

**Security Services QMS Manual**

Revision [002]

Issued [Jan 2021]

Conforms to ISO 9001:2015

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1. Revision History and Approval

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| --- | --- | --- | --- |
| **Rev.** | **Nature of changes** | **Approval** | **Date** |
| 001 | Original release. | Ian Pidgin | 31/01/2019 |
| 002 | Supplier audits,  | Sammie Martins | 31/01/2021 |
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1. Welcome to COMPASS GROUP UK & IRELAND

## Understanding the organisation and its context

Compass Group UK & Ireland are part of Compass Group PLC, the world’s leading catering and support services Company. We employ over 550,000 people in over 50 countries.

The UK & Ireland part of the business employ a team of around 65,000 people. Between us we supply catering and support services, including facilities management and security, to private business and public sector organisations.

**Our Vision**

To be a world-class provider of contract foodservice and support services, renowned for our great people, our great service, and our great results.

**Our Mission**

Everyone in Compass Group is committed to consistently delivering superior service in the most efficient way, for the shared benefit of our customers, shareholders and employees.

**Goals & Values 1, 3, 5**

One, three, five stands for:

**One Compass:**

Supporting our frontline teams delivering to our clients.

**Three Goals:**

1. **Great People:** Working as one team.
2. **Great Service:** Consistently doing the right things.
3. **Great Results:** Always hitting our targets.

**Five Values:**

**Openness, Trust and Integrity**

We set the highest ethical and professional standards at all times. We want all our relationships to be based on honesty, respect, fairness and a commitment to open dialogue and transparency.

**Passion for Quality**

We are passionate about delivering superior food and service and take pride in achieving this. We look to replicate success, learn from mistakes and develop the ideas, innovation and practices that will help us improve and lead our market.

**Win Through Teamwork**

We encourage individual ownership, but work as a team. We value the expertise, individuality and contribution of all colleagues, working in support of each other and readily sharing good practice, in pursuit of shared goals.

**Responsibility**

We take responsibility for our actions, individually and as a Group. Every day, everywhere we look to make a positive contribution to the health and wellbeing of our customers, the communities we work in and the world we live in.

**Can-do Safely**

We take a positive and commercially aware “can-do” approach to the opportunities and challenges we face.

**Our Guiding Principles**

These set out what guides our decision making

**Safety, Health and Environment First**

Never to compromise on the health and safety of our customers and our people, and to manage responsibly the impact that our business has on the environment.

**Delivering for Clients and Consumers**

To earn the continued loyalty of our customers by consistently demonstrating why we are the first choice for quality, service, value and innovation.

**Developing our People and Valuing Diversity**

To recognise the diversity and contribution of our people. We create a work environment that is challenging and provides the opportunities and support for everyone to develop, learn and succeed.

**Profitable Growth**

To deliver shareholder value through disciplined, sustainable growth, underpinned by strong governance, that contributes to and leverages the benefits of our global scale.

**Constant Focus on Performance and Efficiency**

To deliver the highest quality and performance, whilst relentlessly driving to be the lowest cost, most efficient provider.

**Five Golden Rules:**

1. Health and safety is our number one priority make sure it is your number one priority too.
2. Corruption, bribery or any illegal activity of any kind is strictly prohibited.
3. Treat your colleagues fairly and without discrimination.
4. Always be professional, polite, honest and transparent when dealing with clients, customers, suppliers and colleagues.
5. Don’t do anything which might damage the reputation of Compass.
6. About The Compass Quality Manual

This manual is prepared for the purpose of defining the company’s interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual presents “Notes” which are used to define how Compass has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015. *Notes appear in italics, with gray background.*

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

1. Terms and Definitions

Compass Group adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ***ISO 9001: Quality Management – Fundamentals and Vocabulary***. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9001.

Foodbuy part of Compass Group (Global) manage Procurement and all aspects of supplier selection in terms of Products and/or Services.

**General Terminology**

**Compass** – COMPASS GROUP UK & IRELAND

**Document** – written information used to describe how an activity is done.

**Record** – captured evidence of an activity having been done.

**SIA** – Security Industry Authority

**Foodbuy** – Compass’s commercial procurement division.

**Risk-Based Thinking Terminology**

**Risk** – Negative effect of uncertainty

**Opportunity** – Positive effect of uncertainty

**Uncertainty** - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

**Nonconforming Product Terminology**

**Rework:** Efforts to bring nonconforming product into conformance through additional operations that *do not* alter the original design of the product.

**Repair:** Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material no specified in the original design, or through altering pre-existing design features.

**Scrap**: The discard of nonconforming product in lieu of rework or repair.

1. Context of the Organization

4.1 Understanding the Organization and Its Context

Compass has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Compass and its interested parties (per 4.2 below); the interested parties are identified per the document ***concentrating on the Security Service provision.***

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

4.2 Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 above are identified through an analysis of risks facing Compass and its interested parties. “Interested parties” are those stakeholders who receive our Security Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.3 Determining the Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Compass has determined the scope of the management system as follows:

Compass Contract Services provides security services with the following scopes:

Security Guarding – **BS7499: Static site guarding and mobile patrol services**

Security Screening – **BS7858: Security screening of individuals employed in a security environment – code of practice**

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the International Standard ISO 9001:2015

Compass Contract Services had determined that the following requirements are not applicable to the operations at site and are documented as an exclusion:

The following clause has been excluded from this management system as it is not applicable

* **8.3 Design & Development** – as the organisation does not design and develop any aspect of its service

Compass Contract Services ensures compliance to statutory and regulatory requirements i.e. SIA Licensing Regulations, Health & Safety at Work Act, Data Protection Act (GDPR)etc.

The quality system applies to all Security processes, activities, and employees of the following business units within the company:

|  |  |
| --- | --- |
| 14forty  | Medirest  |
| ESS  | RA |
| LSS |  |

The quality system applies to all Security processes, activities and employees within the company. The companies registered address is

**Parklands Court, 24 Parklands Birmingham Great Park, Rubery, Birmingham B45 9PZ**

for nonconforming of Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

*Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight.* *The controls indicated herein are applicable only to the top-level processes identified.*

The following top-level processes have been identified for Compass Security Services in line with BS 7499 & BS 7858

* Interaction of Process and procedures
* Customer needs and converting contracts
* Training
* Screening
* Recruitment of staff
* Manned guarding
* Vehicles
* Control of uniform & equipment
* Assignment Instructions (Standard Operating Procedures)
* Customer satisfaction
* Complaints
* Invoicing
* Change management process for QMS
* Purchasing

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a ***Process Flow*** document which defines:

* applicable inputs and outputs
* process owner(s)
* applicable responsibilities and authorities
* applicable risks and opportunities
* critical and supporting resources
* criteria and methods employed to ensure the effectiveness of the process
* quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

*Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.*

***4.4.2 Process Controls & Objectives***

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

*Note: some processes have multiple objectives and multiple metrics. This is determined by the nature of the process, it’s impact on [Products and/or Services.], and associated risks.*

*Note: Whereas ISO 9001 discusses process measurements and “quality objectives” as separate concepts, Compass Group combines them; i.e., quality objectives are used to control the processes. Additional objectives for [Products and/or Services.] may be assigned, but these will also be used to measure process effectiveness.*

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to Account management team. The data is then analyzed by Account management team in order that Compass senior management team may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable ***Process Flow Doc***.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

***4.4.3 Outsourced Processes***

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well. The company’s outsourced processes, and the control methods implemented for each, are defined in ***Foodbuy policies and procedures***

The type and extent of control to be applied to the outsourced process take into consideration:

1. the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
2. the degree to which the control for the process is shared,
3. the capability of achieving the necessary control through the purchasing contract requirements.

<https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2107096&CFTOKEN=1709c2e38eb4cd91-3DBAF425-CD99-5DC6-92D4B8CD1BBB56A4>

1. Leadership

5.1 Leadership & Commitment

5.1.1 General

Compass Group provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

<https://www.compass-group.co.uk/meet-the-family/our-people-and-culture/our-executive-team/>

1. taking accountability of the effectiveness of the management system;
2. ensuring that the ***Quality Policy*** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organization;
3. ensuring the integration of the management system requirements into the organization’s other business processes, as deemed appropriate (see note);
4. promoting awareness of the process approach;
5. ensuring that the resources needed for the management system are available;
6. communicating the importance of effective quality management and of conforming to the management system requirements;
7. ensuring that the management system achieves its intended results;
8. engaging, directing and supporting persons to contribute to the effectiveness of the management system;
9. promoting continual improvement;
10. Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

*Note: “business processes” such as accounting, employee benefits management and legal activities are out of scope of the QMS.*

5.1.2 Customer focus

Compass Senior Management Team adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

1. customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
2. the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
3. the focus on enhancing customer satisfaction is maintained.

5.2 Policy

Compass Senior Management Team has developed the Quality Policy, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The Quality Policy is released as a standalone document as well, and is communicated and implemented throughout the organization.

The Quality Policy of Compass is as follows:



5.3 Organizational Roles Responsibilities and Authorities

Compass Senior Management Team has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the ***Senior Management*** and Position Description Titles.

<https://www.compass-group.co.uk/meet-the-family/our-people-and-culture/our-executive-team/>

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

|  |  |
| --- | --- |
| **Responsibility** | **Assigned To** |
| Ensuring that the management system conforms to applicable standards | Senior Management Team  |
| Ensuring that the processes are delivering their intended outputs | Applicable process owner –Site teams  |
| Reporting on the performance of the management system and providing opportunities for improvement for the management system | Security Compliance Manager  |
| Ensuring the promotion of customer focus throughout the organization | Senior Management Team |
| Ensuring that the integrity of the management system is maintained when changes are planned and implemented | Security Compliance Manager |

The Security Compliance Manager has been assigned the role of quality manager when having a single point of contact to represent the Compass Group quality system is useful or required by customer or regulations. Other duties of the Security Compliance Manager may be defined herein or within other documented procedures.

1. Planning
	1. Actions to Address Risks and Opportunities

Compass Group deviates slightly from the approach towards risk and opportunity presented in ISO 9001. Instead, Compass views “uncertainty” as neutral, but defines “risk” as a negative effect of uncertainty, and “opportunity” as a positive effect of uncertainty. Compass has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

6.2 Quality Objectives and Planning to Achieve Them

As part of the adoption of the process approach, Compass Group utilizes its process objectives, as discussed in 4.4 above, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

1. be consistent with the quality policy;
2. be measurable;
3. take into account applicable requirements;
4. be relevant to conformity of products and services and to enhancement of customer satisfaction;
5. be monitored;
6. be communicated;
7. be updated as appropriate.

Process quality objectives are defined in the minutes of management review per section 9.3 below.

The planning of process quality objectives is defined in section 4.4. above.

6.3 Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure ***Change Mgmt Process Flow chart Appendix A***

1. Support

7.1 Resources

7.1.1 General

Compass Group determines and provides the resources needed:

1. to implement and maintain the management system and continually improve its effectiveness
2. to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

7.1.2 People

Compass Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

7.1.3 Infrastructure

Compass Group (in collaboration with its clients) determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

1. buildings, workspace and associated facilities;
2. process equipment, hardware and software;
3. supporting services such as transport;
4. information and communication technology.

Equipment is validated per the procedure and maintained per the procedure below. Advice may be sought on specific equipment that may be needed to support a contract.

[https://www.compassconnect.com/Connect/myportal/CompassHome/BusinessSupport/IT/ITNAndC/ITNAndCDetail/!ut/p/a1/vVJNc4IwFPwtPXhk8kIghiPVFkQrUxWrXDohUEurAU3sx79vwPbQgx-9NJc3edmdffs2KEULlEr-Vq64LivJ1809pY8hUCckgCOgCQY\_dnvT2fAehhNsAEsDgCPHh5bvDvqO7Tg4Yn3WNOeT-Ho0IgA\_\_DhgTkAMIL7Dt-AHcxqMZ3NsZH\_rB\_HYPMee62AvsW9C-5uP2WCAwx5EMRBqBPpJz6ee3Qic4T-gFKVC6lo\_o6WoNjVXSlRSFkKbogupO6D4LturUhZKqX1dV7tDrzwUwXfVXhVrWbyrDgjXxZjj3OKCEcsByq2sYE8W8\_KMZ4zZuSgayVqUuRG8BH2weGKHZyJqLZ5ZUgs4lWILOBHT0gzZPTpFF9D0j66jC35e-bLdpr7Jr0nqQ6PFfwVYb5Ik2TDyab1OGBB3vbq6-gKJr6jS/dl5/d5/L2dBISEvZ0FBIS9nQSEh/](https://www.compassconnect.com/Connect/myportal/CompassHome/BusinessSupport/IT/ITNAndC/ITNAndCDetail/%21ut/p/a1/vVJNc4IwFPwtPXhk8kIghiPVFkQrUxWrXDohUEurAU3sx79vwPbQgx-9NJc3edmdffs2KEULlEr-Vq64LivJ1809pY8hUCckgCOgCQY_dnvT2fAehhNsAEsDgCPHh5bvDvqO7Tg4Yn3WNOeT-Ho0IgA__DhgTkAMIL7Dt-AHcxqMZ3NsZH_rB_HYPMee62AvsW9C-5uP2WCAwx5EMRBqBPpJz6ee3Qic4T-gFKVC6lo_o6WoNjVXSlRSFkKbogupO6D4LturUhZKqX1dV7tDrzwUwXfVXhVrWbyrDgjXxZjj3OKCEcsByq2sYE8W8_KMZ4zZuSgayVqUuRG8BH2weGKHZyJqLZ5ZUgs4lWILOBHT0gzZPTpFF9D0j66jC35e-bLdpr7Jr0nqQ6PFfwVYb5Ik2TDyab1OGBB3vbq6-gKJr6jS/dl5/d5/L2dBISEvZ0FBIS9nQSEh/)

Vehicles

<https://driver.lexautolease.co.uk/Account/Login?ReturnUrl=%2f>

Communications

[https://www.compassconnect.com/Connect/myportal/CompassHome/BusinessSupport/Communications/!ut/p/a1/04\_Sj9CPykssy0xPLMnMz0vMAfGjzOJNPV1MjExMDL0sXCwMDBwNwoL8nXx8jA0MDIEKIoEKDHAARwNC-sP1o8BKDC08PQ09nA28\_A2MzYBKXEKdHc0sjUBKIArwWFGQG2GQ6aioCABIjo9b/dl5/d5/L2dJQSEvUUt3QS80SmlFL1o2X0gwNjRIMzAxSkdPTkYwQU85NTQxOVUyVTIz/](https://www.compassconnect.com/Connect/myportal/CompassHome/BusinessSupport/Communications/%21ut/p/a1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOJNPV1MjExMDL0sXCwMDBwNwoL8nXx8jA0MDIEKIoEKDHAARwNC-sP1o8BKDC08PQ09nA28_A2MzYBKXEKdHc0sjUBKIArwWFGQG2GQ6aioCABIjo9b/dl5/d5/L2dJQSEvUUt3QS80SmlFL1o2X0gwNjRIMzAxSkdPTkYwQU85NTQxOVUyVTIz/)

 Media Team - 01895 554 999

7.1.4 Environment for the Operation of Processes

Compass Group (in collaboration with its clients) provides a clean, safe and well-lit working environment. The Senior Management Team of Compass Group (in collaboration with its clients) manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products and/or service is are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of [Products or Services].

The below link takes you to the Company web site relevant to this section

<https://www.compassconnect.com/mycompasshse/>

*Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.*

7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure All calibration of equipment should be placed via the Help Desk and a “PLANNED MAINTENCACE SCHEDULE” created

*Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Compass Group determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.*

7.1.6 Organizational Knowledge

Compass Group also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and/or services. This may include knowledge and information obtained from:

1. internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
2. external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Compass Group shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2 Competence

Staff members performing work affecting product and/or service quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure ***[Training Proc. Appendix A]*** defines these activities in detail.

*Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.*

7.3 Awareness

Training and subsequent communication ensure that staff are aware of:

1. the quality policy;
2. relevant quality objectives;
3. their contribution to the effectiveness of the management system, including the benefits of improved performance;
4. the implications of not conforming with the management system requirements.

7.4 Communication

Compass Group ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include;

1. use of corrective and preventive action processes to report nonconformities or suggestions for improvement
2. use of the results of analysis of data
3. meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
4. use of the results of the internal audit process
5. regular company meetings with all employees
6. internal emails
7. memos to employees
8. Compass Groups “open door” policy which allows any employee access to senior Management for discussions on improving the quality system

7.5 Documented Information

The management system documentation includes both documents and records.

*Note: the ISO 9001:2015 standard uses the term “documented information”; Compass Group does not use this term, but instead relies on the terms “document” and “record” to avoid confusion. In this context the terms are defined by Compass Group as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.*

The extent of the management system documentation has been developed based on the following:

1. The size of Compass Group
2. Complexity and interaction of the processes
3. Risks and opportunities
4. Competence of personnel

Documents required for the management system are controlled in accordance with procedure ***[Control of Documents].*** The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented procedure ***[Control of Records]*** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product and/or Service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

Health & Safety forms found here –

<https://www.compassconnect.com/mycompasshse/>

1. Operation

8.1 Operational Planning and Control

Compass Group plans and develops the processes needed for realization of its Products and/or Services. Planning of Product and Services realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 2.0 above), current resources and capabilities, as well as Products and/or Service requirements.

Such planning is accomplished through:

1. determining the requirements for the Products and/or Services.
2. establishing criteria for the processes and the acceptance of Products and/or Services.
3. determining the resources needed to achieve conformity to the Product and Service requirements;
4. implementing control of the processes in accordance with the criteria;
5. determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of Products and/or Services to their requirements.

Changes to operational processes are done in accordance with the document ***[Change Mgmt Doc]***.

Outsourced processes and the means by which our procurement division, Foodbuy, controls them and are defined in their documented procedures found via [Commercial](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E)

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Compass Group has implemented effective communication with customers in relation to:

1. providing information relating to Products and/or Services
2. handling enquiries, contracts or orders, including changes
3. obtaining customer feedback relating to Products and/or Services, including customer complaints
4. handling or controlling customer property
5. establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of new business Compass Group captures:

1. requirements specified by the customer, including the requirements for delivery and post-delivery activities
2. requirements not stated by the customer but necessary for specified or intended use, where known
3. statutory and regulatory requirements related to Products and/or Services
4. any additional requirements determined by Compass Group

These activities are defined in greater detail in the documented procedures found via [Commercial](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E).

8.2.3 Review of Requirements Related to Products and Services

Once requirements are captured, Foodbuy reviews the requirements prior to its commitment to supply the Product and/or Services. This review ensures that Compass Group has the capability and capacity to:

1. meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;
2. meet any requirements not stated by the customer, but which Foodbuy knows as being necessary;
3. meet all requirements determined necessary by Foodbuy itself;
4. meet all related statutory and regulatory requirements;
5. meet any contract or order requirements differing from those previously expressed (i.e., from a previous Compass/Foodbuy quote).

These activities are defined in greater detail in the procedurefound via [Commercial](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E)

8.2.4 Changes to Requirements for Products and Services

Compass/Foodbuy updates all relevant requirements and documents when the requirements are changed, and ensures that all appropriate staff are notified.

8.3 Design and Development of Products and Services

For new designs and for significant design changes, Compass Group ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

1. Design planning is conducted
2. Design inputs (requirements) are captured
3. Design outputs are created under controlled conditions
4. Design reviews, verification and validation are conducted
5. Design changes are made in a controlled manner.

8.4 Control of Externally Provided Processes, Products and Services

Foodbuy ensures that purchased Products and/or Services (Sub contractor security and products, example CCTV etc) conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent realization or the final product or service.

Foodbuy evaluates and selects suppliers based on their ability to supply products and services in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents found via [Foodbuy Online](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E)

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

To control its provision of Products and Services, Foodbuy considers, as applicable, the following:

1. the availability of documents or records that define the characteristics of the Products or Services as well as the results to be achieved;
2. the availability and use of suitable monitoring and measuring resources;
3. the implementation of monitoring and measurement activities;
4. the use of suitable infrastructure and environment;
5. the appointment of competent persons, including any required qualifications;
6. the validation and revalidation of special processes if applicable (see below);
7. the implementation of actions to prevent human error;
8. the implementation of release, delivery and post-delivery activities.

8.5.2 Identification and Traceability

Where appropriate, Foodbuy identifies its Products and Service or other critical process outputs by suitable means. Such identification includes the status of the Product and Service, with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Products and Services shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Foodbuy controls and records the unique identification of the Products and Service.

The documented procedure can be found via [Foodbuy Online](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E)

8.5.3 Property Belonging to Customers or External Providers

Compass Group exercises care with customer or supplier property while it is under the organization’s control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document ***[Customer Property Proc].***

8.5.4 Preservation

Compass Group preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedure ***[Customer Property Proc]*** defines the methods for preservation of product.

8.5.5 Post-Delivery Activities

As applicable, Compass Group conducts the following activities which are considered “post-delivery activities”:

* Item fit for purpose
* Training delivered in line with manufacturers and or suppliers recommendations
* Certificate of compliance signed by Account management

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, Compass Group considers:

1. statutory and regulatory requirements;
2. the potential undesired consequences associated with its of [Products and/or Services.];
3. the nature, use and intended lifetime of its of [Products and/or Services.];
4. customer requirements;
5. customer feedback.

8.5.6 Control of Changes

Compass Group reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document ***[Change Mgmt Proc].***

Documents are changed in accordance with procedure ***[Control of Documents]***.

8.6 Release of Products and Services

Acceptance criteria for Products and/or Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before Products and/or Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Products and/or Services. These methods are defined in [Commercial](https://foodbuy.online/foodbuyonline/legacy/dataexchange/usersNoHomes.cfm?userid=31025&ccdbid=31025&username=11519168&CFID=2082755&CFTOKEN=8cbb26d9d9ae7f97-D62A35BF-BE63-7878-DED3D9014A886B2E)

8.7 Control of Nonconforming Outputs

Compass Group ensures that Products and/or Services. or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in ***[Control of NCP Procedure.]***

1. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Compass Group has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this Quality Manual Doc and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Compass Senior Management Team evaluates the performance and effectiveness of the quality management system itself.

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Compass Group monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

* recording customer complaints
* trends service delivery
* Own customer scorecards
* submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3 Analysis and Evaluation

Compass Group analyzes and evaluates the data and information arising from monitoring and measurement in order to evaluate:

1. conformity of Products and/or Services
2. the degree of customer satisfaction;
3. the performance and effectiveness of the quality management system;
4. if planning has been implemented effectively;
5. the effectiveness of actions taken to address risks and opportunities;
6. the performance of external providers;
7. the need for improvements to the quality management system.

Statistical techniques used may be defined in appropriate documented procedures; in all cases, the methods are based on established standards or are otherwise determined to be statistically valid.

9.2 Internal Audit

Compass Group conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document ***[Internal Auditing Procedure].***

9.3 Management Review

The Compass Senior Management Team Name reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the ***Quality Policy*** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure ***Management Review Meeting Minutes Template.***

Records from management reviews are maintained.

1. Improvement

10.1 General

Compass Group uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

1. conformity of products and services;
2. the degree of customer satisfaction;
3. the performance and effectiveness of the management system;
4. the effectiveness of planning;
5. the effectiveness of actions taken to address risks and opportunities;
6. the performance of external providers;
7. other improvements to the management system.

10.2 Nonconformity and Corrective Action

Compass Group takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

These activities are done through the use of the formal Corrective Action procedure. **Appendix A**

10.3 Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, [Short Client Name] works to continually improve the suitability, adequacy and effectiveness of the quality management system. This includes seeking opportunities for improvement.

Appendix A: Associated Forms List

CSF 001 - Security Personal Information Sheet Recruitment 2018

CSF 002 -Medical Questionnaire

CSF 003 - Working Time Regulations

CSF 004 - SG Renewal Forms

CSF 005 - New Starter check list

CSF 006 - SG SIA Loan Agreement

CSF 007 - New+Starter+Form+-+Unit+Staff+V10+June+2017

CSF 008 - Bank+Details+Form

CSF 009 - Expression+of+Wish+form+-+life+assurance+v2

CSF 008 – Appraisal Form - Site based roles

CSF 009 - Supervisors Handover - SEPT 2018

CSF 010 - Daily Occurance Report DOR\_14F\_MISC\_010798

CSF 011 - Site Attendance SATT\_14F\_MISC\_003691

CSF 012 - Lost and Found CO18\_14F\_NCR\_011696

CSF 013 - Incident report CO18\_14F\_NCR\_011695

CSF 014 - Key Register Template

CSF 015 - Person Bag Searches

CSF 016 - Monthly Employee Visit blank

CSF 017 - SOP Template Folder

CSF018 - Team Meeting Minutes Sept 2018