

DIRECT DEFENCE SOLUTIONS LTD

CODE OF CONDUCT

POLICY STATEMENT	INITIAL REVISION
ISSUE DATE:	AUG 2018
POLICY-012	Prepared & Approved by: Director

Code of Conduct

AIM

The aim of this Code of Conduct is to specify the Company disciplinary rules, instructions and procedures applicable to all Security Officers and to provide a fair and known method of dealing with those who fail to observe them or who fail to attain an acceptable standard in the performance of the duties under their contract. The term "Security Officers" includes salaried staff who are directly or indirectly employed on security duties. The Company reserve the right to alter or add to this code at anytime without prior notice.

ASSIGNMENT INSTRUCTIONS

DIRECT DEFENCE SOLUTIONS LTD

Security Officers will carry out the Assignment Instructions, which are provided at each site and follow other lawful and reasonable customer and Company rules and instructions, which may be issued from time to time.

All officers must be in full, approved uniform and ready to assume full operational duties immediately from the time the shift commences. Lateness will not be tolerated as it places an unacceptable burden not only upon colleagues who are waiting to be relieved, but also upon the service as a whole. Adequate time for an effective handover of duties should be accommodated. It is also very important that Officers arrive on post at the correct time. Lateness to location is not only inconsiderate to ones colleagues but could also severely compromise the service. Lateness to post cannot be tolerated and repeated incidents may result in disciplinary procedures.

ABSENTEEISM AND TIME KEEPING

Absence from or lateness for security duty could endanger property or even life.

Absenteeism must be notified to the duty manager as early as possible, but no later than 6 (six) hours before the commencement of duty. It is also the responsibility of Security Officers to notify head office of their intention to return to work, having been absent, by 12.00hrs before their next operational duty. Failure to do so will mean that the Security Officer will not be permitted to work that duty and the shift will be re-allocated.

Absence without good reason and poor timekeeping are breaches of Company discipline. A Security Officer may be subject to disciplinary action if absent from duty without justification.

DIRECT DEFENCE SOLUTIONS LTD

CODE OF CONDUCT

POLICY STATEMENT	INITIAL REVISION
ISSUE DATE:	AUG 2018
POLICY-012	Prepared & Approved by: Director

UNIFORM

All duties will be carried out in uniform unless instructed otherwise. Your uniform helps to instill Pride and authority and makes you recognizable as a professional security officer to those who May need your assistance.

All security personnel must ensure that their uniforms are clean, well pressed and in good repair At the start of each duty. All corporate ties must be secured, neatly fitted, clean and in good Repair.

Shoes/boots must be clean and black. Suede is not permissible.

Socks/stockings/tights must be black or dark grey.

Security Personnel are to project a professional and confident bearing. Personal presentation is Key to accomplishing this, therefore the following presentation guidelines must be adhered to:

Hair: Hair should be kept neat and tidy so as to avoid appearing unkempt. Beards and Moustaches should be maintained at a moderate length and neatly trimmed. All clean-shaven male Security Officers must be freshly shaven when commencing their duties.

Jewellery: Security Officers must not wear earrings while in uniform and other jewellery Should be restricted to rings, in moderation and preferably only wedding rings. Female Officers are requested to keep jewellery other than wedding rings to a minimum.

Security Officers of BOTH sexes must not wear facial studs, rings or any other style of jewellery in their nose, eyebrows, lips or other facial area whilst in uniform or on duty.

This is to ensure that our presentation is consistently excellent and reflect your status as Professional Security personnel and to also ensure that you are not at additional risk of injury During the course of your duty.

DIRECT DEFENCE SOLUTIONS LTD

CODE OF CONDUCT

POLICY STATEMENT	INITIAL REVISION
ISSUE DATE:	AUG 2018
POLICY-012	Prepared & Approved by: Director

CUSTOMER'S GOODS AND SERVICES

Security Officers are not to use any vehicles, goods, services, telephones or reproduction Equipment of the customer without the express permission in writing from the customer.

ALCOHOL AND DRUGS

Alcohol or drugs will not be consumed during or immediately before any period of duty. Anyone Suspected of being unfit because of alcohol or drugs when on duty or when reporting for duty will be suspended at once without pay for the remainder of the duty period. Offenders will be liable to disciplinary action.

COMMUNICATIONS

Telephones

All telephones must be answered politely, using the correct salutation. All telephones should be Answered within 3 rings wherever practicable.

Client telephones must never be used for personal use without express written Permission.

Radio Usage

Radios must only be used for operational duty purposes. Correct call signs must be utilized at all Times and no slang or abusive language may be used at any time.

Officers should speak clearly, concisely and use phonetic alphabet at all times when providing Details.

A: Alpha	B: Bravo	C: Charlie	
D: Delta	E: Echo	F: Foxtrot	
G: Golf	H: Hotel	I: India	
J: Juliet	K: Kilo	L: Lima	
M: Mike	N: November	O: Oscar	
P: Papa	Q: Quebec	R: Romeo	
S: Sierra	T: Tango	U: Uniform	
V: Victor	W: Whiskey	X: X-ray	Z: Zulu

Officers must ensure that radios are signed out correctly and are maintained in good order during

3

DIRECT DEFENCE SOLUTIONS LTD

CODE OF CONDUCT

POLICY STATEMENT	INITIAL REVISION
ISSUE DATE:	AUG 2018
POLICY-012	Prepared & Approved by: Director

Usage. Any faults must be escalated to the duty manager / nominated Client contact immediately.

Communication and Review:

This policy is communicated to all stakeholders including authorities and any member of the public via published website, handbook and notice boards and on request.

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner, which does not affect the quality environment and health and safety of DIRECT DEFENCE SOLUTIONS LTD.

Prepared and Signed by Director:

Date: