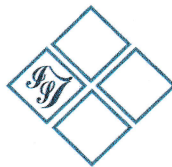


# IRAQ STAR

## **Business Management Policy** (English Language Version)

File Reference: COR-A1.1-POL  
Classification: UNCLASSIFIED  
Version: 6.0



© Copyright Iraq Star PSC 2017. All rights reserved.

The copyright in this work belongs to Iraq Star PSC. The information contained in this work is confidential and must not be reproduced, modified, retransmitted in any form or by any means to third parties or disclosed to others without the prior written permission of Iraq Star PSC. Commercial in Confidence & Subject to Contract



## Revision History

Review No	Last Review Date	Description	Current Review Date	Reviewed by
1.0	16/06/2017	Initial Issue	16/06/2018	General Manager
2.0	16/09/2018	Resign by CEO	16/09/2019	Country Manager
3.0	21/09/2019	Review	21/09/2020	Country Manager
4.0	21/09/2020	Review	22/11/2021	Country Manager
5.0	22/11/2021	Review	22/11/2022	Country Manager
6.0	22/11/2022	Review	16/06/2023	Country Manager

UNCLASSIFIED

Doc Ref	COR-A1.1-POL-Iraq Star PSC Business Management Policy (ENG)	Page	Page 1 of 3
Owner	Country Manager	Version	6.0



## Business Management Policy (Quality Assurance)

The Iraq Star PSC Mission is to be the recognised leading Private Security Company in Iraq, providing its clients with the highest quality comprehensive security and risk management services in high-risk and complex environments. We will protect and support our clients, securing their place in a complex world, by consistently delivering premium standards of service and value, while growing our business profitably. We will successfully achieve and sustain this mission by adhering to our corporate Business ethos of 'Say it, Do it, Prove it!'. This is enshrined in our Business Management System (BMS) which ensures:

- That all our business activities, security operations and services are delivered with protection of human rights and public safety as the absolute priority. They will be delivered through a comprehensive collective risk management process, underpinned by the principles of 'protect, respect, remedy'<sup>1</sup>. We shall demonstrate to clients, governments, partners, suppliers and communities that our business is managed responsibly, ethically and applies best practice, reassuring all who rely on us, and on whom we rely to deliver our services.
- That our operating procedures and business processes comply with international humanitarian law as well as applicable international and local laws, regulations and other requirements.
- Setting and communicating a mission and business strategy which cascades throughout the Company to inform planning and decision-making at all levels. We will promote and maintain a culture of ethical governance, quality of service, compliance and responsible management at all levels, driven throughout the business by effective leadership and clear accountability.
- Avoiding, preventing and reducing the likelihood and consequences of disruptive or undesirable events of all scales and levels of complexity by ensuring our service delivery is resilient.
- Creating and maintaining a safe and healthy operating environment for our clients, our people, our partners, our supply chain and for the communities within which we operate.
- That we continuously improve our service delivery through a documented, 'living' framework for monitoring, measuring, auditing and improving the quality of our business process.
- That our ethics, values, standards and procedures are fully understood and supported throughout the business, being applied effectively by competent personnel through training and investment in our people.
- That we accept sufficient control and accountability of all sub-contractors, outsourced services and suppliers to assure consistent quality of service.

Managers at all levels are authorized to operate within the boundaries of the BMS and follow the corporate business strategy to, deliver, sustain and continually improve our quality of service.

Date: 16/06/2023

Signed:

Furat Ridha – CEO

<sup>1</sup> UN Guiding Principles on Business and Human Rights

UNCLASSIFIED			
Doc Ref	COR-A1.1-POL-Iraq Star PSC Business Management Policy (ENG)	Page	Page 2 of 3
Owner	Country Manager	Version	6.0