



Watchguard International

Quality Management System



Watchguard International



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Quality Management System

2025-2026

ISO 9001:2015 & 14001: 2015 (Integrated)

“This Business Quality Management System is designed to work alongside a full suite of quality policies and procedures and processes. All of which have been developed in accordance with the requirements of BS EN ISO 9001: 2015 & BS EN ISO 14001: 2015. But more importantly to ensure that our focus on our continual improvements to our business our products our customers; and that this is maintained”. “This QMS also ensures we constantly benchmark ourselves to deliver only the highest of standards”.



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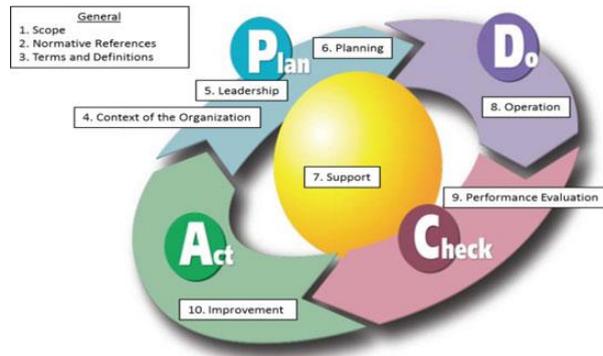


1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015 & ISO 14001:2015

We shall continually improve the effectiveness of our Health & Safety business management system using policies, objectives, audit results, analysis of data, corrective and preventive actions and management review.

Depending on the project, and whether design services are involved or not, members of the Business may liaise to establish the specific client requirements and agree on the outcomes sought. All stages of our business process will be checked for compliance against agreed outcomes and agreed to by any clients at the relevant group meetings before proceeding to the next phase of the production or delivery process.

We apply the methodology of Plan, Do, Check, Act (PDCA) to the overall system and to each process included in it which we believe is the most resilient process.



Plan: Establish the objectives and processes necessary to deliver results in accordance with client requirements and the organisation’s policies.

Do: Implement the processes.

Check: Monitor and measure HAS, quality and environmental processes and product or services against policies, objectives and requirements for the product or services and report the results.

Act: Take actions to continually improve HAS, quality and environmental performance.

The Director, Senior Managers, Other Line Managers and all staff as one team, are involved in our business from production to delivery. The entire team is responsible for achieving objectives and continual improvement within the scope of our business and as a part of the overall company operation. Senior Managers manage are expected to work towards continual improvement for the company.

The Director is responsible for decisions on the business quality management system(s) that affect the company as a whole.

At a service delivery level, each Manager and supervisor has certain control over resourcing and responsibility for quality outcomes, as well as for meeting our customer expectations. Senior Managers review the progress and overall health of the service and delivery, this includes client relationship management during business reviews with the Managers and staff. The outcomes of this monitoring process are analysed and reported back to the director, together with any required actions to achieve the requisite outcomes.

All components of the company’s Health & Safety, Quality and Environmental Management System(s) are accessible through our business library.



1.3 QUALITY & ENVIRONMENTAL POLICY - STATEMENT

It is the policy of Watchguard International Ltd to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 14001:2015 (or any other standard) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Watchguard International Ltd to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality & environmental policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality & environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality & environmental process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and environmental system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality and Environmental System is subject to both internal and external annual audits.

Top Management (To be signed and dated annually)

Singed:	Date	Singed:	Date
Richard Camenzuli – Director		Mark Anthony Piacentini – Director	
Martin Adams – Director		Chris Taxis – Director	



2. OVERVIEW OF THE ORGANISATION

Watchguard International Ltd, provide a security service nationwide to meet a wide variety of specialist security requirements including: Consultancy, Design and Build, Autonomous Robotic Drone Security, Facilities Counter Terrorism Consultancy, Other international specialist support services.

All staff are screened and vetted to BS7858 in line with current British standards which includes; Suitability to work check, DBS check and Full reference check alongside the applicants 10-year work history where this is applicable.

2.1 SCOPE OF REGISTRATION

Security & Public Safety

3. QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality and Environmental Objectives in accordance with **SMART** (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver our services to specification, on time and to the price quoted

This is measured by reviews, sales and management review meetings

- We will conduct our business in an ethical and professional manner

This is measured by internal complaint forms, and reviews

- We will endeavour to satisfy our clients’ requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.

This is measured by (QC) quality control management

- We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services.

This is measured by regular waste and energy usage audits

- We will ensure that the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems are measured and acted upon accordingly.

This is measured by our management of health, safety & the environment by adherence to our policies, coupled with high quality supervision, staff training, education and awareness to promote a safe, secure environment & business culture.



4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

We are committed to continual improvement of our business within the open marketplace and as such; we are also committed to understanding how relevant external factors, such as legal, political, economic, social and advances in technology can influence our business development as we strive to grow in the global arena.

We identify, analyse, monitor and review factors that may affect our aim to satisfy our customers and also any factors that may affect our management systems and process.

To ensure our QMS is balanced, proportional, affective and fits our strategic aim of business resilience we take into consideration both internal and external factors which may have impact on our business; and then we analyse this information, so we can better understand any weakness or risk and provide strategy to limit risk and improve business security.

For internal issues and matters we use the SWOT Analysis model to better understand internal influence.

SWOT ANALYSIS



For External issues and matters we use the PESTLE Analysis model to better understand external influence.





Management Meetings allow us to ensure process and progress is made on objectives and business goals which are set are on target or achieved and knowledge is shared. They allow us to assess in a formal setting; risk, influencing factors, continual improvements and visions. They also form the bedrock of cohesion and team building and development of the management team, which improves business leadership from the top down.

Team meetings allow the business to have quality communications and to ensure that QMS and the business model is shared with the entire team.

Ultimately outputs from our strategies and Management Systems are utilised as inputs to continually improve the aims of the QMS goals.

Legal & Ethical

We aim to be a responsible business that meets the highest standards of ethics and professionalism.

Our company’s social responsibility falls under two categories: compliance and proactiveness. Compliance refers to our company’s commitment to legality and willingness to observe community values. Proactiveness is every initiative to promote human rights, help communities and protect our natural environment.

Our company will:

- Respect the law
- Honour its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent
- Our senior management team headed by the managing director will ensure that governance is placed on our legal and statutory compliance, with support from our legal team.

4.2 Understanding the needs and expectation of interested parties

We recognise that we have interested parties who have both needs and expectations and that they also change over time, so we will endeavour to continually improve the process, and this will allow us to calculate effectively the requirements of all parties in our business relationship chain.

Interested Parties	Needs & Expectations
Customers	Best price, best quality, reliability, and value
Directorate(s) Owner(s)	Ensure profitability and Growth of the business. Ensure the implementation of appropriate health, safety, quality, and environmental management systems in accordance with standards. Successfully implement and maintain the company’s policies and implementation of this management system through not only financial commitment, but also by an active demonstration of leadership commitment to health, safety, quality, and environmental management, placing the company in a secure position in the marketplace for best management practices. Identify hazards that present a risk to health, safety, quality assurance or environment; assess, eliminate, or control the associated risks and establish systems for monitoring and reviewing the hazards and implemented controls. Ensure that all workers are adequately trained and competent to perform their tasks in a safe and environmentally responsible manner and without risk to health and safety of themselves or others at the workplace.



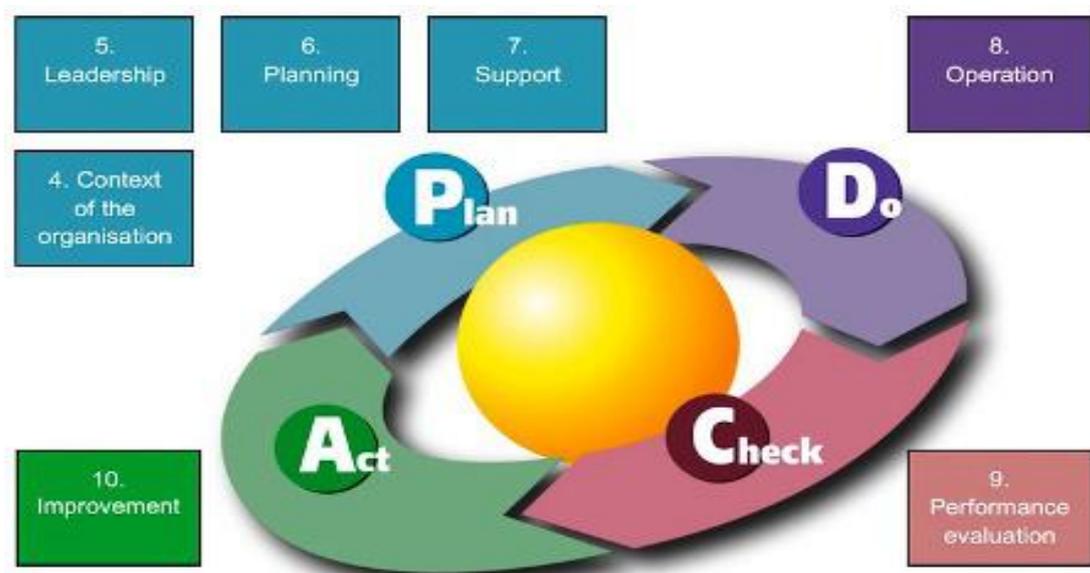
Managers	<p>Ensure that all plant and equipment provided for use at the workplace is safe and without risk to health and safety and the environment.</p> <p>Continually improve the effectiveness of the HAS management system using policies, objectives, audit results, analysis of data, corrective and preventive actions and management review.</p> <p>Ensure that systems are implemented for the health and safety of other persons who are present at the workplace.</p> <p>Pre-qualify Accredited Training Providers for the delivery of programs for Health and Safety, quality assurance and environmental responsibility.</p> <p>Oversee all workers compensation premiums for the company, premiums review, industry classifications, wages declarations, and common law reviews.</p> <p>Ensure Quality Project Plans, Project Environmental Evaluations, Construction Workplace Safety Plans, Inspection and Test Plans are prepared prior to the commencement of each project by the relevant Project Manager.</p> <p>Provide information, instruction, training and supervision to ensure health and safety, quality assurance and environmental principles within the management system are implemented. Ensure our shared values & security are maintained.</p>
Employees & Subcontractors	<p>Must understand the Health & Safety, quality and environmental implications of their own actions and have a duty to carry out their work in a manner which does not present a risk to themselves, others, the product or to the environment.</p> <p>Perform only those tasks for which they are adequately skilled using the appropriate work instructions, Safe Operating Procedures and equipment.</p> <p>Report all incidents, dangerous events, near misses, defects, hazards and inadequacies of procedures so that appropriate review and corrective action can be taken.</p> <p>Maintain the needs and expectations of our beneficial relationship.</p> <p>Suggest improvements and being active in the general improvement of all systems and methods of work to ensure activities are undertaken in a safe and environmentally responsible manner.</p> <p>Use appropriate personal protective equipment where required and report any breakages or failures that need replacement or rectification.</p> <p>Ensure that visitors, for whom they are assigned responsibility, are fully supervised while in the work area. Not be, by the consumption of alcohol or drugs, in such a state as to endanger their own safety or the safety of any other person whilst at work.</p> <p>Ensure our shared values & security are maintained.</p>



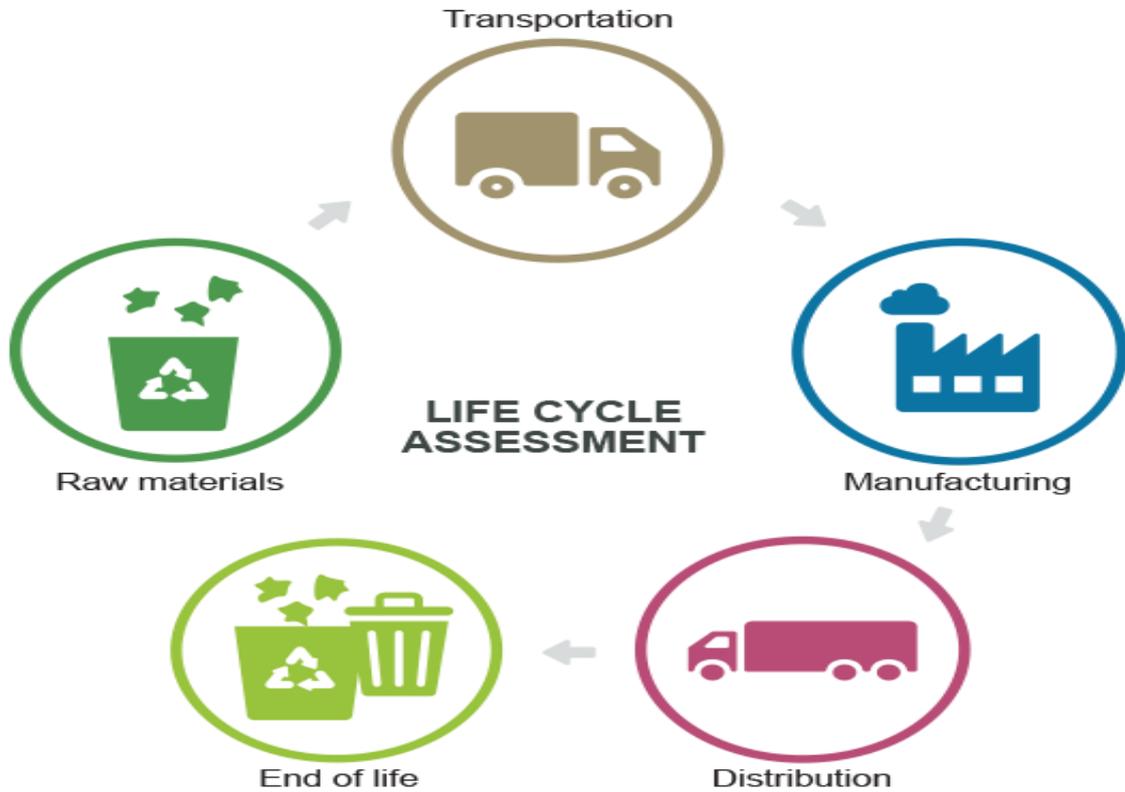
Suppliers	<p>Maintain the needs and expectations of our beneficial relationship</p> <p>Provide historical and current information pertaining to their Health & Safety, quality and environmental management history.</p> <p>Provide goods as agreed by contract or purchase order that is to required specification, and within the timeframe agreed upon. Provide relevant warranty documents that conform to Standards and regulatory requirements.</p> <p>Provide drawings and plans in accordance with Standards and any other requirements if they affect our business in any way.</p> <p>Attend to corrections and revisions of drawings and plans in accordance with timelines established in the contract agreement.</p> <p>Provide avenues for inspection and test of product during manufacture where applicable.</p> <p>Inform us of the measures the supplier or consultant uses to minimise waste in the manufacture or production of its goods.</p> <p>Inform us of measures used to promote environmentally friendly products in the provision of goods and services.</p> <p>Inform us of Health & Safety, environmental or quality incidents or non-conformances that might impact on the provision of the goods or service.</p>
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4.3 Our Business Quality Management System (QMS) Scope

In line with the process of our QMS we strongly believe that our remits for the scope of our QMS are in line with the fundamentals of our affiliations and objectives of ISO 9001 & ISO 14001 as shown in the clauses.



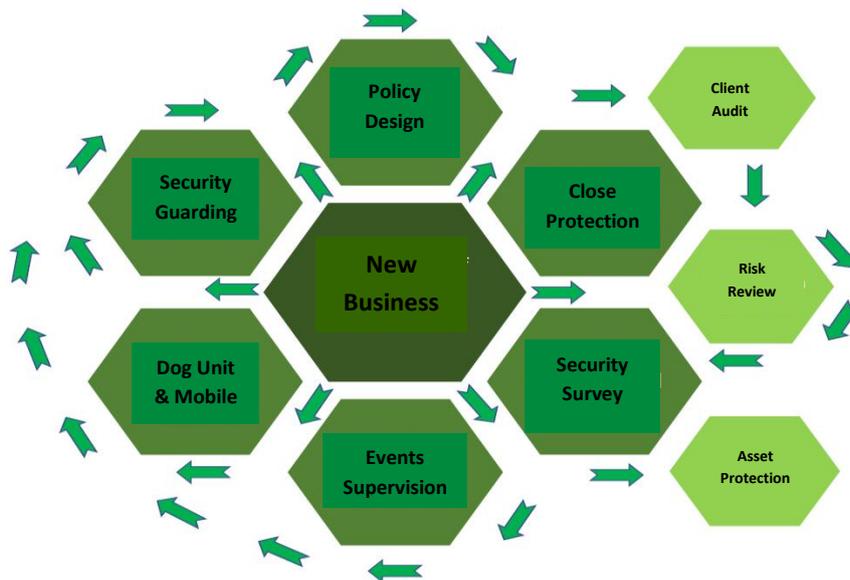
Our QMS along with its relationship to our other management systems, policies and procedures demonstrates our business commitments to an overall synergy of scope. The scope is also determined by the influences of all our interested parties and stakeholders, ultimately ring fenced by all regulatory and compliance requirements. This will of course be directly influenced by our environmental policies and environmental commitments which are and will remain, a main focus in our service delivery methods and also how we manage our business and the environment using our business life cycle process.



4.4 Part 1 - Quality Management System and its processes

We work closely with our partner suppliers and customers to satisfy mutual requirements; to achieve this we use the process approach advocated by ISO 9001:2015. The flowcharts below illustrate the main interactions of our core business processes:

Outline Business Flow Chart





Marketing Flow Chart



Sales Flow Chart





4.4 Part 2 - Environmental Quality Management system and its processes

We operate to the standards of ISO 14001 Environmental Management System, this includes every aspect of the business from our service delivery, transport through to our offices. We aim to have regular audits by an independent certification body where this is practicable.

Our services are underpinned by values and goals about delivering excellence in quality, Health and safety and with minimal impact on the environmental and local community. This integrated quality management system is the culmination of rationalising and integrating our management systems in these critical areas of service delivery. The system integrates management of Health and safety, quality and environmental management and is underpinned by Integral statements to provide the highest quality product and service, on time and without impact on the Health and safety of our clients, workers and subcontractors, visitors, the environment, or the community. As shown below:

We believe we strive to better the Environment



ISO 14001 Process Flow Chart V1





5 LEADERSHIP

5.1 Leadership & Commitment

Our Directors and people are committed to the development and implementation of a joint Quality and Environmental Management System with proportionate directives and Policies, which are both compatible and specific with the strategic direction of our business. Our entire system is frequently reviewed to ensure conformance to the standard expected by ISO 14001. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that **all our** staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving **Our** Quality & Environmental Objectives which are aligned with the current business plan and area a focus of our leadership principle of continual improvement.

The Management Team is responsible for implementing our Business Quality Management System and ensuring the system is understood and complied with at all levels of our organisation.

In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for our Business Quality Management System

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Business Quality Management Systems.
- The ongoing activities of **our business** are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The QMS is integrated into the organisations business processes.
- Communication covering the importance of the effective QMS and conformance to the QMS requirements is in place.
- Continual improvement is promoted and maintained.
- The contribution of persons involved in the effectiveness of the QMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus (Quality)

- Customer requirements and applicable statutory and regulatory requirements are determined & met.
- The risks and opportunities that can affect conformity of any products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on consistently providing any products and services that meet customer and applicable statutory and regulatory requirements is maintained.
- The focus on enhancing customer satisfaction is maintained.



5.2 Quality & Environment Policy Statement

Our Policy statement is located within section 1.3 of this QMS.

5.3 Organisational Roles, Responsibilities and Authorities

We have an organisation chart in place (See appendix 1 to this QMS). The business has appropriate personnel in place to cover the whole context of the organisation and strategy of the business.

6 Planning for the Business Quality Management System

6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our Quality Management system. The Risk & Opportunities document is separate but forms part of this QMS.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use data capture to collect and analyse the risks and opportunities. The Risk and opportunities document will be reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

Risk Management & Opportunities Matrix Template

Risk Management & Opportunities													
									Further Review				
Business Area / Process / Relationship	ISO ref	Risk, Impact & Opportunities	Likelihood 1 - 5	Impact 1 - 5	Risk score*	Existing control measures	New mitigating actions	Responsible Person & Date	Likelihood 1 - 5	Impact 1 - 5	Risk score*	New mitigating actions	Responsible Person & Date
Environmental Aspects	6.1.2	Have you identified the aspects & impacts?											



6.1.2 Environmental Aspects

We will conduct a review based on any changes (which includes planning of new business developments), new or modified activities, products or services to identify and evaluate aspects, impacts and risk connected to its business operation. These include people, activities, buildings, services and the scope of the Business Quality Management System. The review of the environmental aspects is undertaken by Management at regular intervals to ensure they are valid.

Aspects & Impacts Register Template

Table with 12 columns: Environmental Aspect, Environmental Impact, Likelihood, Consequence, Risk Score, Risk Rating, Other requirement, Significant YES/NO, Objective, Target & date, Action plan, improvement or control, Key performance Indicator. Includes two example rows for electricity use and landfill waste.

6.1.3 Compliance obligations

We have determined compliance obligations which are connected to the operation of our business and is contained within the Aspects and Impacts register database on a separate tab. The related document as shown below is an example of how we will capture compliance and obligations data which is then reviewed by Management at regular reviews.

Compliance Obligations Register Template

Table with 10 columns: Air Pollution, Contaminated Land, Ecology, Archaeology & cultural heritage, Landfill, Noise & Vibration, Planning, Statutory Noise, Traffic Management, Waste, Water Pollution. Includes rows for Clean Air Act and Dark Smoke Regulations.



6.1.4 Planning Actions

We take actions to address significant environmental aspects, compliance obligations and risks and opportunities in the following documents:

- Risk & Opportunities Matrix
- Aspects & Impacts Register
- Compliance Obligations Register

6.2.1 Quality & Environmental Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this QMS – Objectives. The Management Team will determine environmental objectives & targets based on the identified significant aspects. This will be carried out initially and then repeated each year as part of our Management Review. Objectives & targets will be measurable where possible and will be consistent with our commitment to prevent pollution, our commitment to comply with compliance obligations as necessary and to ensure we achieve continuous improvement. When determining objectives & targets, considerations will include, technological options, financial, operational & business requirements together with the views of interested parties. On completion of determining the objectives & targets they will be recorded within our matrix and will then be used to develop the programme for implementing actions designed to ensure the individual targets are met and the overall objectives achieved. Objectives and methods of achieving the objectives is located within section 3 of this QMS – Objectives.

6.2.2 Planning Actions to Achieve Environmental Objectives

Senior management regularly review environmental objectives, which are contained within our objectives policy together with our aspects & impacts register. Please see section 3 and section 6.1.2 of this Business Quality Management system.

6.3 Planning of Changes (Quality)

The Senior Management Team will identify any potential changes, this is then delegated to a responsible person as for example a “project manager” for any specific business changes.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:

- Purpose of the change
- Any potential consequences
- Integration of the quality management system (QMS)
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

Planning of changes (See Appendix 2)



7 Support

7.1 Resources

7.1.1 General

We determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system to ensure it functions to its optimum.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What external resources are required and who provides it.

7.1.2 People (Quality)

Operations and our business model of our organisation is taken into account when we determine the relevant persons necessary for the effective operation of the business and maintaining our management systems.

7.1.3 Infrastructure (Quality)

All of our administration is conducted at our Head Office location. This includes but is not limited to:

- Management of financial matters
- Handling of client orders
- Personnel records
- Sales & Marketing
- Strategic Planning
- Facilities Management
- Other Senior Management

In terms of equipment used to deliver our products & services, the continual development of asset registers, room data sheets and maintenance records are kept for the following but not limited to:

- Office Space (The entire Office areas and other offices)
- Utilities & Welfare Facilities
- Hardware & Software
- Information Technology
- Machinery (See Asset Register)
- Vehicles (See Fleet Details if applicable)
- Plant equipment (See Fleet Details if applicable)

7.1.4 Environment for the operation of processes (Quality)

The main business is currently managed remotely from home Based and support locations as this develops this will be elaborated on to fit the criteria of the environmental requirements of the QMS.

All equipment's and machinery are maintained and serviced, this includes IT equipment which is managed by users.

All office staff & DSE Users undergo DSE Assessment and this is recorded, and details held on file and managed by the Health & Safety representative.



All staff have suitable training records kept by line managers and this is monitored, and a new process is being implemented in the near future for innovation and continual improvement.

Staff training is monitored and supervised to ensure a safe working environment exists to practicable standards.

There are environmental challenges due to the security of client premises not within our control and this is managed by liaison and in the most practicable manner.

7.1.5 Monitoring and measuring resources (Quality)

We ensure that all relevant equipment and personnel are monitored and measured to ensure that any equipment and personnel are effective for the services we offer:

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements. (see maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (see personnel records). We are developing and will be maintain a monitoring & training matrix as evidence which will be linked to an innovative workplace online management system which is being rolled out soon.

7.1.6 Organisational Knowledge (Quality)

We ensure that "Job Descriptions" are produced which include knowledge requirements and expectations for each individual role.

Job specifications and pre-employment testing is being reviewed as continual improvements. The interview process is traditional face to face and for any specialist roles we also use technical recruitment agents to acquire skilled staff as required.

Agency workers may also be used and vetting, and control is managed via liaison with the agencies to ensure we get a good quality of individual for our business needs.

7.2 Competence

All employees have the training and skills needed to meet their job requirements.

All employees are monitored on an ongoing basis to identify any training and development needs.

Competences and training needs are identified & satisfied by using:

- Job descriptions which set out the duties and expectation as required by us
- Contracts of employment which set out contractual and legal requirements
- Induction checklists to ensure & check understanding
- Appraisal reviews to monitor performance
- Development plans to set objectives
- On the job reviews to ensure & check levels of competence
- A training & competency matrix



7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Induction
- Employee Information
- Notice Boards
- Awareness & Training
- Continued Professional Development (CPD)
- Other Communications

7.4 Communication

Internal Staff Communications

We have created appropriate processes to ensure communication among its various levels and functions regarding the processes of the quality management system and their effectiveness. This is achieved by various media platforms, such as management and supervisory staff meetings, intranet, internet, emails, notice boards, Facebook, LinkedIn, you tube and twitter.

Due to the nature of business not all staff have access to IT facilities or technological media platforms at work, so best effort is made to ensure all practicable means are used to achieve business wide communications.

We are striving for continual improvements and use innovations to better achieve business wide communications for all our staff.

For external persons, the company internet is a source of information and is updated regularly to ensure that information is up to date. Client mail shots are sent out regularly to provide additional services using a variety of marketing and sales communications methods liaisons.

7.5 Documented Information

7.5.1 General

We demonstrate documented compliance to ISO 9001:2015 and ISO 14001:2015 through this Business Quality Management System (which includes processes & procedures) on an electronic system which is available on the company intranet & access drives to relevant staff for use and dissemination via meetings and other engagements as required. Management regularly audits our systems for IT security matters.

We are reviewing the business needs to look at ISO 27001 as a potential means of continual improvements and we are well under way in reviewing our Health & Safety Management Systems.

7.5.2 Creating and Updating Documentations

The creation of documentation to support the Quality Management System is primarily the responsibility of the whole Management team, however the Health & Safety representative with support from managers is currently and continually improving the current systems documentation to support the QMS and the business.



To aid the valid approval and suitability of documents, the Managing Director(s) approves and authorises the release and delegates any training required to the management team.

An example of our documentation control is shown below:

First Aid Policy

Uncontrolled document, if printed, 10th March 2023

Date: 14 th November 2022	Document No: MAP-POL-DOC-009 – V1
Author: Mark Piacentini	Approver: Richard Camenzuli - MD

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a “Master Document List or Policy or FORMS index”. An Example of how this is managed is shown below:

MAP – POLICY/PROCEDURE – INDEX

Uncontrolled document, if printed, 30 March 2023

Version Date: 16 th November 2022	Document No: MAP-POL-SOP-SEC-Index
Author: Mark Anthony Piacentini (CSMP®) (M. ISMI) (GCGI) (CWIFM)	Approver: Richard Camenzuli MD

Title	Reference No.	Revision	Date	Author	Review Date
Business Quality Management System – DRAFT CAM SBD Ltd	MAP-SOP-SEC-001	V1	Oct/22	Mark Piacentini	Nov/23
	002				
Health & Safety Policy	MAP-POL-SEC-003		Oct/22	Mark Piacentini	Nov/23

Control of loss of stored data and online available documents and records as below:

- All servers are backed up.
- Our cloud-based systems are managed by Microsoft.
- All PC’s & Laptops are managed and “IT Policies” are in place. Regular audits are carried out and staff are advised to back up their work if it is not on our cloud or server platforms.

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. On or after the retention period stated, the relevant records will be reviewed by Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded, and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately.



8 Operations

8.1 Operational planning and control

We have determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes).

We have processes in place to ensure that we mitigate any adverse effects within the products or services we provide.

Our management team ensure that we comply with our business aims of looking after our environment. This is mainly achieved by good quality purchasing of goods, and good quality management of stores and equipment's to ensure that all waste is managed or recycled as we would expect them to be.



8.2 Determination of requirements for products and services (Quality)

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number and ongoing liaisons take place.

Any technical documentation required for products / services offered by us are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring using are I place customer service satisfaction questionnaires. Feedback & Complaints are documented and recorded using an in-place system.

Please see below document(s) in relation to customer satisfaction, feedback and complaints:

Customer Satisfaction – See MAP-FORM-023 Customer Satisfaction Questionnaire Form.

Customer Complaints - See MAP-FORM-026 Customer Complaints Form.

Customer Complaints Summary - See MAP-FORM-027 Customer Complaints Summary Form.



8.2.2 Determination of requirements related to products and services (Quality)

We ensure that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. Security BS or SIA documents – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services (Quality)

We have processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.1 of this document.

8.3 Design and development of products and services (Quality)

8.3.1. General

We have detailed processes for the design and development of products / services.

The following elements are what essentially form the process, however as this is often complex and commercially sensitive, we have developed a customer sign off process, to allow us to be more flexible in our approach to the design and development of any new products and customer needs:

Design and Development Planning

Design and Development Inputs

Design and Development Controls

Design and Development Outputs

Design and Development Changes

We understand the complexity of activities involved in the development process and the diagrams shown at section 4.4 to this QMS; in essence show the relationship between all parties in the design and development cycle from marketing, sales to production.



8.4 Control of externally provided products and services (Quality)

8.4.1 General

We ensure that externally provided processes, products and services conform to specified requirements and are also reviewed as part of our risk and mitigation process.

8.4.2 Type and extent of control of external provision (Quality)

We have a procurement process to ensure that sourcing external materials and goods has a standardised approach to the procurement of external works and contractors.

This is still under review

New Client or Supplier Visit Report – Snapshot

This is still under review

8.4.3 Information for external provision (Quality)

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review and sign off process with the provider which is strictly controlled from conception to service provisions.

8.5 Assignment and service provision (Quality)

8.5.1 Control of Assignment and service provision

We ensure that controls are in place for conditions for the security assignment and service provision, including delivery and post-delivery activities:

Constant review and supervision along with technological ensure that the business is working to its required output.

Standard operation procedure, policies and safe systems of work are in place to prevent where practicable human error.

8.5.2 Identification and traceability (Quality)

Our process starts at new business stage where the potential client is visited and we carry out an initial survey and assessment of the assignment. This is followed up by a detailed survey and agreed assignment instruction covering the client requirements and service delivery format. All details are written and signed and agreed, the entire assignment is covered by a suit of specific risk assessments and procedures which are issued for the assignment and recorded.

The assignment is regularly reviewed and audited to ensure security and safety compliance and that the contract meets the legal requirements of the service delivery.

Where crowded space environment exists, this is managed in line with the requirements of Martyn’s Law.

There is full traceability off all services from cradle to grave.



8.5.3 Property belonging to customers or external providers (Quality)

Due to the nature of our business, the products in the main are commercially off the shelf items. Therefore, the commercial intelligence is with scope of the product, being in the public domain. If however, there are specific commercial intelligence customer items and assets which are given to us for design and development, strict security controls are put in place. There is to an extent common sense and professional judgement made. We ensure confidentiality agreements are in place for protection of information and commercial data.

8.5.4 Preservation (Quality)

All our products and services are in line with strict legal protocols, to ensure safeguarding of quality-of-service delivery. Any defects from our negligence are dealt with by us.

8.5.5 Post-delivery activities (Quality)

Our customer service forms part of a customer’s agreed assignment which is under practicable guarantee.

8.5.6 Control of Changes

Were any changes of services are made, this is formerly processed and documented to ensure that any procedural data sheets are updated accordingly.

8.6 Release of products and services (Quality)

We ensure that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability and this is clarified at sign off stage of the services.

8.7 Control of nonconforming process outputs, products and services (Quality)

The Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident.

In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Quality Management System.

We have various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem.

The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, we also use internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions. See MAP-FORM-031 Non-Conforming Products or Services Form.



Steps

- The Management Representative maintains and monitors the Action Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log.
- The relevant person who is responsible for the action is informed.
- Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log. Each entry in the Action Log to include:
 - a. Sequential numbering
 - b. Category of issue
 - c. Person/Date recorded
 - d. Overview of the issue, problem or concern
 - e. Person responsible
 - f. Action taken
 - g. Date completed
 - h. Initialled when complete

For product the following actions are also followed:

- Suspension of provision of products and services ONLY IF REQUIRED.

The Senior Management Representative is responsible for checking the “non-conforming services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record.

Related records

- Non-Conforming Products or Services
- Management Review meeting records

8.8 Emergency preparedness and response (Environment)

We have established, implemented and maintained processes to prepare for emergency situation and to respond if they occur.

The below are aspects of performing the organisations functions in an emergency:

- Maintain plans for preventing the emergency
- Maintain plans for reducing, controlling or mitigating its effects and;
- Maintain plan for taking other action in connection with the emergency



Emergency Preparedness and Response

Purpose

This procedure describes the processes to identify potential emergency situations and potential accidents that can have an impact on the environment, and how we aim to respond to such events.

Scope

This procedure contains the following sections:

- Identification of potential emergency situations and accidents
- Response to emergencies and mitigation of adverse environmental impacts
- Test and review of emergency preparedness and response procedures

Responsibility

The MD is responsible for the implementation of this procedure.

The MD and his management team are responsible for identifying potential emergency situations and potential accidents and determining those potential situations / accidents that may have a significant environmental impact. The MD & his management team are responsible for the review and periodic testing of elements of the emergency preparedness and response procedures.

The Management Team are responsible for the implementation of corrective and preventative action resulting from any, emergency or accident.

Procedure

Identification of potential emergency situations and accidents

Identification of potential emergency situations and accidents will be carried out through the Risk Assessment process for all new processes or the introduction of new working methods.

The purpose of risk assessment is to identify the significant risks in the workplace and then control those risks at an acceptable level and to comply with the Management of Health & Safety at Work Regulations.

Emergency Response activities include our contamination control measures etc, where they are within our control to do so. If an emergency situation or accident occurs in relation to our activities, then the emergency response activities will be implemented accordingly.

The identification of potential emergency situations and accidents that could have an adverse environmental impact is supported by the Environmental Aspect and Impact Register which has identified any significant impact – this includes those that may occur under emergency conditions.

With regard to **our** office environmental emergencies and accidents, the risk in relation to the activities carried out by **us** is relatively low for (office activities). The identification of potential office-based emergency situations and accidents that could have an adverse environmental impact is also supported by the Environmental Aspect and Impact Register.

The potential for emergency situations or accidents at nearby facilities has also been assessed and recorded where appropriate.



Response to emergencies and mitigation of adverse environmental impacts

Our activities that are higher risk may include:

- **Fire.** See Emergency Plan – Fire & Evacuation
- **Terrorist event.** See relevant SOP's.

In the event of any emergency, the appropriate elements of our process will be followed and overseen by the Health and Safety representative and the senior management team. This will include:

- Evacuation of building / affected areas.
- Liaison with emergency services.
- Instigation of communication plan.
- Review of environmental implications.
- Implementation of mitigation and response actions.
- Post-accident evaluation will also be carried out and appropriate corrective and preventive action documented.

Test and review of emergency preparedness and response procedures

We aim to test through periodic (at least annual) exercises overseen by the MD / HAS representative and Clients. Results of these exercises are recorded, and any improvement opportunities identified.

The evacuation of any office facilities is also tested annually.

All office computers are appropriately backed up and systems are in place for business continuity.

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on our business growth, production and output. In terms of detailed monitoring this is carried out by departmental functions and direct supervision, when it is identified that a department or process requires any detailed monitoring, this is managed directly by senior management.

As our business is compact and manageable any shortfalls are quickly identified, and appropriate actions are implemented without delay, thus making us an efficient unit of productivity with limited requirements for detailed monitoring.

Day to day monitoring happens as a matter of course with which are heavily monitored by SLA's.

9.1.1 General

We have deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the business management system.

9.1.2 Customer Satisfaction (Quality)

We collate data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey. The customer satisfaction questionnaire is sent to clients yearly, and on request analysed and evaluated at the Management review meeting by as it is a reportable requirement.



Customer Satisfaction Questionnaire

9.1.3 Analysis and Evaluation (Quality)

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.1.4 Evaluation of compliance (Environmental)

We ensure that compliance is reviewed regularly to ensure the business is meeting compliance obligations. This can be seen in section 4.1 of this business management system.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which we wish to be certified. Internal audits are carried out through “risk or clauded based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Senior Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Internal Audit Report / Non-conformance Report

See MAP-FORM-024 Internal Audit Report Form

Internal Audit Schedule

See MAP-FORM-029 Integrated - ISO 9001:2015 & 14001:2015 Audit Schedule

9.3 Management Review

Management reviews take place on a regular - monthly / bi-monthly / quarterly / bi-annual / annual basis. The attendees present are “The Management Team” and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard.

Any actions arising from the meeting are completed without any undue delay and appropriate evidence filed with the Management review documentation.

Management Review Agenda

See MAP-FORM-025 Meeting Minutes Form(s)



10 Improvement

10.1 General

We ensure that improvement processes are completed and actioned as necessary.

Analysis methods include various elements which include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-conforming products and services
- Risks & Opportunities

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd party assessment we will designate the appropriate “Senior Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences.

This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformances occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved.

Should any changes to the Business Quality Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

Internal Audit Report / Non-conformance Report

See MAP-FORM-024 Internal AUDIT Report Form

Corrective Action Plan Summary

See MAP-FORM-028 Corrective Action Plan



10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Quality Management System which is encompassed within this document.

The list below is not exhaustive:

- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction - Operation\Supplier Quality Questionnaire - clause 8.4.1.docx
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3rd Party External Audits
- Management Review



Appendix 1 – Watchguard International Organisational Chart – This chart comes from the Health & Safety Management System

To be agreed



Appendix 2 - Planning of Changes

Project Manager Assigned: **ENTER NAME OF PROJECT LEAD**

Titled: **ENTER TITLE OF PROJECT**

This document is to identify any potential changes to EXAMPLE's QMS / processes. It is intended to become a "research background" to determine the feasibility of the changes.

Purpose of the change:

Any Potential Consequence:

Integration of the Quality Management System:

The Availability of Resources:

The Allocation or Reallocation of responsibilities and Authorities:

Technical Skills:

Timescales:

Risks:
If any Risks are identified – remember to enter onto the Risk Management & Opportunities Matrix

Impact:	
Completed By:	Date:
Position:	
Approved By:	Date:
Position:	
Not Approved (Reason)	