SENTINEL GROUP SECURITY

Sentinel Group Security

Meetings & Reports Procedures

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1. Aim

This process clearly defines the professional manner in how Management, Boardroom reviews and Client meetings are conducted. The minutes of meetings are recorded then communicated appropriately.

2. Responsibility

It is the responsibility of the Directors supported by the Compliance Manager to ensure that this procedure is implemented and maintained at all times. Operational Management have ownership and accountability to conduct meetings with the clients they are responsible for.

3. General

Meetings will be scheduled at regular intervals to guarantee that the Directors and Managers are fully up-to-date with the policies, procedures and operational requirements of the company. This platform will be used to communicate and discuss client's satisfaction with the services provided by the company.

4. Meetings

Management Boardroom Meetings will take place a minimum of twice a year to deliberate important topics and to review the QMS. The Chief Operating Officer may arrange additional meetings in line with needs of the business. This platform can be used to approve new documentation for the company.

5. Guidelines for Meetings

Prior to the meeting being scheduled there must be a nominated chairperson appointed for the meeting. The chairperson will set out the scope of the meeting and manage the attendees conduct. This process will ensure attendees have the opportunity to discuss matters in a constructive professional manner which will support the effectiveness of the meeting.

The agenda for the meeting must be constructed by either the Directors or Manager responsible for arranging the meeting which will be communicated preferably 2 weeks prior to meeting date to all attendees.

There must be a nominated person to record the minutes of the meetings. The minutes of the meeting must be an accurate account of discussion and agreed actions. This must include timeframes for actions to be completed. The minutes of the meeting must be distributed within one week of the meeting to the Chief Executive Officer and all attendees. The Compliance Manager should receive the meetings of the meeting in order for the document to be uploaded onto the QMS.

6. Operations Meetings

Operations meetings are to take place on a regular basis to discuss requirements and to ensure communication within the business is effective. The Operations Director and top-level Management are responsible for organising and scheduling these meetings.
Tasks that were delegated to an individual must be reviewed to ascertain if required actions were completed. This process should start at the beginning of the meeting. Reviews of actions taken and their effectiveness will support the meeting process.

7. Client Meetings

This platform should be used to discuss contract performance against both the contract and the assignment instructions, and any agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

The frequency of the meetings with the client shall be agreed with the client and documented. A meeting at least once a month is recommended.

Copies of all minutes of meetings should be held on the client file.

Where monitoring of site performance is undertaken by electronic or written records should be available for inspection by the client and agreed as part of the service level agreement.

Topics to be covered at the client meeting can include the following, additional points can be made by the client.

i. Roles and Accountability for security officers
ii. Staffing Resources
iii. Performance Concerns
iv. Key Performance Indicator or Service Level Agreements
v. Communication with site officers and Helpdesk
vi. Training and Staff Development
vii. Client Requirements
viii. Critical Success Factors
ix. Service Delivery
x. Flexibility
xi. Crime Patterns or threats to security
xii. Health and Safety Issues Identified
xiii. Any Other Business

Zafar Choudhry

Chief Executive Officer
Sentinel Group Security Ltd.

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