



KBG SECURITY SOLUTIONS LIMITED

WE GUARD | WE PROTECT | WE SECURE

INTEGRATED MANAGEMENT SYSTEM

POLICY STATEMENTS

ISSUE 2.0

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APPROVED BY	Ajay Badhan, Managing Director
CLASSIFICATION	Confidential — Controlled Copy
OWNER	Ajay Badhan, Managing Director



QUALITY POLICY STATEMENT

It is the policy of KBG Security Solutions Limited to always meet or exceed agreed client requirements in the provision of security services and to strive to enhance (increase) client satisfaction on an ongoing basis for all services provided. These services are referenced in our documented Integrated Management System (IMS) and by our quality system approval to ISO 9001:2015.

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001:2015 Quality Management System Requirements, BS 10800:2020 Provision of Security Services, BS 7499:2020 Static Site Guarding, BS 7960:2016 Door Supervision and BS 8406:2020 Event Stewarding.

Our documented system is therefore written to ensure that our personnel conform to these particular requirements, in addition to all other applicable industry codes of practice and legal, statutory and regulatory requirements appropriate to our range of services, including security screening (BS 7858:2019)

This policy supports the strategic direction and objectives of KBG Security Solutions Limited.

The Company's Executive Management Team is committed to this policy and to the continual improvement of the effectiveness of our processes and the overall Integrated Management System. This commitment is demonstrated through the following ongoing activities:

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

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

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

Customer Satisfaction Rating – Over 95%

Sites Covered – 100%

Response to incident time – Under 20 mins

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

This policy is communicated to all employees and is made available to interested parties upon request, and is reviewed at least annually for continued suitability and effectiveness.



Ajay Badhan

Managing Director

SIGNED

Ajay Badhan

Director

Date: 05/01/2026

05/01/2026



HEALTH AND SAFETY POLICY STATEMENT

The Director of KBG Security Solutions Limited is committed to ensuring a safe and healthy environment for all staff, customers, contractors, and visitors.

The effective management of health and safety ranks equally with any other managerial or supervisory responsibility. Our aim is to ensure that health and safety becomes an integral part of all company activities and decision-making processes.

Our statement of general policy is:

To provide adequate control of the health and safety risks arising from our work activities.

To consult with employees on matters affecting their health and safety, and to encourage active participation in maintaining and improving health and safety standards.

To provide and maintain safe and healthy working conditions, including premises and work environments.

To provide and maintain safe plant and equipment.

To ensure safe handling, storage, and use of hazardous substances.

To ensure employees are competent to carry out their duties safely by providing appropriate information, instruction, training, and supervision.

To ensure contractors are competent to manage the health and safety aspects of their activities.

To monitor and assess compliance with health and safety standards by carrying out regular inspections.

To record and investigate all significant accidents, incidents, and cases of work-related ill health and implement corrective measures where appropriate.

To review and revise this policy as necessary, and at least annually, to ensure its continued suitability and effectiveness.

The organisation, responsibilities, and general arrangements for the implementation of this policy are detailed in supporting documents. Where appropriate, local arrangements will be developed to address specific health and safety risks.

This policy is communicated to all employees and is made available to interested parties upon request, and is reviewed at least annually for continued suitability and effectiveness.



Ajay Badhan

Managing Director

SIGNED

Ajay Badhan

Director

Date: 05/01/2026

05/01/2026



ENVIRONMENTAL POLICY STATEMENT

KBG Security Solutions Limited (KBG) is a leading UK provider of security services in the commercial, industrial, and retail sectors. We are committed to minimizing the environmental impact of our operations by adhering to ISO 14001:2015 Environmental Management System standards, pursuing good business practices, and fulfilling our legal and compliance obligations

Our strategic objective is to provide a coherent framework of good environmental practice within each of our operating sites. Our Environmental Management System (ISO 14001:2015) is documented, implemented, maintained, and communicated to all employees. Where we are operating on client sites, we will work collaboratively with their Environmental Management Representatives to achieve shared goals and objectives in line with the client's own systems.

KBG pledges to implement and operate the Environmental Management System to enhance environmental performance and support the achievement of our environmental objectives.

Our main operational objectives and commitments are to:

Understand and comply with each site's legal obligations, ensuring full adherence to ISO 14001:2015 requirements.

Design and implement systems that reduce, reuse, and recycle general waste and packaging materials

Help our clients improve energy efficiency and reduce energy waste where applicable

Take all reasonable measures to prevent pollution

Commit to meeting or exceeding all relevant environmental legislation, regulations, and other requirements

Support our clients in improving energy efficiency and reducing energy waste, in alignment with ISO 14001:2015 principles.

Commit to the process of continual improvement to meet or exceed the standards outlined in ISO 14001:2015.

Provide a framework for setting and reviewing measurable environmental objectives across our operations

Meet or exceed relevant environmental legislation, regulations and other applicable requirements.

This policy is communicated to all employees and other interested parties, including the public, and is reviewed at least annually for continued suitability and effectiveness.



Ajay Badhan

Managing Director

SIGNED

Ajay Badhan

Director

Date: 05/01/2026

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GDPR POLICY STATEMENT

KBG Security Solutions Limited (KBG) is committed to conducting its business in accordance with all applicable data protection laws and regulations, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and in line with the highest standards of ethical conduct.

This policy sets forth the expected behaviour of KBG employees and third parties in relation to the collection, use, retention, transfer, disclosure, and destruction of any personal data belonging to a KBG contact (i.e., the data subject).

Personal data refers to any information (including opinions and intentions) that relates to an identified or identifiable natural person. Such data is subject to legal safeguards, which place obligations on how organisations must process, store, and manage personal data.

An organisation that handles personal data and determines its purpose and means of processing is known as a Data Controller. KBG, as a Data Controller, is responsible for ensuring compliance with data protection requirements, and for implementing appropriate technical and organisational measures to safeguard personal data in accordance with the principles of accountability, fairness, lawfulness, and transparency.

KBG recognises and respects the rights of individuals in relation to their personal data, including the rights of access, rectification, erasure, restriction, and objection, and will respond to such requests in accordance with regulatory timeframes.

Failure to comply with this policy may result in complaints, regulatory action, significant fines, and reputational damage. All employees and third parties are expected to familiarise themselves with and adhere to this policy. Breaches of this policy will be taken seriously and may lead to disciplinary action or termination of contract.

KBG leadership is fully committed to ensuring the continued and effective implementation of this policy across all operations.

This policy is communicated to all staff, contractors, and relevant third parties, and is reviewed at least annually or following any material change in data protection legislation or business operations.

Ajay Badhan

Managing Director



SIGNED

Ajay Badhan

Director

Date: 05/01/2026

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COMPLAINTS POLICY STATEMENT

KBG Security Solutions Ltd aims to enhance customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and improving our ability to deliver high-quality services, including customer service.

We are committed to:

Top management involvement and support through adequate resources and staff training

Recognising and addressing the needs and expectations of complainants

Providing an open, fair, and easy-to-use complaints process

Handling complaints with impartiality and respecting confidentiality at all times

Analysing and evaluating complaints to improve service quality

Auditing the complaints-handling process

Reviewing the effectiveness and efficiency of the complaints-handling process on a regular basis

This policy applies to all KBG employees, contractors, and representatives. It is communicated internally and made available to clients, stakeholders, and members of the public upon request.

This policy is reviewed annually to ensure its ongoing suitability.

Ajay Badhan

Managing Director

SIGNED



Ajay Badhan

Director

Date: 05/01/2026



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CORPORATE GOVERNANCE POLICY STATEMENT

It is the policy of KBG Security Solutions Limited to maintain and promote the highest standards of corporate governance throughout all levels of the organisation. Good governance supports strategic direction, fosters accountability, enhances transparency, and ensures long-term value for all stakeholders.

Effective corporate governance is fundamental to sustainable business success and the maintenance of trust with clients, employees, regulators, and the wider public. To this end, the organisation operates in accordance with:

The UK Corporate Governance Code

The Companies Act 2006

ISO 9001:2015 (Quality Management)

ISO 14001:2015 (Environmental Management)

BS 10800:2020 and associated British Standards for the provision of security services

All applicable legal, regulatory, and ethical requirements

Governance practices are underpinned by a culture of integrity, fairness, compliance, and ethical conduct.

KBG is committed to:

Maintaining a clear governance structure with defined responsibilities and accountability

Promoting ethical behaviour in line with the organisation's Code of Ethics and Conduct

Complying with all legal and regulatory obligations, including those relating to anti-bribery, data protection, and human rights

Maintaining effective systems of internal control and risk management to identify and mitigate business risks

Engaging transparently with stakeholders and ensuring the fair treatment of clients, staff, suppliers, and third parties

Reviewing governance arrangements, systems, and training to support continual improvement

Risks are actively monitored and managed through the organisation's Integrated Management System, supporting business continuity, resilience, and regulatory compliance.



This policy is communicated to all employees and is made available to interested parties upon request. It is reviewed at least annually to ensure continued suitability and effectiveness.

Ajay Badhan

Managing Director

SIGNED

Ajay Badhan

Director

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CARBON REDUCTION POLICY STATEMENT

KBG Security Solutions Limited recognises the importance of addressing climate change and is committed to reducing carbon emissions associated with its operations. The organisation supports the UK Government's target of achieving Net Zero carbon emissions by 2050 and integrates carbon reduction as part of its environmental and corporate responsibilities.

The organisation operates in accordance with:

ISO 14001:2015 Environmental Management Systems

BS 10800:2020 Code of Practice for the Provision of Security Services

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

Relevant environmental legislation and guidance

KBG is committed to:

Identifying, monitoring and reducing greenhouse gas emissions from its activities

Improving energy efficiency at its offices and through operational activities



Reducing vehicle emissions through route optimisation and long-term fleet transition planning

Minimising waste and promoting digital documentation to reduce material usage

Procuring services and products from environmentally responsible suppliers

Promoting environmental awareness among staff through communication and training

Carbon performance is monitored and reviewed annually through the organisation's Integrated Management System. The business identifies and manages environmental risks as part of its commitment to continual improvement and alignment with ACS principles.

This policy is communicated to all staff and stakeholders and is reviewed annually to ensure its ongoing suitability and effectiveness.

Ajay Badhan

Managing Director

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