an improving level of service. We can achieve this by integrating with the client's personnel, adopting a flexible approach and operating an open book policy between the client and MANE K9 SECURITY SERVICES LTD. We also provide a single monthly invoice, supported by a detailed financial summary of all costs incurred.

2.2.

MISSION

Work for and fully regard the interests of our clients;

Develop long-term relationships based on results, mutual respect and integrity;

Provide a service from strategy through implementation and on-going support;

Provide an exceptional standard of security personnel

Build a business that provides a stimulating and challenging environment that attracts, develops and motivates people.

To meet the criteria and recommendations of the PSI Act 2001 and continuously promote the Private Security Industry.

Protection of the public

To work with all interested parties for example the police, council, clients, employees, suppliers and associated organisations to ensure that we identify all internal and external issues both positive and negative and utilise the information in all system and service development which will be reviewed bi annually at our management review, which is available upon request by all interested party

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3. Introduction

3.1. History

At MANE K9 SECURITY SERVICES LTD, our aim is to provide you with a security service to improve the daily running of your workplace and to reflect the image you want to create. We provide a complete range of services that relate to activities necessary for your company to function, providing you with a single point of contact for all your facility needs.

MANE K9 SECURITY SERVICES LTD is committed to cost effective security services, providing the client with an improving level of service. We can achieve this by integrating with the client's personnel, adopting a flexible approach and operating an open book policy between the client and MANE K9 SECURITY SERVICES LTD. We also provide a single monthly invoice, supported by a detailed financial summary of all costs incurred.

3.2. Core Values

The success of MANE K9 SECURITY SERVICES LTD is built around the organisations core values. At all times we will:

Act with professional integrity

Regularly monitor and review any external and internal influences and factors and adapt our organization and operations to reduce and damage to our profit or turnover to improve on company growth and secure place in sector.

Identify and work with all interested parties

Accept only assignments for which we are qualified experienced and competent to perform;

Protect our client's interests first and foremost;

Protection of the Public

Adhering to all relevant laws and legislations including the private security industry act, health and safety at work act 1974, working time directive, lone worker regulations ect, improve the reputation of the private security industry to constantly monitor and measure our success and areas of non conformance to ensure the best possible service is provided.

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4. Quality Assurance and Control

MANE K9 SECURITY SERVICES LTD maintains a comprehensive Quality Management System (QMS), covering the requirements of ISO 9001:2015 and defining all the operational and quality activities necessary to ensure that all project deliverables conform to client requirements. The QMS has the full support of the Management Team. The QMS is maintained by the Management Representative, who has authority and responsibility for ensuring that adequate procedures, plans and processes are in place to provide a common approach to quality assurance throughout Informed Solutions, in the QMR's absence the responsibility would fall to the deputy QMR. The Management Representative, Deputy QMR and the Management Team also continually monitor the QMS and improve it via internal audits and management reviews.

Our QMS consists of set procedures and instructions defined in the Quality Management Systems Manual, which cover each of the business functions to operational quality process level, and includes a range of external and internal factors that have an effect on interested parties and business as a whole (examples detailed below and reviewed during our management review)

Interested parties

Stakeholder Requirements

To achieve its vision, mission and quality and environmental policy aspirations the directors recognise that MANE K9 SECURITY SERVICES LTD's key stakeholders must be identified and their needs and expectations and associated risks and opportunities understood and managed to ensure requirements are consistently met. These have been summarised below and are reviewed during management reviews (or sooner if circumstances demand) to check MANE K9 SECURITY SERVICES LTD continues to meet its requirements and remain a successful business.

Stakeholder	Requirements	Risks (Failure to Meet Requirements)	Opportunities (Benefits of Meeting Requirements)
Clients	Receive reliable value for money security services that protect property and people without adverse incident and harmful publicity. Provide solutions to security problems.	Poor reputation and loss of business.	Good reputation retains clients and generates new business.
Consumers	Be safe and not feel threatened whilst attending client venues.	Dissatisfied patrons will complain to the client and/or cause disturbances at the venue.	Satisfied patrons will not complain, are less likely to cause disturbances and are more likely to return to the client's venue. Client business and reputation is enhanced
Directors	Set the tone and strategic direction of the company. Manage the business and risks in an ethical and legal manner to avoid fines, custodial sentences and adverse publicity. Operate a profitable business and comply with ISO 9001, and SIA requirements.	No clear direction leads to lack of purpose and inefficient operations. Poor reputation due to unethical or illegal practices. Loss of business and falling business. Loss of revenue.	Good reputation leads to more business, financial stability and increased profits and ability to re-invest and improve.
Employees	Understand top management's direction in terms of MANE K9 SECURITY SERVICES LTD's vision and mission. Receive clear direction and have a sense of purpose. Be treated fairly and with respect and work in a safe and positive environment. Be given necessary information, facilities, training and support to do the job.	Low morale affecting productivity. Loss of skilled workforce. Wasted time recruiting and training new employees. Mistakes / inefficiencies occurring while learning the job.	Develop a stable, motivated, skilled and flexible workforce.

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Suppliers	<p>Receive accurate and timely Purchase orders and other instructions as applicable, paid on time.</p> <p>Orders and other instructions as applicable, paid on time.</p>	<p>Poor reputation, loss of goodwill, loss of critical suppliers, poor credit rating.</p> <p>Time wasted sourcing new suppliers and building new relationships.</p>	<p>Cooperative suppliers, improved services e.g. prices, delivery, flexibility, communications etc.</p>
Regulatory Agencies	<p>Comply with applicable health, safety, environmental, SIA and governmental regulatory requirements and laws.</p>	<p>Incidents can incur fines, possible custodial sentences, disruption to business due to permanent / temporary building closure. Poor reputation, unwanted publicity, loss of business and workforce.</p>	<p>No incidents and fines, improved reputation and reduced likelihood of visits and inspections from regulatory and governmental agencies; insurance companies etc.</p>
Insurers	<p>Operate robust risk management practices that avoid adverse incidents, claims and legal costs.</p>	<p>Poor claims record, higher premiums and/or difficulty getting adequate cover, higher excess rates.</p>	<p>No claims track record reduces insurance premiums. More cover for less outlay.</p>
Community	<p>Positively influencing the local economy e.g. job creation, local purchases, use of local services, protecting the local environment from pollution e.g. litter, noise and for disposing of waste responsibly and for protecting from anti-social behaviour. No adverse incidents e.g. fires; pollution that affect or put at risk the local environment, neighbours, people and the emergency services.</p>	<p>Poor reputation, complaints, unattractive proposition for local workforce.</p> <p>Harm to local environment in terms of pollution and/or visual impact.</p>	<p>Good reputation attracts local people to apply for jobs and enables selection choices.</p> <p>Physical appearance of building and surrounding landscape provides a positive image of MANE K9 SECURITY SERVICES LTD to clients; local authorities and the wider public.</p>
Competitors	<p>Take a greater share of existing and future business.</p>	<p>Loss of business due to competitors providing a better service e.g. trouble-free and value for money.</p>	<p>Effective internal processes and staff who are client oriented, closer, open and honest client relationships sets high service standards ensuring clients keep returning.</p>

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Quality Risks

Quality and environmental risks that take into account the achievement of stakeholder requirements have been identified and assessed and are summarised below. Risks and the adequacy of their controls are checked during internal audits and whenever working practices are changed or introduced, when non-conformances occur or when there are changes to regulatory requirements. They are also reviewed during management review meetings.

Process	Risks (before ISO 9001)	Likelihood (L) Severity (S) Rating (R)	Controls (after ISO 9001)	Likelihood (L) Severity (S) Residual Rating (R)	Related Procedure / Other Document	
Service Delivery	Enquiries not fully assessed against business or client needs before submitting a quotation.	L2 S3 R6	Client site visited if a new event to discuss / understand requirements and to carry out risk assessments and site surveys.	L1 S3 R3	8. Service Delivery	
	Inadequate resources / staff skills available to meet client requirements or inappropriate / unqualified staff assigned to the contract.	L2 S2 R4	Adequacy of resources considered during enquiry / quotation stage.	L1 S2 R2		
	Inadequate rating of clients not identified which can affect cash flow and profitability.	L2 S2 R4	Credit worthiness of new clients considered during enquiry and checked as deemed necessary.	L1 S2 R2	8. Service Delivery	
	Low credit rating of clients not identified which can affect cash flow and profitability.	L2 S2 R4	Credit worthiness of new clients considered during enquiry and checked as deemed necessary.	L1 S2 R2		
	Contract requirements not cascaded down to staff.	L2 S3 R6	Assignment instructions prepared and reviewed with venue staff at the start of the service. Venue file created providing various venue specific information and instructions.	L1 S3 R3	8. Service Delivery	
	Performance is not monitored and any problems not discovered / rectified in a timely manner.	L2 S3 R6	Venues are subject to periodic audit by management. This includes checking working practices as well as records. Any feedback received from clients and consumers during service delivery is recorded and responded to as appropriate.	L1 S3 R3		
	Poor standards of service. Failure to achieve service agreement outcomes. Client and consumer complaints.	L2 S3 R6	Venue files provide information and instruction regarding service performance standards. Periodic site audits undertaken to check services are being delivered as agreed. Only staff registered with the SIA are used. Clients contacted every six months or at the end of the service to check their opinions and levels of satisfaction.	L1 S3 R3	8. Service Delivery	
	Poor standards of service. Failure to achieve service agreement outcomes. Client and consumer complaints.	L2 S3 R6	Venue files provide information and instruction regarding service performance standards. Periodic site audits undertaken to check services are being delivered as agreed. Only staff registered with the SIA are used. Clients contacted every six months or at the end of the service to check their opinions and levels of satisfaction.	L1 S3 R3		
	Procurement	Inappropriate choice of supplier / subcontractor results in poor service delivery and client / consumer dissatisfaction.	L2 S2 R4	Suppliers and contractors are evaluated before first use. Contractors working at MANE K9 SECURITY SERVICES LTD's premises are briefed with regards to Health and Safety. Ongoing supplier performance is monitored and underperforming suppliers may be replaced.	L1 S2 R2	3. Purchasing
		Purchase orders not placed in a timely manner and potentially causing delays or affecting the quality of service delivery.	L2 S2 R4	Material requirements checked during planning and purchased accordingly.	L1 S2 R2	
		Inadequate or incorrect purchasing / job information provided resulting in supply not	L2		L1	3. Purchasing

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Process	Risks (before ISO 9001)	Controls (after ISO 9001)	Related Procedure / Other Document
Likelihood (L) Severity (S) Rating (R)	Likelihood (L) Severity (S) Rating (R)	Residual Rating Severity (S) Likelihood (L)	
meeting requirements and/or potentially client dissatisfaction.	S2	Purchase orders requirements are documented and checked to ensure adequate and accurate information has been specified.	R2
	R4		
Supplier invoices not paid on time affecting future supplier cooperation.	L2		L1
	S2	Systems in place to receive, check, approve and pay invoices in a timely fashion.	S2
	R4		R2
Inadequate number of skilled / qualified people and (temporary) loss of key staff.	L2	Staff resources and skills / qualifications are considered during quotation or orders stages. All new security personnel are subject to screening and vetting before being used. This includes verifying SIA licence.	L1
	S3		S3
	R6		R3
Security Staff not vetted before using for the first time and/or do not maintain their SIA Registered status.	L2	Staff resources and skills / qualifications are considered when assigning staff. SIA registration is routinely verified to check it has not lapsed for staff involved with a client venue. MANE K9 SECURITY SERVICES LTD informs compliance officer of licences due to expire and compliance officer contacts security personnel.	L1
	S3		S3
	R6		R3
Unreliable equipment / vehicles affecting client services, health and safety	L2		L1
	S2		S2
	R4	Equipment including radios, MANE K9 SECURITY SERVICES LTD etc are checked before assigning to a venue.	R2
	S3		S3
	R6		R3
Unaware of changes to regulatory requirements causing regulatory non-compliance.	L3	SECURITY SERVICES LTD's activities are routinely checked for changes. Changes to working practices and information are agreed and planned before implementation and then communicated to ensure there is no adverse effect on working practices or ISO 9001 / ACS / SIA or client requirements.	L1
	S2		S2
	R6		R2
	L3	Unaware of changes to regulatory requirements causing regulatory non-compliance.	L1
	S2		S2
	R6		R2
Making informal changes to working practices and/or information causing errors, additional work or non-compliance with MANE K9 9001 or SIA requirements.	L3	Disaster recovery plan in place. All critical information is held digitally and routinely backed-up. Back-up media stored in a separate location.	L1
	S3		S3
	R9		R3
	L2	Fire-fighting equipment installed and routinely serviced. Backed-up data (if required) would enable re-start or operate from a temporary site. Insurances provide adequate cover. Disaster recovery plan in place	L1
	S3		S3
	R6		R3
Building or office partially / completely destroyed or temporarily out of action due to fire or adverse weather event.	L2	Disaster recovery plan in place. All critical information is held digitally and routinely backed-up. Back-up media stored in a separate location.	L1
	S3		S3
	R9		R3
	L3	Fire-fighting equipment installed and routinely serviced. Backed-up data (if required) would enable re-start or operate from a temporary site. Insurances provide adequate cover. Disaster recovery plan in place	L1
	S3		S3
	R6		R3
Failure to comply with Quality Management System requirements.	L2	Requirements are documented, and staff made aware. Formal audits undertaken at least once a year by qualified independent internal auditor and Certification Body auditor.	L1
	S3		S3
	R6		R3
	L1		L1
	S3		S3
	R6		R3

Likelihood: Unlikely = 1; Likely = 2; Almost Certain = 3

Severity: Minor = 1; Moderate = 2; Major = 3

Rating = Likelihood x Severity. 1-3 = Low; 4 = Med; 6, 9 = High

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5. Scope and Justifications

5.1. Scope

The provision of Security Services and Security Screened Security Guards and dog handlers

5.2 Justifications

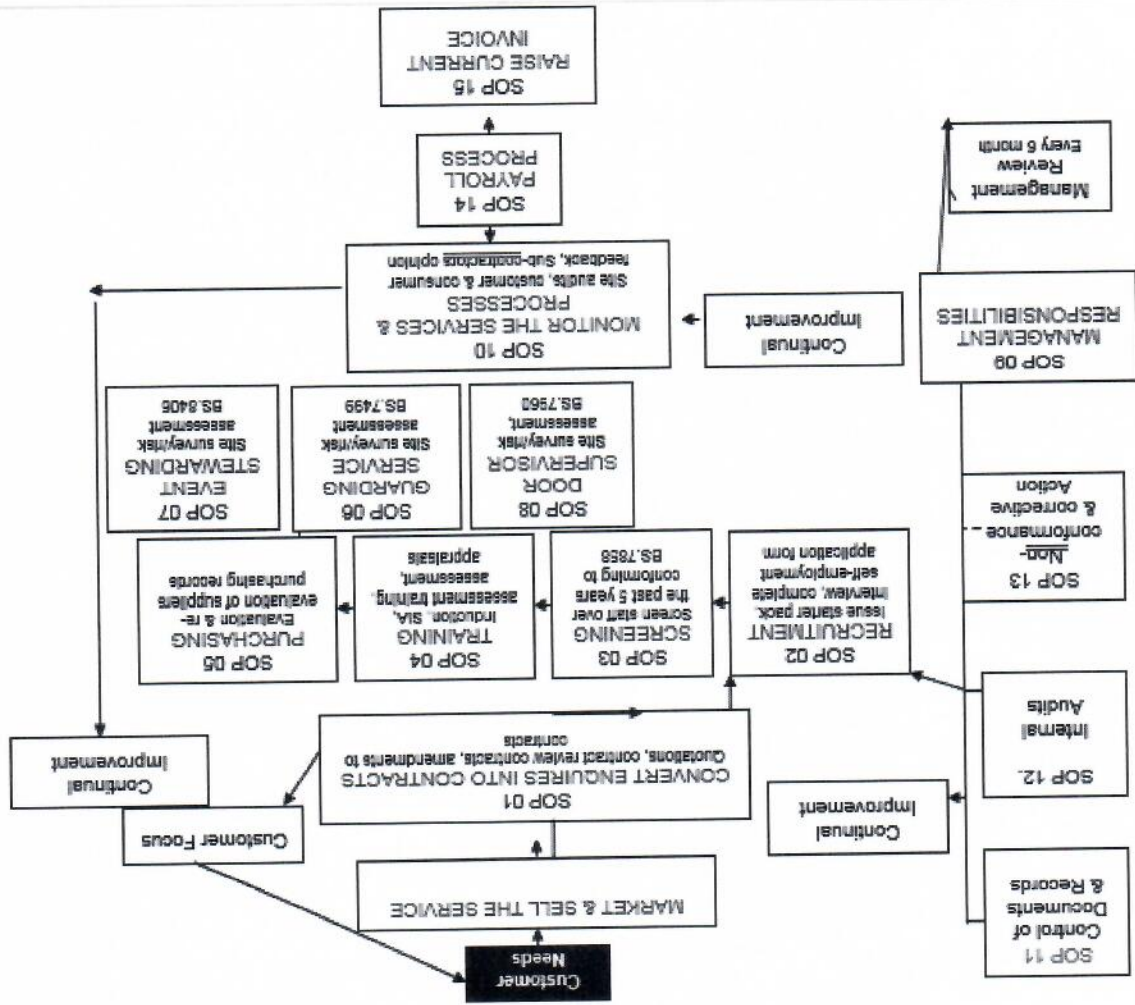
The Design & Development section of the ISO 9001:2015 – Section 8.3
 These activities are not undertaken and are not part of MANE K9 SECURITY
 SERVICES LTD business activities.

Section 7.1.5.2 Measurement Traceability The organisation does not use any
 monitoring or measuring devices in order to provide evidence of conformity of product
 to determine requirements.

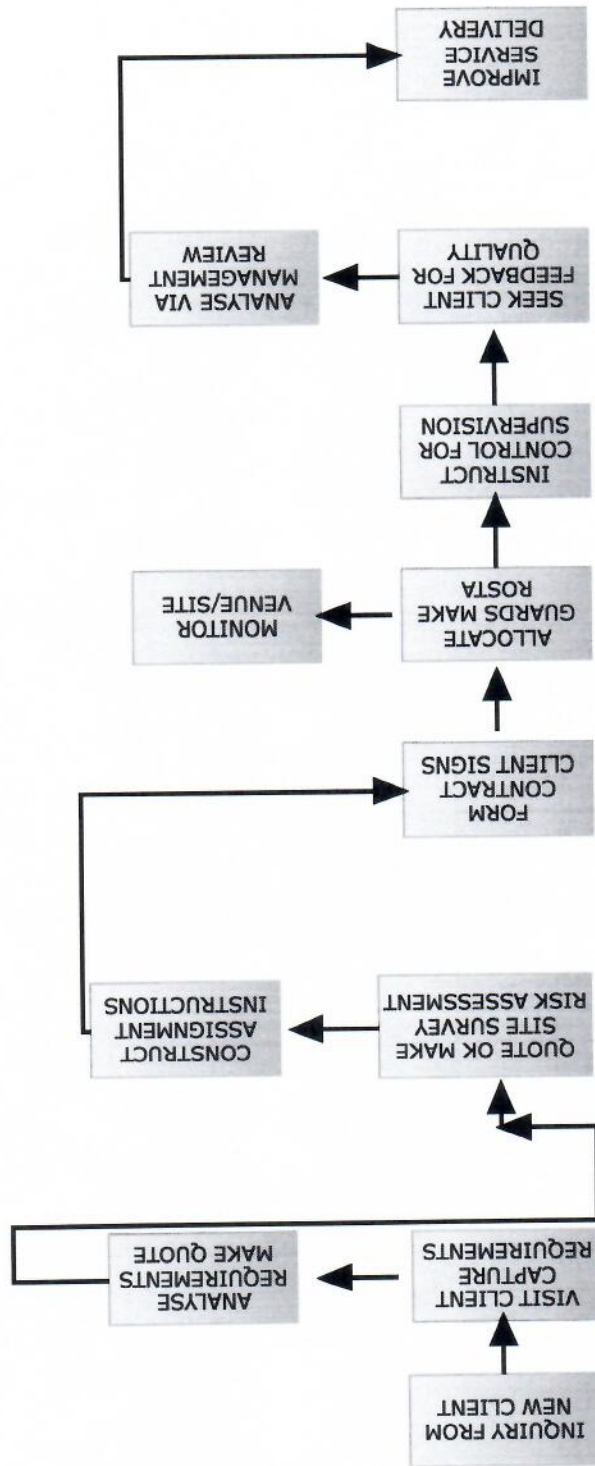
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6. Interaction of Processes ISO 9001:2015

SOP = Standard Operating Procedure



PROCESS FOR THE DELIVERY OF SECURITY SERVICES



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7. DOCUMENTED PROCEDURES The table below provides a reference for the procedures and associated documents required for the Quality Management System.

Procedure Reference	Approved	Document Title	Revision	Date
SOP 01	<input type="checkbox"/>	Convert Enquiries into Contracts	1.0	26/02/2019
SOP 02	<input type="checkbox"/>	Recruitment	1.0	26/02/2019
SOP 03	<input type="checkbox"/>	Screening	1.0	26/02/2019
SOP 04	<input type="checkbox"/>	Training	1.0	26/02/2019
SOP 05	<input type="checkbox"/>	Purchasing	1.0	26/02/2019
SOP 06	<input type="checkbox"/>	Guarding Service	1.0	26/02/2019
SOP 07	<input type="checkbox"/>	CCTV	1.0	26/02/2019
SOP 08		Keyholding	1.0	26/02/2019
SOP 09	<input type="checkbox"/>	Management Responsibilities	1.0	26/02/2019
SOP 10	<input type="checkbox"/>	Monitor the Services & Processes	1.0	26/02/2019
SOP 11	<input type="checkbox"/>	Control of Documents & Records	1.0	26/02/2019
SOP 12		Internal Audit	1.0	26/02/2019
SOP 13	<input type="checkbox"/>	Non-Conformance & Corrective Action	1.0	26/02/2019
SOP 14	<input type="checkbox"/>	Payroll Process	1.0	26/02/2019
SOP 15	<input type="checkbox"/>	Raise Credit Note	1.0	26/02/2019
SOP 16	<input type="checkbox"/>	Finance Planning	1.0	26/02/2019
SOP 17	<input type="checkbox"/>	Cleaning	1.0	26/02/2019

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8. Management Responsibility

8.1 Management Responsibility

The Management Team has defined the business focus and quality policy that includes commitment, and established quality objectives at various levels throughout the organisation. The Management Teams has established a communication flow to ensure everyone is informed of the Quality Management System requirements.

8.2 Management Commitment

The Management Team has shown its commitment to quality by defining the quality policy and appointment of a Management Representative, and resources/authorities for all personnel to meet quality objectives, to deliver quality products, continually improve and to satisfy customers/clients regulatory requirements.

The Management Team also participates in management reviews of the Quality Management System.

8.3 Client Focus

The method for the determination of current and future needs of our clients focuses on enhancing client satisfaction. On-going communication with current and potential clients through visits, electronic communication, industry events and participation in supplier meetings. Review meetings, client feedback and client satisfaction surveys are formal methods used to ensure Client Focus is achieved.

8.4 Quality Policy

The quality policy of has been defined and approved by the Managing Director. The quality policy has been announced to all employees during employee orientation, communication meetings and ISO 9001 awareness training. The quality policy is visible for all employees. The quality policy is supported by quality objectives.

8.5 Quality Objectives

The Management Team during business planning identifies quality objectives. Quality objectives are communicated to all management personnel. Reporting and monitoring of the objectives are communicated and updated during management reviews.

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8.6 Responsibility, Authority and Communication

The Team have defined and communicated the responsibility and authority in order to maintain an effective and efficient Quality Management System.

People throughout the organisation are given the responsibility and authority to enable them to contribute to the achievement of the quality objectives and to establish their involvement motivation and commitment.

The current version of the organisation chart demonstrates authority levels throughout the organisation.

Management Representative:

The Management Representative has the authority and responsibility for ensuring that the requirements of ISO 9001:2015 are established, implemented and maintained. All employees have been made aware of this authority and responsibility through communication meetings, employee orientation and role descriptions.

The Management Representative is also responsible for reporting on the performance of the Quality System at the management meetings for review and as a basis for improvement of the Quality System.

Management Representative retains sole responsibility for the implementation and maintenance of the system, and is responsible for ensuring that any actions in her absence are completed and communicated via the Deputy Management Representative.

Management Representative is the only person who can authorise the changes to the system.

Deputy Management Representative:

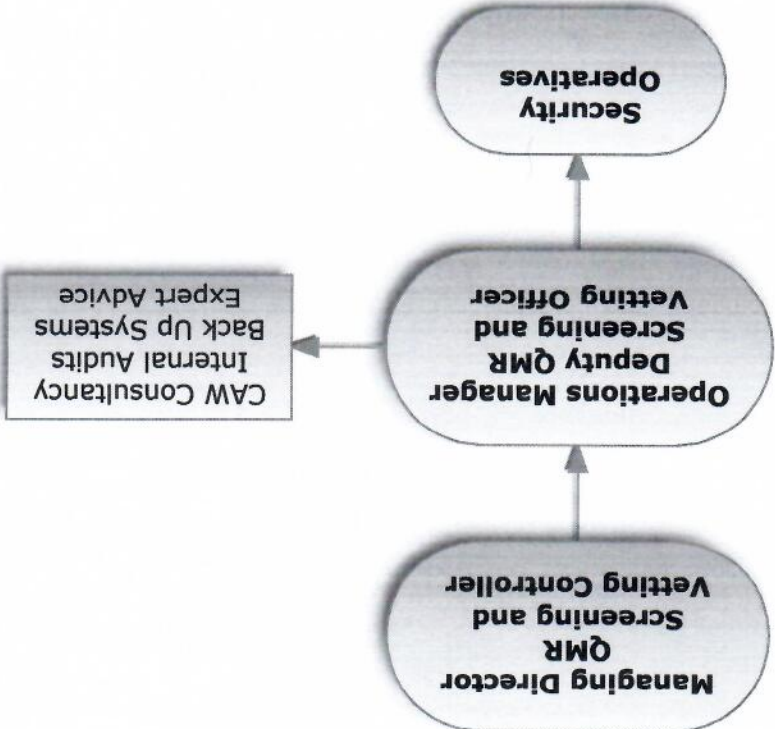
The Deputy Management Representative has the authority and responsibility in the absence of the Management Representative for ensuring that the requirements of ISO 9001:2015 are established, implemented and maintained. All employees have been made aware of this authority and responsibility through communication meetings, employee orientation and role descriptions.

The Deputy Management Representative is also responsible for reporting on the performance of the Quality System at the management meetings for review and as a basis for improvement of the Quality System, in the absence of the Management Representative.

Deputy Management Representative is not permitted to authorise changes to the system without the approval of the QMR.

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Company Structure/Responsibility Chart



8.7 Management Review

The Management Team, in accordance with the Quality Manual, shall carry out at minimum every six months, a review of the status and effectiveness of the quality assurance program to ensure its continuing suitability and effectiveness in meeting the requirements of ISO 9001:2015.

Management reviews shall include assessment of the results of internal quality audits, corrective and preventative action requests, training, customer complaints, and reviews of the quality policy, objectives and organization charts. Records of these reviews are to be maintained by the Management Representative.