



IRAQ STAR

Business Management Policy (English Language Version)

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Version: 2.0



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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	16/09/2017	Resign by CEO	16/06/2018	Country Manager

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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'¹. 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: 16/09/2017

Signed: 

CEO

Furat M. Ridh

¹ UN Guiding Principles on Business and Human Rights

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