

SECURITY HANDBOOK COMPANY POLICIES AND STANDARD OPERATING PROCEDURES



OPERATIONAL DIVISION

SIYONETH SECURITY (PVT) LTD

COMPANY POLICIES AND STANDARD OPERATIONAL PROCEDURES

ABOUT THIS DOCUMENT

This document is the Siyoneth Security (Pvt) Ltd (hereinafter referred as the Company), record of Company Policies and Standard Operational Procedures. It is a reference throughout the Company. It contains Company Policies and generic operating procedures to be adopted by personnel in the course of their duties.

A 'Master Copy' of this document is held at the Company's Head Office. Copies are issued to each security site for client's information and also made available to all personnel on duty as an aide memoire as well as retained on the site for local referencing.

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COMPANY POLICIES

1.1 Quality Policy

Siyoneth Security (Pvt) Ltd is committed to achieve and maintaining the highest degree of quality in all its operations and its provision of services. Therefore, Company:

- a. Is committed to meeting client and customer expectations of performance, quality, integrity and delivery in the application of all its services.
- b. Aims to fully understand clients' requirements; provide them with advice and guidance on the extent of service appropriate to their needs and ultimately the services to meet those needs.
- c. Promotes innovation and continually reviews advances in methods and technology which can bring improvement to its services.
- d. Promotes staff development through skills training.
- e. Maintains its Quality Management System (QMS) to align to third party accreditation(s) as guided by the Company Directors and provide a framework to control, monitor and continually improve systems, client and customer services.
- f. Maintains effective internal and external communication through the dissemination of important information.

Professionalism

A guard should always maintain appropriate professional conduct and behaviour having a professional appearance and exhibit a positive attitude. Being physically fit is essential to the success of the guard in this field. When dealing with an irate person, the guard should make all attempts to de-escalate the situation and take control. Our Security Guards meets necessary education qualifications and qualified in:

- a. Emotional intelligence and good character judgment.
- b. Situational awareness to understand and assess risk.
- c. Verbal and written communication skills.
- d. Ability to assess behaviours, while also paying attention to client's patrons and visitors.
- e. Listening and observation skills.

- f. Willingness to learn and enforce appropriate security and safety procedures as mandated.
- g. Comfort with directing people or taking up leadership responsibilities.
- h. Attention to detail.
- i. Ability to operate emergency equipment, fire extinguishers, surveillance and detection devices.

Our Mission

Siyoneth Security (Pvt) Ltd mission is to provide innovative and reliable security and safety solutions to guarantee excellence in our services by employing professional and dependable human resources and systems to honour our commitment.

Business Strategy

Siyoneth Security (Pvt) Ltd business strategy is to attract and retain clients by being an industry leader in the standards of services it models and delivers to meet client's expectations and needs. This includes the commitment by the Company to continuously improve client satisfaction through the development of credibility and delivery of innovative services by committing for the continued improvement of excellence in service standards.

Work Culture

To assure optimal security and safety, the security guard needs to work as a team, in spite of personal differences to interfere with professional relationships. Each guard should be able to respect and rely on one another, especially in the event of an emergency and while discharging their duties.

Chain of Command

A Security Guard should always respect the chain of command and talk directly to his supervisor regarding any issues that concern him, his duty and responsibility.

1.2 Health and Safety Policy Statement

As a responsible organization, we have formulated the Health and Safety policy to ensure that all activities carried our when providing services to our clients by our employees in the course of work is performed within the framework of a Health and Safety management system that will develop and continuously improve. Through this we strive to work towards prevention of injuries and ill-health to avoid, minimize or control potential and existing risk to the Health and Safety of any person(s) who may be affected by such activities.

Towards furtherance of our commitment and to ensure compliance with all relevant occupational safety and health legislation, international standards and applicable other requirements, we strive to facilitate a safety and health workplace. To this end, we ensure the following:

- a. Promote a culture of health and safety consciousness among our employees in the workplace as well as in their homes through positive leadership drive, implement procedures, systems, training and development of our employees.
- b. Introduction, communication, awareness and implementation of specific procedures on all relevant areas identified through risk assessments.
- c. Suitable and sufficient information, instructions, training and supervision to enable all to comply with the company Health and Safety policy.
- d. Regular risk assessments and monitoring through internal audits, consultation on Health and Safety practices and standards and required corrective actions.
- e. Safety of equipment and prevent/minimize workplace hazards.
- f. Oversight mechanism and procedures to assure continuity and compliance.

1.3 No Discrimination Policy statement

Our employees are our most valuable asset. With this in mind we have formulated the No-Discrimination Policy in which our commitment to equal treatment of all individuals regardless of race, colour, gender, national origin, age, religion, marital status, sexual orientation, pregnancy, political opinion, expression, position they hold, disability or any other factors that are not related to the job is expressed. All terms and conditions relating to employment such as hiring, wages, benefits, promotion, termination or retirement are based solely on an employee's qualifications and ability to perform the job function:

- a. Job applicants and employees are not mandatory to disclose personal information such as sex, age, race, religion, marital status, sexual orientation, social or ethnic origin, caste, political affiliations, union affiliations or participation on union activities that is not relevant to the job.
- b. Recruitment, Promotion, Disciplinary action, Termination will be in accordance with the Company policies and procedures.
- c. Periodic employee performance evaluations and assessments will be done based on the employment criteria (eg: employees' qualifications, skills, ability, productivity, overall job performance etc.).
- d. Pregnancy testing is not a requirement for recruitment or continued employment. Female Employees will not be terminated due to her pregnancy, confinement or of any illness consequent to these.

1.4 Corporate Social Responsibility Statement

At Siyoneth Security (Pvt) Ltd, we recognise and live up to our commitments and responsibilities to our clients and wider community. We are committed to conducting our business in an ethical and socially responsible way. Our values are enshrined and will be reflected in our policies and decisions. Therefore:

- a. Our first responsibility is to our customers in providing services to meet their needs. Everything we do shall be of high quality.
- b. We will create continuous improvement through a comprehensive performance assessment and management framework.
- c. We will endeavour constantly to deliver best value and will innovate continuously to reduce our costs in order to maintain reasonable and competitive prices.
- d. On a daily basis we will demonstrate that we care passionately about service and will earn our customers trust so they can rely on us to deliver outstanding performance.
- e. In so doing we will support our customers reputations and our own. We are responsible to the men and women who deliver our service and who we entrust with our business and our good name. Every employee must be considered as an individual. We must respect their rights, their diversity and their dignity and recognise their merit.

There must be equal opportunities for employment, for development and advancement for those qualified.

- f. We will encourage them through training and recognition to exemplify excellence in their respective jobs. They must feel free to make suggestions or complaints and report suspected misconduct. They will work within an organisation that is run by responsible and accountable leaders who are competent and fair. In this way we will attract, retain and keep motivated a best team of people in our Company.
- g. We have a responsibility to all our stakeholders for the ethical and socially responsible conduct of our business. We will comply fully with the spirit as well as to the letter of all relevant legal and regulatory requirements and act as a good corporate citizen. Our policies and procedures will conform to recognised best practice in corporate social responsibility and governance and will conduct our business with honesty, integrity and transparency.
- h. We have a responsibility to safeguard the health and safety of our clients, employees, customers and premises where we are employed. We believe accidents are preventable and we are committed to achieving injury free workplaces and encourage and support our employees.
- i. We will continuously find innovative ways to help our customers to improve their own environmental performance.

1.5 Continuous Service Improvement Policy (QMS)

Client service levels will be determined through Project Evaluation using the appropriate QMS Evaluation form. Improvements driven by these evaluations will be planned and implemented within client agreed target periods, normally before the next Service Valuation Report. Thorofare:

- a. The Company Director, or a suitable deputy appointed by him will act on behalf of the Company in implementing the planned improvements to the agreed timescale.
- b. All minutes related to meetings as scheduled and planned to discuss Service Evaluation will be recorded with copies sent to the client for their comments and records.
- c. Upon receipt of any comments on the meeting minutes Company will begin implementation, updating Project Files as appropriate.

1.6 Company Grievance and Disciplinary Procedures

Company has identified the necessity to ensure that the work environment and the workforce is disciplined. Therefore, all employees are expected to conduct themselves according to the company policies, rules and regulations at all times. In case of misconduct each employee against who such allegation stands will be treated in a fair manner. Company defines 'Misconduct' as "an act or omission that is inconsistent with the fulfilment of an express or implied term of employment or has a material bearing on the smooth and the efficient functioning of the organization."

1.6.1 The Procedure

a. Preliminary Inquiry

- (1) The need for disciplinary action arises on witnessing a breach of disciplinary standards, act of misconduct, or on receiving a complaint of an alleged breach of discipline and /or act of misconduct.
- (2) Upon being brought to the notice of the Security Manager, the complaint would be recorded with as much details as possible.
- (3) Thereafter a preliminary inquiry will be held: this is a fact-finding mission in order to ascertain whether there is a case in the first instance. A preliminary inquiry will be held within 48 hours of receipt of complaint.
- (4) The Preliminary Inquiry shall be shared with the directors of the Company with the recommendations of the next step.
- (5) A case may be dismissed, if it's found at the preliminary investigation, that there's no base for the complaint.
- (6) An employee may be suspended with pay pending inquiry depending on the gravity of the misconduct, to avoid intimidation of witnesses, acts of sabotage or hampering investigations in any manner.

b. Issuing of Show Cause and Explanation

(1) Upon the conclusion of the preliminary inquiry where a case has been established in the first instance, such person should be issued a Show Cause

Letter. The 'Show Cause' letter shall be issued within two (2) working days upon the conclusion of the preliminary inquiry.

(2) The person against whom the 'Show Cause' letter is issued should hand over a Letter of Explanation to the Security Manager within three (3) working days of receiving the 'Show Cause' Letter.

c. Domestic Inquiry

- (1) Where explanation received is unsatisfactory and the situation demands, a Domestic Inquiry shall be held. Domestic Inquiry should be concluded within fourteen (14) working days of receipt of the Letter of Explanation.
- (2) The inquiry should be held by impartial body acting in good faith at all times.
- (3) Unable to attend the domestic inquiry due to ill health, such employee should inform immediately and submit medical certificate as proof of inability to attend.
- (4) If the accused employee does not communicate his/ her inability to attend, such inquiry shall be held ex-parte.
- (5) Findings of the inquiry and resulting penalties shall be notified to the person against whom the complaint was lodged within seven (7) working days of conclusion of the domestic inquiry.

d. Penalties

- (1) Persons against whom a complaint has been lodged is found guilty will be subjected to penalties in keeping with the Company Policy.
- (2) Depending on the seriousness of the offence, penalties could include but not limited to:
 - (a) Verbal Warning Note to personal file.
 - (b) Issuing of a Written Warning.
 - (c) Suspension from services without pay.
 - (d) Suspension of Increment/Bonus /Promotion.
 - (e) Internal transfers.
 - (f) Immediate dismissal.

(3) The penalty will be informed to the employee through written communication

e. Provide employees with an opportunity to appeal

- (1) Where an employee feels that disciplinary action taken against, he/she is wrong or unjust, they should appeal against the decision. Appeals will be heard without unreasonable delay and ideally at an agreed time and place. Employees will let Company know the grounds for their appeal in writing.
- (2) The appeal will be dealt with impartially and wherever possible, by a Director who has not previously been involved in the case.
- (3) Employees will be informed in writing of the results of the appeal hearing as soon as possible.

f. Grievance Procedure

Our employees are our biggest asset. With this in mind to ensure that the employees have an environment conducive to work freely, the Company has formulated the following procedure to be followed if the employees have a grievance to be reported either personal or work related. Employees can access one or more of these channels as deem appropriate:

(1) Reporting Methodology

- (a) If it is not possible to resolve a grievance informally employees will raise the matter formally and without unreasonable delay with a member of Director Board who is not the subject of the grievance. This will be done in writing and will set out the nature of the grievance.
- (b) Hold a meeting with the employee to discuss the grievance, the Company will arrange for a formal meeting to be held without unreasonable delay after a grievance is received.
- (c) Employees will be allowed to explain their grievance and how they think it should be resolved.

(2) Decide on appropriate action

- (a) Following the meeting decide on what action, if any, to take. Decisions will be communicated to the employee, in writing, without unreasonable delay and, where appropriate, will set out what action the employer intends to take to resolve the grievance.
- (b) The employee will be informed that they can appeal if they are not content with the action taken.

(3) Allow the employee to take the grievance further if not resolved

- (a) Where an employee feels that their grievance has not been satisfactorily resolved they should appeal. They should inform the Company the grounds for their appeal without unreasonable delay and in writing.
- (b) Appeals will be heard without unreasonable delay and at a time and place which should be notified to the employee in advance.
- (c) The appeal will be dealt with impartially and wherever possible by a Director who has not previously been involved in the case.
- (d) The outcome of the appeal will be communicated to the employee in writing without unreasonable delay.

g. Overlapping grievance and disciplinary cases

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it will be deal with both issues concurrently.

1.7 No Smoking Policy

1.7.1 Purpose

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Smoking, Health and Social Care. Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses.

1.7.2 Policy

It is the policy of the Company that all of our workplaces are smoke free and all employees has a right to work in a smoke-free environment. Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles and policy applies to all employees.

1.7.3 Implementation

All staff are obliged to adhere to, and facilitate the implementation of the policy. The respective individuals shall ensure all existing employees are informed of the policy and their role in the implementation and monitoring of the policy. The management of the Company shall give a copy of the policy to all new personnel on recruitment/induction. Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the Company and duty premises.

1.8 Drugs and Alcohol Policy

1.8.1 Aims and Objectives

- (a) To support our responsibility for and commitment toward our members to ensure a safe and healthy workplace.
- (b) To ensure that all members of the Company have a work environment which is free of alcohol and drug abuse.
- (c) To outline the company's expectations and requirements for creating and maintaining a drug free work environment, and for dealing with substance abuse in the work place.
- (d) To provide an opportunity to members with a substance use problem to get well rather than provide grounds for the Company to terminate such a member's employment.

18.2 Scope

- (a) This policy applies, at the workplace, to all members of the Company and also includes visitors and inside and outside of normal scheduled working hours. All individuals working with the Company are expected to report fit for duty for scheduled work and be able to perform assigned duties safely and appropriately without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medications or any other substance.
- (b) Off the job and on the job involvements with alcohol or drugs can have adverse effects upon the workplace, the integrity of our work product, the safety of other team members, the wellbeing of our member's families, and the ability to accomplish the goal of a drug free work environment. As such, the Company wants to impress upon all team members that it has a zero tolerance for team members who arrive at work under the influence of alcohol or drugs, and/or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol or drugs on Company property.
- (c) The Company strictly prohibits the use, unlawful manufacture, sale purchase offer to purchase or sell, transfer, distribution, consumption or possession of drugs.

1.9 Recruitment Policy

The goal of all recruiting and vetting activities is to comprehensively select individuals who possess the qualifications and the motivation to accept and perform the mental and physical tasks required by their work. The Company seeks individuals whose conduct, appearance, competence and integrity are beyond reproach. To facilitate the recruitment and selection of suitable individuals to a service, the Company ensures that the following policy is followed:

- a. Company website contains a dedicated page for recruitment states that how to apply for jobs. It also explains the employment benefits and vetting and screening terms.
- b. An advertisement would also be placed with the appropriate local newspaper, and would be specifically designed to attract people with the desired personal profile.

1.9.1 Points of Consideration

a. Analysis of the tasks required by the client.

- b. Identification of applicants.
- c. Verification of applicant's personal data.
- d. Pre-qualification according to compulsory criteria.
- e. Analysis of applicant's specific competences.
- f. Applicant's criminal record.
- g. Review of applicant's references, contacting previous employers.
- h. Medical clearance.
- i. Aptitude and behaviour test, assessment interview.
- j. Final decision by the Operations Branch.

1.9.2 Verification of Qualifications

- a. Will carry out various background checks to verify the qualifications as well as criminal records of applicants. At any cost we will not accept an ex-convict as security guards or as an employee in our Company.
- b. Contact the local police for a background criminal check. If any applicant is found to have tendered false or misleading information about their qualifications and past, such applications are weeded off immediately.

1.9.3 Interview

- a. During the recruitment processes, applicants are interviewed extensively by the Operation Branch. The interview is aimed at testing the confidence and communication skills as well as other qualities that are of interest to the Company.
- b. During the interview, applicants are asked important questions that will help the interviewers make the right choice. Answers given by the applicants during the interview are used to assess various qualities, such as integrity, commitment, selflessness, professionalism, respect for others, loyalty, and so on.

1.9.4 Medical check

- a. The applicants will be requested to submit the results of specified medical tests, such as drug and alcohol screening, diabetics, high blood presser, etc.
- b. A medical check is necessary, as it reveals whether or not an applicant is healthy and fit enough to take up the security guard job, which could be very boring and tiring at times.

1.9.5 Final Selection

Using the results of the screening tests, medical checks, and background investigation, selection will be completed for number of applicants (*depending on number of available slots*) who successfully met the necessary requirements for the position. After the selection, successful applicants are contacted and given further instructions on their impending duties, role and responsibility.

No matter how much of previous experience a newly enlisted security guard may have acquired, he will receive an orientation training from the Company. During the orientation, the newly enlisted security guards are kept educated about the Company as well as the facilities they would guard. They are given every piece of information that they need for them to perform their duties, role and task efficiently.

1.10 Ethical Sourcing Policy

The Company adapt following ethical sourcing policy:

- a. Prevent employment of children below 18 years of age.
- b. Workers will be paid a fair, living wage for the type of work they undertake. (As per the wage board provisions). Deduction of wages as a disciplinary measure shall not be permitted.
- c. Workers shall not be required to work in excess of 12 hours/Day. All overtime must be voluntary.
- d. Harsh or inhumane treatment or abuse whether physical, sexual or verbal is prohibited and unacceptable.

e. Discrimination in hiring based on race, caste, religion, disability, gender, age, sex, orientation or political affiliation is unacceptable.

1.11 Harassment and Bullying Policy

- a. As part of the Company's overall commitment to equality of opportunity, it is fully committed to promoting a fair and harmonious working environment in which everyone is treated with respect and dignity and in which no individual feels bullied, threatened or intimidated.
- b. The aim of this policy is to prevent harassment and bulling in the workplace which includes harassment and bullying by other workers or by third parties encounter at the work place while performing duties and the job.
- c. Harassment or bullying at work in any form is unacceptable behaviour and will not be permitted or condoned and will be viewed as a gross misconduct offence which may result in dismissal without notice.
- d. Harassment and bullying detract from a productive working environment and can impact on the health, confidence, morale and performance of those affected by such acts, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

1.11.1 What we consider as Harassment

- a. Physical: Use or threat of physical discipline.
- b. Verbal: Screaming, threatening, or use of demeaning words toward employees.
- c. Psychological: Use of words or actions that attempt to diminish employee self-esteem.

d. Sexual:

- (1) Offering preferential work assignments or treatment of any kind in actual or implied exchange for a sexual relationship.
- (2) Subjecting employees to prejudicial treatment of any kind in retaliation for refused sexual advances.

- (3) Unwelcome sexual comments, observations, and advances of physical conduct of a sexual nature.
- (4) Gender-insensitive security practices.
- (5) As stipulated under Section 345 of the Penal Code of Sri Lanka Sexual harassment is a criminal offence. ¹

e. Other:

- (1) Withholding reasonable breaks, access to water, toilets, health care, or other basic human necessities.
- (2) Unreasonably restricting employee movement during non-work hours.

1.11.2 What we consider as bullying

Bullying is persistent, offensive, abusive, intimidating or insulting behaviour, which, through the abuse of power, makes the recipient feel upset, threatened, humiliated or vulnerable. Bullying can be a form of harassment and can undermine an individual's self-confidence and self- esteem and cause them to suffer stress. Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- a. Shouting at or humiliating others.
- b. High-handed or oppressive levels of supervision.
- c. Unjustified, offensive and/or insulting remarks about performance.
- d. Excluding employees from meetings, events or communications without good cause.
- e. Physical or emotional threats.
- f. Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

¹ "Whoever by assault or use of criminal force, sexually harass another person, or by the use of words or actions, causes sexual annoyance or harassment to such other person commits the offence of sexual harassment", "Unwelcome sexual advances by words or action used by a person in authority, in a working place or any other place shall constitute the offence of sexual harassment."

1.11.3 Redress

In case of violation of the above Policy any person who either experiences harassment and/ or abuse or witnesses someone else being subjected to harassment and/ or abuse should report such instances immediately through one or more of the grievance reporting channels available as per the Company Grievance Procedure.

1.12 Wages Board Directives

Siyoneth Security (Pvt) Ltd agrees to abide by the following Wages Board Directives as indicated in Gazette 52 of 4th December, 2001 and the accepted Industry Standards.

a. Work Days

Any 5 days of the week will be a nine (9) hour work day and on the sixth day a six (6) hour work day.

b. Work Hours

The maximum duration of a shift for Security Personnel shall not be longer than twelve (12) hours. (OT and Breaks included):

- (1) On a normal work day, the twelve (12) hour shift will be made up of nine (9) regular work hours. Of this one hour will be a meal / rest break. Additional three (3) hours will be considered as overtime.
- (2) On the short working day of the twelve (12) hours six (6) will constitute regular work hours. Of this one hour will be for a meal / rest break. The additional six (6) hours will be paid as overtime work.
- (3) No Security Personnel will be engaged in work for more than twelve (12) hours continuously.
- (4) In a period of seven (7) days, any one day shall be the weekly holiday. No security Personnel will work more than six (6) days continuously.
- (5) Work hours shall be recorded clearly and accurate and be maintained.

c. Basic Wage:

Basic wage to be paid as per stipulation of the Wages Board Ordinance will be paid by the Company.

d. Public Holidays:

Thaipongal Day, National Day, Sinhala and Hindu New Year, May Day, Wesak Day, Prophet Mohamed's Birthday and Christmas Days are Public Holidays. Where Security Guards are required to work on these days either a day off should be granted as holiday before 31st December of that year OR such employees should be paid an additional day's wage. Overtime work will be paid at three (3) times the hourly rate.

e. Leave:

On completing one calendar year of employment Security Personnel will be eligible for fourteen (14) days leave. Those who have not completed one calendar year will be eligible for leave in the second year depending on the quarter of joining in the first year of work (Jan-March 14, Apr-Jun 10, Jul-Sep 7, Oct-Dec 4).

f. Statutory Payments:

EPF / ETF payments will be deposited in the Central Bank account against the name of the employee from the first month of service. Gratuity payment will be done within thirty (30) days of the termination of service to be paid by the Company.

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g. Personal Documents:

The Company will maintain a Personal File for each Employee. Letters of Appointment stipulating Terms and Conditions of Employment, copies of the following shall be maintained in the Personal File: Grama Sevake Certificate, Police Clearance Report, National Identity Card, Education Certificate and a copy of the Birth Certificate. A copy of the complete Personal File shall be handed over to the client for each Security Personnel who performs duties at client's facilities.

h. **Deductions and Fines:** Only legally permitted deductions will be made

i. Workmen's Compensation: As per legal requirement Workmen's Compensation will be paid.

1.13 Duties and obligations of Company:

- a. Company will, as from the commencement date, provide security services to the client at such site(s) and on such terms and conditions as set in the quotation/agreement.
- b. All security personnel of the Company will be trained and qualified to perform their services to a level of professional efficiency required and approved by the Security Officer's Board as defined by the Act.
- c. All security personnel utilized for the purposes of the security duties set at agreement will at all times:
 - (1) Be correctly and properly attired in the official uniform of the Company.
 - (2) Be appropriately equipped with such equipment as may be required in terms of the agreement.
- d. Company will when practical, possible and necessary and in respect of any and all site(s) of the client where security personnel may be stationed, provide:
 - (1) Communication facilities between its security personnel so stationed on the one hand, and its control room and patrol vehicles on the other hand.
 - (2) Support services to the security personnel when and if necessary and required.
 - (3) Advise the client in writing of any actions or lack thereof or risk which may compromise the security of the client.
- e. Except as specifically agreed in the agreement, Company makes no representations and makes no warranties regarding the nature, properties, advantage standards and qualities of the security services, the manner in which the security services will be rendered or any other material aspect regarding the security services.
- f. Company will maintain its own equipment used to render the security services.
- g. Company will be liable to ensure effect the following insurances and to keep them in force for the duration of the agreement:

- (1) Public Liability Insurance including Burglary Coverage.
- (2) Insurance as may be required by Law in respect of injury to employees including and "Indemnity to Principals" clause.
- h. Siyoneth Security (Pvt) Ltd is a registered security service provider in terms of the Act and shall comply with the statutory requirements relating to the private security industry.
- i. The Company shall permit the Client's authorized officers to inspect the said security services maintained by the Company at the said premises.
- j. The Company shall issue proper Identity Cards to all security personnel on duty.
- k. Constant security checks will be done regularly by a visiting officers and senior management staff in order to maintain vigilance during day and night.
- In the event of the Client requiring that any personnel assigned for duty at the Clients premises be changed, then in that event the Company shall take action immediately to effect such changes.

1.14 Obligations of the client

The client shall:

- a. Provide a room or guard-house on the site(s) where security personnel are stationed and it must be equipped with all reasonable facilities relating to accommodation and communications to enable the security personnel to carry out their duties in the manner undertaken and expected of them.
- b. Allow Company or its designated agents and security personnel access to the Site(s) which are subject to the agreement.
- c. Allow Company, when necessary, to interview and take statements from the client's servants, employees and/or agents.

1.14.1 The client undertakes and agrees:

a. That it shall in order to limit the risk or damage or loss, instruct its servants, employees, agents and/or all other persons occupying the Site(s) concerned to ensure

that all valuables, including cash, documents, jewellery, motor vehicle keys, materials and nothing excluded, be kept in a safe place of custody to which security personnel of Company shall have no access as may be required for the rendering of security services, and to adhere to its safety and security procedures.

- b. To make a full written disclosure to Company of any fact or factor which will, can or may complicate, render more difficult or dangerous or compromise the security services; this written disclosure must be conveyed to Company as soon as possible and in any event prior to signature of the agreement or, if it arises during the term of the agreement, immediately as it may impact on the feasibility of initiating or continuing the security services and/or the price.
- c. That should it instruct Company or its security personnel to search any person or property of such person, it shall first have obtained the consent of such person for the purposes of such search.
- d. That whilst security personnel of Company are stationed on the site(s) of the client, the client shall be entitled to give reasonable and lawful instructions to such personnel, but shall not be entitled to dismiss such security personnel.
- e. To provide Company upon not less than twenty-four (24) hours prior notice of any change in its security guards.
- f. To nominate one or more persons in its employ as persons responsible for its security and to furnish Company with the names and telephone numbers of such persons to enable Company and/or its security personnel to communicate with such persons in the event of any emergency.
- g. If the site(s) is of such a nature that the public have access thereto after the client's working hours, the client will ensure that all access to and egress from the site(s) is protected in such a manner as to prevent removal of the vehicles without damage thereto.
- h. Each and every one of the aforesaid obligations is material as it affects the ability of Company to render the security services, the price thereof and to exercise control over its servants, employees and/or agents.

1.14 Security Service Payments

The contract price payable by the client to Company shall be as stated in the quotation, and which contract price shall have been determined with reference to:

- a. The number and grade of security personnel utilized in respect of any particular site(s) of the client where security services are rendered in terms of the agreement.
- b. The equipment, vehicles and infrastructure required to render the security services.
- c. The number and nature of special equipment's issued to such security personnel, if any.
- d. Communication facilities set up in respect of any particular site or premises of the client.
- e. The number of shifts for which security personnel are provided in respect of any particular site(s) of the client pursuant to the agreement.
- f. The Government determinations published from time to time for the private security sector.
- g. Notwithstanding the above and whenever the minimum wages of security officers are increased during the agreed duration in line with the annual wage increases for security officers by the government or otherwise, Company shall be entitled, by written notice delivered not less than thirty (30) days prior to the effective date of such increase to the client, to increase the contract price with the increased wages that it is obliged to pay its security officers that render services to the client in terms of the agreement.
- h. The contract price together with value added tax thereon shall be paid within ten (10) days from the date of the invoice of Company without any deduction or set off, to Company account. Alternatively, payment can be affected by electronic payment into Company bank account.
- i. Company will deliver statements of invoice to the client on a monthly basis indicating the amount outstanding by the client.

2. OPERATIONAL GUIDELINES

2.1 Code of Conduct (Standards of behaviour for Security Guards)

2.1.1 Personal Appearance:

- a. Wear clothing which is smart, presentable and easily identifies the individual as a Security Guard, and is in accordance with the Company's guidelines.
- b. Wear Company ID card on the outside of their clothing whilst on duty, displaying the photograph side.

2.1.2 Professional attitude and skills:

- a. Greet visitors to the site/working place in a friendly and courteous manner.
- b. Be friendly and do not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the Security Guard responsibility.
- c. Carry out duties in a professional and courteous manner with due diligence and regard and consideration to others.
- d. Behave with personal integrity and understanding.
- e. Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.
- f. Be fit for work and remain alert at all times.
- g. Develop knowledge of local services and amenities appropriately.

2.1.3 General Conduct in carrying out his/her duty:

- a. Never solicit or accept any bribe or other consideration from any person.
- b. Don't consume alcohol or be under the influence of alcohol or drugs.
- c. Shall not display preferential treatment towards individuals.
- d. Never abuse position of authority.

- e. Never carry any item which is or could be considered threatening.
- f. Report all incidents to the management.
- g. Cooperate fully with members of the Police, Local Authorities and other statutory agencies with an interest in the Site/Company or the way they are run.

2.1.4 Organisation/Company values and standards:

- a. Make yourself familiar with the employing Site/Company standards.
- b. Be perceptive of the employing Site/Company culture and values.
- c. Contribute to the goals and objectives of the employing Organisation/Company.
- d. Make yourself familiar with the site/working place you are working at i.e., Building Layout, Emergency Exits, Gates, CCTV, Muster Points, Fire Alarm Positions and Fire Fighting Equipment.
- e. At the end of night reports any hazards or incidents that have occurred throughout the course of the night and the outcome of them log in the incident book.
- f. Look after and support the welfare and needs of your colleagues while on duty.
- g. Shall not use mobile phones during work unless it is to contact the emergency services or official matters with the Company and Clients.

2.2 Dress Code

a. All employees of the Company have been given detailed instruction on the dress code requirements for the site/premises you're working at.

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- b. Refer to the Project Site File for any detailed instructions on the required dress code for the site/premises you're working at. If you are in any doubt about the dress code requirements please contact the site OIC prior to starting your shift.
- c. There will be no variations to the dress code unless they have been approved by the Company management.

2.3 Training Policy

Our policy is to ensure that our personnel are fully trained and sufficiently experienced to undertake their assigned activities and responsibilities effectively. We make every effort to recruit employees who are capable of meeting the required levels of technical understanding, skill, experience and education. further, we provide continuous training to ensure they have the knowledge, skills and temperament necessary to serve and protect our clients' premises, property and people.

2.3.1 Key areas of focus in the training of our security guards:

- a. How to identify and respond to risks or threats to the safety of the client, his/her site, its employees or members of the surrounding communities.
- b. When to use force and the appropriate amount of force to use in various situations.
- c. When to involve police and local authorities during a security breach.

2.3.1 Objectives:

The objectives of the Company training programmes are to ensure that our staff:

- a. Continuously meet clients' requirements in full.
- b. Are able to reduce waste and loss at clients' sites.
- c. Carry out their activities within our environmental policy guidelines, thus helping
- to ensure a sustainable environment for the benefit of the community.
- d. Continuously identify improvements to existing working practices.
- e. Understand our clients' business and specific needs.
- f. Are responsible and accountable for the quality of their work.
- g. We believe that relevant, thorough and diligent training is highly beneficial to both Company and its clients: These benefits include but are not limited to:
 - (1) Improved quality.
 - (2) Increased productivity.

- (3) Greater flexibility and responsiveness to change.
- (4) Reduced insurance premiums.
- (5) Less wastage.
- (6) Reduced maintenance and repair costs.
- (7) Greater commitment from staff.
- (8) Higher staff retention rates and improved morale.

2.3.2 Core training for all staff Including:

- a. Siyoneth Security induction.
- b. Government laws
- c. Health and safety policies and procedures.
- d. Equality and diversity policy and procedures.
- e. Quality assurance policy and procedures.
- f. Environmental policy and procedures.
- Use of Personal Protective Equipment.
- h. Logging on/off procedures.
- i. Use of the duplicated Daily Occurrence Log Book.
- j. Key issue and retrieval.
- k. Patrol procedures.
- I. Escorting/Close Protection procedures.
- m. Private Investigation and Detection procedures.
- n. Access and egress of vehicles and visitors.

- o. Vehicle searches.
- p. Fire, emergency and evacuation procedures.
- q. Incident reporting.
- r. Reception duties.
- s. Protecting client's staff.
- t. Crime prevention, detection and reporting.

2.3.3 Specialised Training

- a. Emergency First Aid at Work (EFAW) / Appointed Person.
- b. First Aid at Work (FAW).
- c. Fire Marshall/ Fire warden.
- d. Traffic Marshall.
- e. Risk Assessment.
- f. Customer Services.
- g. CCTV Camera Operation.

2.4 Duties of Security Guards

Our security officers are handpicked and many of them are employed after their retirement from respective defence establishments on completion of their initial compulsory service. Naturally we possess a team of matured, responsible individuals who perform their duties with a high sense of commitment in providing civil security. Considering the characteristics described above we propose under mentioned security concerns by assisting clients to develop a better security climate:

- a. Enforce the prevailing regulations within the Clients premises, specifically in relation to security and other related tasks given by the Client such as:
 - (1) The procedure for staff identification.

- (2) The procedure for reception of clients/customers who visit premises.
- (3) The procedure for vehicle screening as and when required.
- (4) The procedure for clients/customers screening as instructs by Client.
- (5) Documentations of all relevant details.
- (6) The procedure for parking vehicles.
- (7) Maintaining a security related documents for reporting.
- (8) Providing polite and appropriate interpersonal service to clients/customers.
- b. Coordinating with local police and other security/emergency agencies to address and investigate any onsite security incidents.
- c. Safeguarding the Client premises, his/her employees and customers.
- d. Patrolling around the Client premises according to the agreed routes and time, and identifying any suspicious activities around the premises that may pose a threat to the premises.
- e. Escorting key management personnel as and when necessary.
- f. Taking appropriate measures to mitigate the consequences of a security breach including:
 - (1) Securing the scene of the breach.
 - (2) Asking for appropriate assistance from the local police as soon as possible.
 - (3) Appropriate reporting of the security breach to relevant department of the Client.

2.5 Emergency

Our security guards have received specialized training in how to respond to emergency situations. They will interact and coordinate with the fire department and law enforcement authorities. Any suspicious activity shall be immediately reported to the supervisor/client.

2.6 Report Writing

Security Guards will write incident reports and keep an accurate daily activity log, which details time, location and a description of events.

2.7 Chain of Command

Our Security Guard will always respect the chain of command and talk directly to his supervisor regarding any issues that concern him.

2.8 Booking On/Off Duty

When reporting for duty or finishing duty in "on site" projects all Company employees are required to sign in and sign out in the Company Daily Security Log Book:

- a. Project Assignment Instructions including having and checked the Amendment Record for any updates and having read and understood those updates.
- b. Project Mandatory Instructions.

2.9 Site Records

A Daily Security Log Book will be maintained for the Site/Premises and all occurrences, incidents and actions taken will be recorded:

- a. By Time and Date.
- b. The signing On and Off of all security staff.
- c. The Times of All Checks.
- d. Occurrences, findings and call outs (supported by Incident Report as appropriate).

2.10 Security Equipment

Standard security equipment is listed below and depending on the project some or all of the following may be issued:

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- a. Torch.
- b. Pen.
- c. Security Officers Note Book.
- d. Radio set if required.

- e. Ear Piece if required.
- f. Handcuff if required.
- g. Security Baton.
- h. If doing external patrols hi-visibility clothing.
- i. Small belt held first aid kit only to be carried if you are first aid qualified.
- j. Keys to premises.
- k. Key register for premises.
- I. Mobile Phone.

2.11 Threats to Staff

- a. Threats to any member of staff should be taken seriously.
- b. You should firstly establish what the problem is and who was threatened by speaking to the member of staff involved.
- c. You should then approach the person who made the threat in a non-aggressive manner and establish what the situation is and why they made the threat.
- d. You should inform the person involved that threats to any member of staff are not acceptable under any circumstances.
- e. If the threat is in your judgement of a serious nature, the person who made the threat should be asked to leave the site/premises immediately.
- f. Inform the person who made the threat that should they not leave the site/premises immediately then you will call the Police.
- g. If the person who made the threat does not leave the site/premises when they have been asked to do so then call the Police immediately by dialling 119.
- h. Complete the incident report sheet at the first available opportunity.

2.12 Dealing with complaints

A complaint is an opportunity to turn a dissatisfied customer into a satisfied one. It's a fact of life that dissatisfied customers tend to be very vocal. They often tell their friends and family about their bad experience, putting off potential customers. Every member of the Company should know how to handle complaints, as a badly handled complaint can escalate into an argument or 'verbal conflict'. The DOs and DON'Ts below give the basics.

2.12.1 DOs

- a. Listen to the customers without interrupting.
- b. Try to acknowledge their point of view.
- c. You don't have to agree with them, just try to show that you understand, e.g. I can see how that has upset you.
- d. Show you're taking the complaint seriously by listening and questioning them to clarify matters.
- e. Paraphrase or repeat the complaint back to the person 'So, you're saying that...... which shows you have understood the issue.
- f. Take action. Tell them what you intend to do, i.e., pass the complaint to your manager. Better still write it down.

2.12.2 DON'Ts

- a Take the complaint personally.
- b. Let yourself become angry.
- c. Get into arguments with the complainer.
- d. Blame the management.
- e. Blame your colleagues which looks unprofessional and shows a weakness in the staff team.

- f. Try to justify your actions or make complicated excuses they don't want to know why the problem happened, just what you are going to do about it.
- g. Make jokes at the customers' expense. You may need to apologies even if it is not your fault, **e.g.** I'm sorry that there's been a misunderstanding here. Let the customer have the last word.

2.13 Search Policy

Part of the Security Guards Duties is to carry out an effective external search of the Site/Premises. The purpose of this search is to check that:

- Doors are locked and secure.
- b. Fire and Emergency doors are not blocked.
- c. Windows and skylights are secure.
- d. The external fence is intact and secure.
- e. Any security equipment i.e.; lighting, alarms, locks and bolts are in working order.
- f. All areas are free from litter and that there are no suspicious objects.
- g. Make a note of all the issues and put them in the incident book.
- h. Issues of a serious nature should be reported to relevant authorities immediately without delay.

2.13.1 Searching people and their property

- a. ALWAYS ensure that there is a witness present when conducting a search of someone or their property.
- b. ALWAYS ensure that only women search women and men search men.

- c. A man can search a woman's handbag with her consent but always ask the patron to empty bags and pockets themselves.
- d. It is important to be:
 - (1) Sensitive to people's embarrassment.
 - (2) Firm but polite.
 - (3) And not to ridicule or be threatening.
- e. If you follow these procedures you will avoid:
 - (1) Accusations of impropriety.
 - (2) Accusations of planting of evidence.
 - (3) Risk of injury to him/herself.

f. ALWAYS REMEMBER TO:

- (1) GET PERMISSION.
- (2) BE POLITE.
- (3) BE POSITIVE.
- (4) BE PROFESSIONAL.

2.13.2 Recording of articles seized during searches

Anything confiscated during a search must be recorded in the security guards own pocket book and in the Site/Premises security incident book. **ACCURATE RECORDS CAN HELP TO DISPROVE FALSE ALLEGATIONS**. These records should contain the following information:

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- Date and time of search.
- b. Name of person conducting the search.
- c. Name of witness to search.
- d. Name and Address of person being searched (if given).
- e. Signature of person being searched (if consenting).
- f. Description of item(s) being confiscated.
- g. Time handed over to police (as per the circumstance).

h. Name and warrant/complaint number of receiving police officer.

2.14 Managing Aggression

The characteristics of three types of behaviour are aggressive, assertive and passive. Ideally Security Guards and other members of staff should aim to be assertive when handling an incident. It is easy to recognise that people acting in an angry or violent way are being aggressive, two people, each determined to win an argument, whether or not they obviously become angry, can also be showing aggression. Most people have an aggressive drive. It's very important that the person dealing with an incident whether it's you or another member of staff is aware of their own aggression and is able to keep it under control. What happens when someone gets angry?

As the anger grows, the body starts to react physically. You may feel you're losing control; this is mainly due to the drug adrenaline. When you are particularly upset or feel threatened, the body reacts in what is known as the fight or flight response. It's getting you ready to stay and fight or run away from danger. If you can remain calm and assertive, you can defuse anger and aggression in others.

2.14.1 DOs

- a. Be assertive.
- b. Be aware of your body language, appear to remain in control.
- c. Speak slowly and evenly if you appear calm this will have a calming effect.
- Respect personal space.
- e. Position yourself where you feel safe, i.e., stand slightly to one side and not directly facing the person.

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f. Make sure you have an exit route to be able to walk away from an aggressive situation you don't want to be cornered.

2.14.2 DON'Ts

- a. Get angry as this will increase the risk of conflict.
- b. Shout or point as this can be seen as aggression.

c. Show fear or passiveness.

3. OPERATIONAL CHECKLISTS

3.1 Access Control Duties:

- a. Check all personnel access permits, visitor's permits, vehicle permits and laptop/equipment permits. Prevent access if permits are not valid, cancel permits and refer permit holder to the permit room and/or reception area.
- b. Access to visitors will only be allowed by means of positive identification national identification card, passport or driver's license).
- c. Search all vehicles as per standard operating procedures. Check documentation with regard to toolboxes, equipment, parcels and other items and issue equipment sheets if necessary. Refuse access for prohibited items including but not limited to firearms and alcoholic beverages. Any such incidents shall be referred to the Customer's site facilities management team on duty.
- d. Check material, removal permits and verify content and authorization signature; confiscate items not described on the removal permit and hand over to the site facilities management team for safekeeping. Refuse exit with goods if an authorized manager has not signed removal permit.
- e. Lock and secure gates and doors and all other entry/exit points in the Customer's Premises in accordance with the instructions provided by the Client/Customer.
- f. Carry out surveillance on restricted areas and prohibit unauthorized access to such restricted areas such as CCTV control room located at the Customer's Premises.

3.2 Suspicious Vehicles

Where the control of vehicles and parking is an integral part of the security service contracted the site car park(s) should be patrolled to make sure that there are no unauthorised/suspicious vehicles. If you suspect an unauthorised or suspicious vehicle you should note in the Site Log Book and on a corresponding Incident Report:

- a. Vehicle registration.
- b. Make, model, colour and any distinguishing features.

- c. The Time.
- d. The Date.
- e. If the vehicle was acting suspiciously and if so in what manner.

3.3 Patrol Duties

- a. Day shift shall commence at 0700 Hour and Night shift shall commence at 1900 Hour.
- b. Check strategic points against patrol report.
- c. Report and record irregularities and deviations to the Customer's supervisor.
- d. Secure scenes of crime and/or incidents and inform the Customer's supervisor.
- e. Respond to alarms and report to the Customer supervisor.
- f. Monitor the movement of suspicious vehicles/people and report to the Customers supervisor.
- g. Maintain visibility in all public areas.
- h. Testify in court to present evidence or act as witness in traffic and criminal cases.
- i. Render aid to accident victims and other persons requiring first aid for physical injuries.
- j. Patrol specific area on foot and responding promptly to calls for assistance.
- k. Provide for public safety by maintaining order, responding to emergencies, protecting people and property, enforcing motor vehicle and criminal laws, and promoting good public relations.
- I. Record facts to prepare reports that document incidents and activities.
- m. Monitor, note, report, and investigate suspicious persons and situations, safety hazards, and unusual or illegal activity in patrol area.

- n. Identify, pursue, and arrest suspects and perpetrators of criminal acts.
- o. Review facts of incidents to determine if criminal act or legal violations were involved.

3.4 Guard Duties

- a. Observe surroundings.
- b. Report suspicious incidents/activities/occurrences to the client or Company within 30 minutes.
- c. Render guarding services at special events hosted on the Customer's Premises.

3.5 Emergency Evacuation

If you identify a fire or incident that warrants site evacuation you should:

- a. Immediately raise the alarm by calling fire brigade.
- b. Report the location and the nature of the fire/incident.
- c. Where appropriate operate the nearest alarm.
- d. Seek assistance.
- e. In cases of fire and where it is safe to do so, use the fire extinguishers in the area to extinguish the fire and then if the fire is not immediately extinguished, evacuate the building by the nearest emergency exit and make yourself known to the Fire Officer in Charge if you hear an alarm:
 - (1) Leave the building using safest emergency exits.
 - (2) Do not run.
 - (3) Do not delay to collect your personal belongings or for any other reason.
 - (4) Report Immediately to the muster point.

(5) Do not re-enter the site/building until instructed it is safe do so by the Fire/Incident Officer in Charge.

3.6 Bomb Threats

- a. If you discover a suspicious package or item:
 - (1) Do not attempt to touch or try to move it.
 - (2) Immediately raise the alarm by calling 119/Bomb Squared.
 - (3) Report the location and nature of the suspicious package or item.
- b. On hearing there is a suspicious package or item:
 - (1) You will be told to evacuate the building immediately by Site/Premises Staff.
 - (2) Leave the building by the safest emergency exit.
 - (3) Do not run.
 - (4) Do not delay to collect your personal belongings or for any other reason.
 - (5) Report immediately to the muster point.
 - (6) Do not re-enter the building until premises/building is called safe by the Police Officer in Charge.

4. OTHER INFORMATION

4.1 Health and Safety

Method Statements and Risk Assessment:

- a. Are there any electrical hazards?
- b. Are there any hazards due to extremes of temperature (e.g., welding) or any special fire risks?
- c. Are there any mechanical hazards involving tripping, impact, entrapment, heavy weights or moving parts?

- d. Are there any chemical hazards or bio related substances?
- e. Are there any hazards that may cause medical alarm (* Medical factors can be treated confidentially)?
- f. Is part of the work out of doors?
- g. Are there any special risks or hazards? If the answer to any of the above is Yes, a full Risk Assessment must be carried out.

4.2 CCTV Guidance

Under the Data Protection Act any CCTV system which records people on a public or private space must be registered unless it meets certain criteria. Our CCTV Guidelines should ask the following questions to assure that the system does not violate any regulations or law:

- a. I only have a basic system with a couple of cameras.
- b. I cannot remotely move the cameras.
- c. The system can only record what the cameras pick up.
- d. I cannot target the cameras in any way on to an individual.
- e. I only provide the recorded images to the police for evidence purposes.
- f. If you are in any doubt about your CCTV system and its legalities you should contact the necessary authorities.