

COFFEE CUP SOLUTIONS LIMITED & COFFEE CUP TECHNICAL LIMITED (“CCS”): BMS & QMS SCOPE AND OBJECTIVES

IT Managed Services, IT Consultancy, IT Support Helpdesk, IT Project Work encompassing VoIP and Connectivity, Cyber Security and Phishing Training, SaaS Services, Application and Desktop Delivery, Software Development, Backup and Business Continuity, operation of Servers, Networks and Associated Services, offered to a range of clients across different sectors in the UK.

CCS provides IT solutions to a range of clients. We aim to produce unique solutions for each customer to ultimately help them increase their business productivity. It is establishing a Business Management System (BMS) and Quality Management System (QMS), the purpose of which is to ensure that the organisation:

- Satisfies its customers’ needs and supplies products/services that meet their requirements;
- Maintains the confidentiality, integrity and availability of its information;
- Establishes measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensures quality objectives help the organisation achieve customer requirements by:
 - providing a high standard of customer service, maintaining a high turnaround of product development, and working with a high standard of suppliers
- Monitors and measures the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seeks feedback from customers on how well its services meet their requirements and sets objectives for continual improvement;
- Analyses the causes of any complaint or problem, and takes appropriate action to prevent recurrence;
- Selects and works closely with suppliers who enable the organisation to create and deliver a reliable performance;
- Recruits employees who are customer-focused and supports them with appropriate training and systems to ensure their competence always meets the organisation’s requirements;
- Provides a work environment that promotes the wellbeing of its employees and encourages positive teamwork;

- Encourages all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensures that all employees are aware of the BMS Scope and Quality Policy and are committed to the effective implementation of the Business Management Systems and Quality Management System;
- Ensures that the organisation complies with all necessary regulatory and legal requirements.

Scope of Certification: ISO 27001:2017 and ISO 9001:2015 Applies to the whole of the business (Coffee Cup Solutions incorporating Coffee Cup Technical Limited)

The system is designed to be consistent with the context and strategic direction of the organisation and ensure compliance with:

- The requirements of ISO 9001:2015 and ISO 27001:2017;
- All information security legal requirements;
- Any other information security requirements to which the organisation subscribes;

The system has been authorised by the Top Management of the organisation. Support for its implementation and compliance with its procedures and policies is a condition of employment for all employees.

BMS and QMS Scope

The scope of CCS/CCT's Management System encompasses:

- People:
 - All employees and contractors
- Sites/Locations:
 - Ground Floor, Unit 3, Millars Brook, Molly Millars Lane, Wokingham RG41 2AD
- Products/Services:
 - All IT services (managed support, professional services)
- Processes:
 - All internal business support
- Activities:

- All work-related activities
- Technology and assets:
 - All IT and physical infrastructure at the organisation's premises and used by its employees/contractors whether on the premises or off-site; AND
 - All IT and physical infrastructure at hosted data sites

Clause Applicability

All Clauses of ISO 9001:2015 and ISO 27001:2017 are applicable and are intended to apply. The organisation can decide that a requirement is not applicable if its decision does not affect its ability or responsibility to ensure the conformity of products or services and the enhancement of customer satisfaction. We have considered clause 7.1.5.2 of the ISO 9001:2015 and have deemed it not applicable to the operations of our business and has therefore been excluded.

For the applicability of the Clauses of ISO 27001:2017 Annex A, see the **Statement of Applicability**.

Signed on behalf of the board of Directors

Hayden Trott

Managing Director