

QUALITY POLICY

Issue: 3

Date Implemented: May 2021

Accepted by:

Name: Kyri Anastasi

Title: CEO

Change/Review Notes

Date of Issue/Review	Issue:	Revision No:	Details of Revision
Feb 22	1	0	Annual review: updated ISO 9001 reference to 'current version' amendment record inserted. Template design updated
Oct 22	1	1	Annual review: No changes
Jan 23	1	2	Annual Review: Title Added in
Feb 23	1	3	CFO changed to CEO
Jan 24	2	0	Annual Resign
Jan 25	2	1	Annual Review: Footer Changed
Feb 26	3	0	Annual review completed. Policy expanded

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1. Policy Statement

Circle UK Group Ltd (CUKG) is committed to delivering safe, reliable, and high-quality security, facilities management, labour provision, and related services that consistently meet or exceed client requirements, statutory obligations, and recognised industry standards.

Quality is central to our business strategy and operational delivery. We recognise that effective quality management underpins client satisfaction, regulatory compliance, workforce competence, and continual business improvement. This policy provides the framework through which quality objectives are established, monitored, and achieved.

CUKG operates a documented Quality Management System (QMS) certified to **ISO 9001:2015**, aligned with the **SIA Approved Contractor Scheme (ACS)** and relevant British Standards and Codes of Practice applicable to our services.

2. Scope

This Quality Policy applies to all CUKG activities, services, locations, employees, contractors, and supply chain partners. It covers, but is not limited to:

- Static guarding and mobile patrol services
- Event security and labour provision
- Dog handling and specialist security services
- Facilities management and cleaning operations
- Training, supervision, and management functions

All personnel working for or on behalf of CUKG are required to comply with this policy and associated procedures.

3. Legal, Regulatory, and Standards Compliance

CUKG is committed to full compliance with all applicable UK legislation, contractual obligations, and industry standards. Our Quality Management System is structured to ensure alignment with, and adherence to, the following frameworks:

3.1 BS 10800:2020 – Provision of Security Services

CUKG delivers security services in accordance with BS 10800 by:

- Defining client requirements clearly through contracts and service level agreements
- Undertaking risk-based planning and service design
- Deploying competent, trained, licensed, and screened personnel
- Maintaining effective command, control, communication, and escalation arrangements
- Monitoring service performance and implementing continual improvement actions

3.2 BS 7499:2020 – Static Guarding and Mobile Patrol Services

Our guarding services are managed in line with BS 7499 through:

- Site-specific risk assessments and Assignment Instructions
- Clearly defined roles, responsibilities, and escalation procedures
- Adequate supervision, welfare arrangements, and performance monitoring
- Robust incident reporting, investigation, and corrective action processes

3.3 BS 7858:2019 – Screening of Individuals Working in a Secure Environment

CUKG applies stringent vetting and screening procedures to ensure that:

- All security personnel are screened in accordance with BS 7858
- Identity, right-to-work, employment history, criminality, and character checks are completed
- Screening records are maintained securely in line with GDPR and data protection legislation

3.4 Construction (Design and Management) Regulations 2015 (CDM 2015)

Where CUKG activities fall within the scope of CDM Regulations, we:

- Cooperate and coordinate with clients, principal designers, and principal contractors
- Ensure competent personnel are appointed and adequately trained
- Integrate quality, health, and safety considerations into planning and execution
- Apply suitable risk controls to protect workers and others affected by our activities

3.5 COP 119 Issue 2 – Provision of Labour in the Security and Events Sector

In providing labour and event security services, CUKG commits to:

- Ethical recruitment and transparent employment practices
- Compliance with employment law, working time regulations, and fair pay requirements
- Effective workforce planning to manage fatigue, welfare, and competence
- Clear contractual arrangements with clients and workers

4. ISO 9001:2015 – Quality Management System

CUKG maintains a certified ISO 9001:2015 Quality Management System based on a risk-based, process-driven approach. The QMS ensures:

- Clear definition of processes, responsibilities, and controls
- Identification and management of operational, contractual, and compliance risks
- Establishment of measurable quality objectives aligned to business strategy
- Monitoring of customer satisfaction, feedback, and complaints
- Control of non-conformities and implementation of corrective and preventive actions
- Internal audits and management reviews to drive continual improvement

5. SIA Approved Contractor Scheme (ACS)

CUKG maintains SIA ACS accreditation by demonstrating:

- Strong leadership and management commitment to quality and compliance
- Effective service delivery and operational control
- Robust workforce management, training, and welfare arrangements
- Performance measurement through KPIs, audits, and client feedback
- Continual improvement through structured review and corrective action

6. Continual Improvement and Future Certification Objectives

CUKG is committed to the continual improvement of its Integrated Management System and has established a clear roadmap to achieve additional internationally recognised standards:

6.1 ISO 14001:2015 – Environmental Management Systems

We aim to:

- Minimise the environmental impact of our operations
- Manage waste, energy, and resources responsibly
- Ensure compliance with environmental legislation and client requirements
- Promote environmental awareness and responsibility across the workforce

6.2 ISO 45001:2018 – Occupational Health and Safety Management Systems

We aim to:

- Provide safe and healthy working conditions
- Prevent work-related injury and ill health
- Proactively identify hazards and manage occupational risks
- Encourage workforce consultation, participation, and reporting

The integration of ISO 9001, ISO 14001, and ISO 45001 will support a robust and cohesive Integrated Management System (IMS).

7. Roles, Responsibilities, and Resources

- **Top Management** is responsible for setting strategic direction, approving this policy, and providing adequate resources.
- **Managers and Supervisors** are responsible for implementing quality procedures and ensuring compliance.
- **Employees and Contractors** are responsible for delivering services in accordance with training, procedures, and Assignment Instructions.

CUKG ensures that sufficient competent personnel, equipment, training, and infrastructure are provided to maintain quality standards.

8. Communication, Training, and Awareness

This Quality Policy is:

- Communicated to all employees and contractors

- Made available to interested parties
- Supported through induction, training, and ongoing supervision

All personnel are expected to understand their role in delivering quality services.

9. Complaints, non-Conformities, and Corrective Action

CUKG investigates all complaints, incidents, and non-conformities promptly and thoroughly. Root causes are identified, and corrective actions are implemented to prevent recurrence. Trends are monitored to support continual improvement.

10. Approval and Review

This policy is endorsed by senior management and will be reviewed regularly to ensure it remains effective, relevant, and aligned with company values and legal obligations.

Signed for and on behalf of Circle UK Group Ltd.



COO - Karol Konicz



CEO - Kyri Anastasi