Protection of the Public Policy

Global Security Guards Ltd recognises its responsibility to the wider community and the role it has to play in protecting the public.

All of our officers are required to report suspicious activity and behaviour to the police.

There is also an expectation that if in the course of their day-to-day today duties our officers see evidence of criminal activity or anti-social behaviour they will either report it directly to the local police or do so via their control centre. In the event of identify such incidents the officers are instructed not to put themselves at risk of harm or injury. The officers are instructed to identify vulnerable people that may require protection to ensure their safety.

Members of the management team will encourage all employees to get ACT (Action Counters Terrorism) awareness e-Learning course online. The purpose of this training is to raise staff awareness of the current terrorism considerations. ACT e-learning training includes; Identifying and reporting suspicious activity; Dealing with a bomb threat and guidance on responding to a firearms or weapon attack.

Our Security Guards are trained to identify vulnerable people and know what steps to take in order to protect them. The aim is to enable Security staff to support police in taking an active role in ensuring the safety of the public.

Signed Waqas Khan Position Director Date 06 / 01 / 2026

Child Protection Policy and Policy Statement

1.1 Introduction

Children, young people, and those who are particularly vulnerable are entitled to enjoy a safe environment at social and educational organised events. Our company recognises its legal and moral duty to ensure that we provide these people with the best possible care when we are the security provider at such events.

We are dedicated to adopting and carrying out policies that ensure all security personnel understand their strict obligation to protect children from abuse or other harm. Our personnel are required to follow strict procedures created to protect children and to report any abuse or similar problems to the relevant authorities.

At both indoor and outdoor functions and events, we always strive to protect children, young people and those who are particularly vulnerable against abuse or harm. We endeavour to educate and train both employees and volunteers security personnel to carry out this policy mission and be prepared to address specific child protection issues.

All of our employees who perform security tasks are fully licensed and trained by the Security Industry Authority, government initiated regulatory body for the security industry.

The Children's Act of 1989 defines a child/young person as anyone under the age of 18. Children's Act 1989).

1.2 Policy Statement

We believe that:

•Nothing is more important than the welfare of a child.

•Every child, regardless of gender, age, culture, ability, language, racial origin, sexual identity or religious belief and/or sexual identity is entitled to a safe and fun environment in which to pursue their religious, pleasure oriented or educational interests.

•It is our duty to protect children from degrading treatment, discrimination and other forms of harm through all possible measures. We endeavor to respect children's' feelings, wishes, and rights.

•We will take seriously and investigate thoroughly all allegations or suspicions of abuse of or poor practices aimed at children, and will promptly involve the authorities in any such incident.

•All our employees may, from time to time, interact with children while providing security services. Therefore, they are all screened and CRB checked as required by Security Industry Authority regulations. We provide all such employees with training and additional guidance concerning child protection measures to be taken. The CRB check and any screenings of employees are carried out by independent personnel not directed by the company.

•To be effective in protecting children, we must work in cooperation with event organisers, stakeholders, parents and children.

1.3 Monitoring and reviewing the policy and procedures

Child protection measures and procedures must be periodically reviewed and monitored. A regular report must be given to management concerning this by the Managing Director.
The implementation of procedures should be regularly monitored and reviewed. The Managing Director should regularly report progress, challenges, difficulties, achievement gaps and areas where changes are required to Global Security Guards Ltd.

This policy must be subject to overall review at least every three years or whenever the law or this organisation undergoes a major change.

Signed_____ Position _____ Date___/___/_____

Complaints Policy

We acknowledge that, no matter how hard we try to do our best, mistakes sometimes occur, and we may occasionally not give our Stakeholders, Employees or Clients the high quality of service that they properly expect from us.

We welcome, in those situations, a report that this has happened in the form of a Complaint.

When this occurs, which should be rarely, we will make every effort possible to quickly and efficiently remedy the problem, acknowledging directly our responsibility to correct errors, and doing so without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to make our future quality of service better and to avoid similar problems from happening in the future.

We pledge to address Complaints:

Swiftly: A formal acknowledgement within 24 hours, If the complaint has not been resolved to send an interim response at the 3 day point, A full and final response at the 7 day point, A follow up 10 – 14 days after the final response to ensure the complainant is still happy with the resolution.

Efficiently: The Director of the business will personally take charge of the investigation of the complaint and directly communicate with the complainant to attempt to resolve the problem without delay.

Transparently: Documentation will be kept of the full results of the investigation and provided to the complaining party.

Honestly: If we have made an error or mistake, we will frankly acknowledge it. If our service was deficient in any way that was within our reasonable control, we will do our utmost to ensure that the complaining party does not suffer the consequences.

If you have a Complaint please communicate with the Global Security Guards Ltd Team via Email, postal letter, fax, or telephone. Complaints can be addressed to any of our staff members.

Signed_____ Position _____ Date___/___/_____

Corporate Social Responsibility Policy

This policy sets out our view of our corporate responsibilities for the environment and communities in which we operate and for the well-being of our staff, partners, public and clients. Some of these responsibilities are spelled out in more detail in other documents.

Every person we work with or for makes important and unique contributions to the community, to their own organizations, and to our work. We appreciate and honour their diversity in every way it manifests itself and encourage diversity as basic in all our interactions with the community and with our partners, associates, employees and clients.

We acknowledge our responsibility to care for our employees, to provide them with meaningful employment through which they can support themselves and their families, and to do everything possible to ensure their ongoing workplace welfare, health, and safety.

We are committed to ensuring our clients and the general public have a secure and safe environment, and we will attempt to safeguard their property, including intellectual property, just as much as we would protect our own.

Through the operation of our Environmental Policy, our Policy on Equality and Diversity and our Health and Safety Policy, we seek to improve and maintain the environment within the communities in which we operate. We oppose both child labour and forced labour and do not engage in either practice. Global Security Guards Ltd pride ourselves in dealing with our employees, business partners, and clients in an honourable and honest way always.

Signed_____ Position _____ Date___/___/_____

Drugs and Alcohol Policy

1.0 General

Many workplace accidents, injuries and significant lost productivity are caused by alcohol or drug abuse on an annual basis. Our company policy is to have a work force that does not engage in the illegal use of drugs or in the abuse of alcohol. We regard any alcohol or drug abuse by employees as very serious and something that this company cannot tolerate or condone.

We actively discourage any alcohol or drug abuse outside the workplace. Use of illegal drugs or alcohol at the work place or any company premises is absolutely forbidden.

2.0 Possession, Use or Sale

Possession, use or sale of drugs or alcohol on company property, at any work site, or while on the job is grounds for serious disciplinary action which may include termination. Legal consequences may also occur.

All employees must be in good physical and mental condition for work when their shift starts and must be there on time, which drug or alcohol abuse may interfere with. Our company endeavours to provide a working environment that is safe, healthy, and drug-free.

3.0 Drug Testing

When there is reasonable suspicion that an employee has engaged in prohibited use of drugs or alcohol, the company reserves the right to make them undergo an alcohol or drug test. Reasonable suspicion is defined as including, but is not limited to:

- Any evidence of alcohol or drug use of a physical or testimonial nature
- The occurrence of an accident involving the employee, or an
- Apparent impairment of work performance.

Refusal to submit to a requested alcohol or drug test can result in discipline actions, with sanctions ranging to and including termination.

4.0 Prescription Medication

Prescription medication or over-the-counter medication that can negatively impact on an employee's work performance should be avoided if at all possible. If use of such medication renders an employee unable to properly or safely perform their job duties, their employment may be suspended or terminated.

Employees who are taking prescription medication or over-the-counter medication that can negatively impact their job performance must inform their supervisor of this prior to reporting to work.

5.0 Reporting Criminal Convictions

Employees convicted of any criminal drug offense, regardless of where it took place must report such conviction to the company in writing within three days. A similar report must be made in writing within three days of any pending court appearance or police caution for a drug related incident.

6.0 Drug or Alcohol Rehabilitation Programs

Our company endeavours to assist employees who want to undergo rehabilitation or treatment for dependency on alcohol or drugs. Employees will not be terminated for trying to seek help for such problems and treatment of rehabilitation program enrolment will not be noted in an employee's personnel file.

Employees enrolled in such programs must consent to being subjected to random drug testing and will be terminated if they fail such tests.
Global Security Guards Ltd employees with a drug or alcohol problem are encouraged to ask the company for help.

Signed_____ Position _____ Date___/___/_____

Environmental Policy

Global Security Guards Ltd wishes to ensure that their employees that we minimize any negative impact our operations could potentially have on the environment.

Accordingly, our policy is to:

- Always strive to better our performance regarding environmental issues and use the best environmental management practices as part of our business operations.
- Try to minimize our use of resources and to attempt to efficiently use those resources that we must consume.
- Attempt to reduce our carbon footprint to comply with our targeted objectives.
- Responsibly apply the principles of waste reduction, waste reuse and waste recycling as per our waste management practices.
- Try to prevent pollution at our premises and work sites.
- Take environmental issues and energy performance into account in facility purchases, design, refurbishment and management.
- Take environmental issues, including climate change, into account when buying services and goods.
- Obey all applicable environmental laws and regulations.

The company monitors progress on these goals, seeks feedback from employees and customers on these issues, and informs employees about the importance of environmental issues. We work with our employees, service partners, landlords and their agents and customers to improve our performance on environmental issues. We take sustainability and other environmental issues into account when providing security services.

Signed_____ Position _____ Date___/___/_____

Equal Opportunities Policy

Global Security Guards Ltd members and staff oppose racism and sexism in all the forms in which it is manifested. We pledge to implement policies that treat all persons in all the functions of our business equally on the basis of race, sex, class, color, ethnic origin, nationality, sexuality, marital status, age, trade union activity or membership, physical or mental disability, or religious belief. We endeavor to promote these values within the places in which we operate and with individuals, organizations or entities that we come into contact with.

Global Security Guards Ltd is dedicated to taking action to carry out this policy.

Equal opportunities policy statement

Global Security Guards Ltd states that it is an equal opportunities employer. Accordingly:

In providing Security Services and employing persons to provide these services, Global Security Guards Ltd endeavors to make any employment decisions on the basis of equality of opportunity and fair treatment for all persons.

No person or group seeking services, a job, or contracts with us will be treated with discrimination on the basis of sex, sexuality, age, race, class, color, nationality, ethnic origin, marital status, trade union membership or activity, physical or mental disability, or religious belief.

Global Security Guards Ltd, in the course of implementing this policy, will strive to aid disadvantaged person groups to benefit from its provided services, and attempt to identify the needs of such persons and groups.

We will compile and review records of the ethnic/racial origin and sex of everyone applying for services or jobs from us to aid in implementing this equal opportunity policy.

For and on behalf of Global Security Guards Ltd.

Signed_____ Position _____ Date___/___/_____

Health and Safety statement of intent

1. Our company strives to take strict measures to monitor and control Health & Safety as an integral part of running our business operation.

2. We will, if is possible:

    a. Make sure that all working practices and work equipment are safe and that they do not pose a risk or hazard to Safety and Health.
    b. Make sure that needed measures are carried out to safely use, store, and transport all substances and materials.
    c. Give all needed training, supervision, instruction and information to make sure that all employees have a working environment that does not endanger their Health or Safety.
    d. Control all workplaces, equipment and utilized transport in a condition that is safe and free from Health and Safety risks
    e. Make sure that employees have access to adequate facilities to safeguard their welfare
    f. Take measures to protect the Health and Safety of visitors, contractors and any members of the public who could be impacted by our operations
    g. Give employees all needed information concerning procedures to protect their Health and Safety and the Health and Safety of others, and, when needed, consult with them to improve how our company handles these issues.
    h. Make sure that all employees carry out their Health and Safety responsibilities and work with management to carry out this policy
    i. Monitor how this policy is carried out in the workplace.
    j. Make Sure sufficient funds are available to implement this statement.

    Global Security Guards Ltd will also regularly review this policy to see if any changes are needed.

Signed_____ Position _____ Date___/___/_____

Health & Safety Policy

This is the statement of general policy and arrangements for Global Security Guards Ltd. Waqas Khan – Manager has overall and final responsibility for health and safety. Waqas Khan– Manager has day-to-day responsibility for ensuring this policy is put into practice.

Statement of General Policy	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed when working habits or conditions change.)
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	Staff and subcontractors given necessary health and safety induction and provided with appropriate training (including working at height, asbestos awareness and electrical safety) and personal protective equipment. We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
Engage and consult with employees on day-to-day health and safety conditions	Staff routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required.
Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address any defects.

Responsibility of**:** _____Waqas Khan_____

Signed_____ Position _____ Date___/___/_____

Lone working policy

Global Security Guards Ltd is committed to ensuring that all of its employees have a safe working environment. We support and encourage each of our employees to attempt to improve and maintain workplace Health and Safety.

A risk assessment of the work site will be carried out and completed before a security officer is assigned to work alone during the daytime (at an empty site) or overnight (at any site). The emphasis in such an assessment is to take all measures to protect our personnel. All site risk assessments shall be reviewed whenever site conditions are known to have changed, and, in any event, at least on an annual basis.

A security officer assigned to work alone shall be supplied with a mobile phone by the company and is required to use it every hour to make a check call to Global Security Guards Ltd 24 hour Communication Centre. If a call is not received, a Customer Service Manager or a Supervisor will be sent to the work site to investigate whether the security officer is experiencing difficulties, and, if so, to assist the officer. If these persons are not available or have been sent to the site and have not called back to the control Centre, local law enforcement shall be notified and asked to investigate.

A complete list of instructions for the assignment shall be kept at the work site. Those instructions will include a description of any Safety or Health issues present and pinpoint high risk areas at the site. They will also spell out the Client's and Company's customary procedures to be followed.

Emergency phone numbers for the client's personnel (who hold keys for the site) shall be given to security officers, and also numbers for local emergency services and responders. Security officers must be fully familiar with the assignment instructions and be able to comply with them during their on-duty hours. Such instructions shall be reviewed and, if needed, amended when the Client requires, when site conditions change or, at a minimum, on an annual basis.

Signed_____ Position _____ Date___/___/_____

Media Handling Policy

Overview

Global Security Guards Ltd has an excellent reputation. We are well known as providing top notch professional security services, and have strong ties with our customers, whose respect we have earned over time.

From time to time, we may receive information inquiries about our company from members of the news media. News reports about our services can assist members of the public, including our customers, potential customer, and business partners to appreciate what we do and how we serve our communities. We try to be open to media inquiries and to supply them with truthful information.

Purpose

This policy aims at ensuring that we always strive to provide relevant, truthful, timely, and complete information in response to media inquiries.

Scope

This policy is intended to apply to all personnel employed by the company.

Designation of Company Spokesperson

The Company Director is the person responsible for communicating with the media on behalf of the company.

Should any member of staff be involved in any incident or event that attracts media attention they are reminded that all communications with the media are to be authorised by the director or their appointed spokesperson. Employees are reminded that they are not authorised to make any statements on behalf of the company or client to the media nor are they permitted to answer any questions about the company or clients; any comments made by the employee are of their own expression and not those of the company or clients, and the employee must ensure that this is clearly understood by the media.

The company have elected the company Director to be the authorised spokesperson for the business and any requests for comment should be directed to the Director. Where appropriate, the Director will in association with the client prepare a joint statement, which may be communicated in a press release or through the company solicitors.

Media Communication Guidelines

If a representative of the media contacts an employee of the company, they may be seeking:

• Particular information about the company and the services that it provides.

• Information about sudden events, including legal and regulatory actions, accidents, thefts, arrests, employee or customer complaints or natural disasters.

• Comment or reaction to new developments in the security industry or concerning our services;

• Background information for more general news stories involving the communities our company serves.

Any calls from media representatives should be forwarded to corporate communications. Employees should not say that they are not permitted to speak with reporters or that they must get permission to do that. Instead, reporters should be told that the company policy is to send all media questions to the company Director.

The media representatives should be extended the same professionalism and politeness that we show to customers and other members of the public. Their inquiries should be answered with a referral to the Director quickly. This is an important part of promoting our company and its image.

Employees contacted by the media should immediately inform the Director who may ask for your assistance in preparing a response. Do not permit a media representative to pressure you to immediately respond to questions, since a considered response is always preferable and more likely to convey relevant and correct information.

Photograph and Film Guidelines

When a media representative asks to be allowed to take photos or film inside our premises or at a worksite, their request should be forwarded to the company Director. Without the Director's approval, no such permission can be granted. The Director will not give approval except after consulting with the manager of the site.

Factors to be considered in deciding whether to grant such permission includes whether it will disrupt work operations, the company has anything to gain from granting the request, the current condition and age of the facility, and whether the facility is currently clean and suitable to be pictured or filmed.

Media including camera crews may show up at our premises or a worksite, especially in a crisis situation or if some external organization or group has planned a boycott or demonstration at our premises or a worksite.

Such unannounced visits by media representatives and their camera crew should be treated professionally and politely. The Director should be notified immediately. The Director may want to contact the media representative's editor or other supervisor. They cannot be allowed to enter without permission.

Our company has no control over the taking of photos or filming outside our premises or worksites on public property, such as courtyards, walkways or public parking lots, so no employee should interfere with such activities there.

Members of the media should not be permitted to block the entrance and exit passages to our facilities or worksites or interfere with the normal conducting of business by our company and its customers.

Media representatives may be notified if our customers complain about any disruption they have caused as to access to walkways or parking lots. Employees should remain aware that anything that they say to the media may be reported in print or broadcast.

Seeking Media Coverage

When an employee has an idea about good news story to provide to the media, they should seek permission to do so from the Director, who is the only one authorized to approve seeking media coverage. Do not contact the media without getting approval. Some types of news may be appropriate only for internal company promotion, such as in an employee newsletter.

Signed_____ Position _____ Date___/___/_____

Quality Policy

The quality policy describes the fundamental principles against which we, Global Security Guards Ltd, operate and which will support the achievement of our objectives, vision and values. We recognise that success in reaching our objectives depends on our ability to create real and perceived value for customers in everything we provide. We also acknowledge that we depend on the people we work with as well as our clients to achieve this.

Global Security Guards Ltd aims to be recognised as a best in class provider of security services through our management team supporting our people in the delivery of customer service excellence; together with efficient and effective operational processes and an ongoing programme of training and development.

Our success will be measured through the achievement of our quality objectives. And this can best be achieved through the recruitment of highly motivated, customer focused officers, supported by our managers at all levels of the business, and by the recognition that our people are the public face of the business and significantly impact on the customer's perception of how we operate and the service we deliver. We must therefore ensure that we create an environment that makes Global Security Guards Ltd a good place to work for all of our employees.

We are committed to comply with all regulatory requirements of security business and we aim to continually improve our security services and measure those at regular intervals.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

Signed_____ Position_____ Date___/___/_____

Recruitment and Selection Policy

We aim to provide equal opportunities in employment, and our recruitment and selection procedures reflect that. We correctly train our HR staff or other such members of staff who have recruitment and selection responsibilities, to ensure that they avoid unlawful discrimination, both of the conscious and the unconscious varieties.

Our policy is to hire, promote, and advance employees solely on the basis of merit. All decisions related to hiring, recruitment, promotion or advancement will be made on this basis.

From time to time, all job descriptions, if utilized, shall be reviewed and revised to make sure that they comply with our policy of equal opportunity.

When we place advertisements for job vacancies, we will take these issues into account, and they will be non-discriminatory in nature.

We are committed to providing fair treatment to each and every job applicant, and consider them only on the basis of their ability to carry out the essential functions of the job. All job interview questions must be of a nondiscriminatory nature, and only concern job requirements.

Signed_____ Position _____ Date___/___/_____

Sexual Harassment Policy

Global Security Guards Ltd regards sexual harassment as a type of unacceptable misconduct that interferes with a proper employment relationship. Employees have a right to expect that their workplace and working environment will be free of any and all discrimination or conduct that is harassing, disruptive or coercive. Sexual harassment is strictly prohibited and will result in discipline, with the sanctions ranging up to and including termination.

1. Sexual Harassment Definition

Sexual harassment includes non-consensual verbal, physical, or visual sexually oriented conduct or materials, requests for sexual favors, or sexual advances. This includes anything that is objectionable or offensive to the person exposed to it, and includes, but is not limited to, sexual epithets, suggestive or derogatory slurs, gestures or comments, and offensive drawings, pictures, cartoons or posters.

Our policy is based on the legislative definition of sexual harassment. It includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that occur under the following conditions

- When conduct of this nature constitutes either an explicit or implicit condition or term of employment (such as when it impacts promotion, training, timekeeping or overtime assignments)
- When submission to or rejection of the conduct is utilised as a factor in making employment decisions (such as for hiring, promotion, or termination)
- When the conduct interferes with an individual's work performance or results in a hostile, intimidating, or offensive work environment

Sexual harassment may also involve employee conduct that interferes unreasonably with another employee's work performance through the creation of a hostile, intimidating, or offensive workplace environment. Sexual harassment includes any behavior by employees aimed at other employees including, but not limited to, explicit or subtle pressure for sexual activity, touching or language of an inappropriate nature, asking for or demanding sexual favors, or physical assault.

2. What is excluded from the definition of sexual harassment?

Sexual harassment does not include socially acceptable occasional remarks or compliments or common friendly terms of greeting. It only encompasses unwelcome behavior, and that which interferes with work effectiveness by decreasing morale or being personally offensive.

3. Non-Employee Harassment

Our company tries to protect all of its employees from harassment by customers, vendors and other non-employees that they come into contact with.

4. Procedure for Complaints

Employees who believe that they have been subject to sexual harassment should report it right away to the company Director or any other supervisory personnel. Employees are encouraged to make such reports in writing, to create a record, but verbal complaints are also accepted and welcome. Any such complaints are taken seriously and are promptly and fully investigated. The confidentiality of the person involved and witnesses shall be protected from unneeded disclosure as long as it is possible to do so. The individuals have a right to be informed of the results of the investigation.

Under usual circumstances, the individual will be contacted by the company within five days of their complaint and informed as to what steps are being taken in response. When a direct supervisor or other superior is the perpetrator of the sexual harassment, their conduct should be reported to their supervisor or the company Director.

5. Discipline

If an employee, including a supervisor, is determined to have harassed an applicant for employment or current employee, disciplinary sanctions will be imposed which may include reprimands, suspension, or termination.
Legal responsibility may also be imposed.

6. Managerial Responsibility

Managers and supervisors are charged with the responsibility of carrying out this policy with their area supervised. Sexual harassment is a violation of this policy and is also unlawful. The company acknowledges its responsibility to prevent, stop, and remedy workplace sexual harassment, to promptly investigate any complaints, and to immediately take corrective action to remedy the problem.

7. Retaliation Prohibited

The company is opposed to and will not tolerate any retaliation against an employee who themselves complains about sexual harassment or who serves as a witness in an investigation of a sexual harassment complaint.

8. Amendment of Written Policy

This policy may be amended in writing from time to time, with any new version appearing in the employee handbook. We encourage employees to review this document now and whenever it is amended.

Signed_____ Position _____ Date___/___/_____

Smoking Policy

Purpose

This policy is intended to protect all Global Security Guards Ltd employees, service users, customers and visitors from second-hand tobacco smoke exposure and to comply with the Smoke-free Premises Regulations 2007.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same air space does not completely stop potentially dangerous exposure.

Policy

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, sub-contractors, customers.

Implementation

Overall responsibility for policy implementation and review rests with company director. All

staff are obligated to adhere to, and facilitate the implementation of the policy.

The company director shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They'll also have to give all new personnel a copy of the policy on recruitment / induction.

Appropriate 'No smoking' signs will be clearly displayed at the entrances to and within the premises.

Non-compliance

Local disciplinary procedures should be followed if a member of staff does not comply with this policy. The procedures set out on page 12 of the booklet 'Helping to get your business or organization ready for the new law on smoking 'should be followed if a customer, visitor or passenger does not comply. Those who do not comply with the smoking law are also liable to a fixed penalty fine and possible criminal prosecution.

Help to Stop Smoking

Support for smokers who want to stop will be provided. Sources of support are: Smoke line 0800848484, the Public Health Department of your local NHS Board, or your local GP surgery. Contact details can be found in your local directory.

Vehicles

All work vehicles must be kept e smoke-free always except if only the same person ever uses them and never carries passengers.

Employer Duties

- We display No Smoking Signs as legally required.
- We make sure that to ensure employees, customers and visitors do not smoke in our workplaces or vehicles.
- We look into and promptly investigate complaints about employees, customers or visitors smoking.
- We train, inform and consult employees concerning this policy.

Enforcement of this Policy

Failure to comply with this policy will be dealt with through the company's disciplinary procedures. Visitors or members of the public who breach the policy will be asked to stop smoking and will be asked to leave the premises if they fail to comply with this request. All breaches of this policy will be recorded in writing by the organisation. Be aware that, in addition to action taken under this policy, the local council may take legal action against individuals who smoke in Smoke-free places or vehicles.

Signed_____ Position_____ Date___/___/_____

Training and development policy

Global Security Guards Ltd promises to provide a training and development program for its staff that is structured and includes both vocational and occasional refresher training. The goal is to ensure success while enabling a high standard of service. This is also provided to comply with the **Private Security Industry Act of 2001**, the applicable legislation.

We will:

• Provide induction training for new staff and those transferring to new areas of our business

• Provide the required training for those seeking promotion so that they are appropriately prepared for achieving their new responsibilities

• Provide adequate training on health and safety for all employees

• Ensure that employees are aware of the availability of all training courses

• Develop a training plan for everyone, appropriate to each individual

• Review individual training plans during annual appraisals

We train staff members to be able to handle all tasks relevant to their specific assignments and to maintain or acquire the necessary specialist skills. Training is provided at continuation, refresher and contingency levels.

This policy has been reviewed and approved by the Directors of the firm and has the support of all management levels in Global Security Guards Ltd.

Signed_____ Position _____ Date___/___/_____

Policy on

Transfer of undertaking (protection of employment) Regulations

"TUPE"

The transfer of the ownership of a business, trade of other undertaking from one particular provider to a second subsequent provider is governed by The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE).

These regulations outline that such a transfer does not end the employment contract of an employee of the transferor. Once the transfer is completed, all duties, liabilities, powers and rights of the transferor, under the employment contract, are deemed transferred to Global Security Guards Ltd.

All terms and conditions of the existing employment contract remain in effect except for provisions relating to pensions. We will check all TUPE transferees' personal files compliance with BS7858:2019 to complete any gaps in screening and vetting. We will provide induction training; assess any training needs to All TUPE transferees. Company will also provide training to all TUPE Transferees within 12 weeks.

Should any changes take place in the regulation, this policy will be revised after reviewing it on an annual basis.

Signed_____ Position _____ Date___/___/_____

Violence at Work

Global Security Guards Ltd employees who come into contact with the public may encounter violent or aggressive behavior. At times, members of the public may attack, threaten, or curse them.

The Health and Safety Executives define violence as “Any incidence, in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment”.

The most common type of incident our employees typically encounter involves verbal abuse and threats. Physical attacks occur less frequently. In addition to the use of unlawful physical force against a person, violence may also involve the uttering of verbal abuse and threats (whether with or without a weapon), rude innuendoes or gestures, and racial/ sexual harassment.

Violence of any kind can cause significant emotional stress even when there is not a physical injury. A risk of physical injury may be implied by threats. Those who damage an employee’s personal property and belongings can also instill fear of future physical attack and thereby cause emotional distress and stress.

Statement

As an employer, we will spare no reasonable effort and precautions needed to protect our employees’ safety and health at work and to help prevent aggression and violence of all kinds.

Employees, who are assaulted, threatened, or who have suffered verbal abuse while working will receive all possible support and assistance by the company, including efforts to protect them while working on our clients’ premises.

Reporting of Incidents

We make an: “Incident Report form” which will be available from Reception, which employees and managers should use to report any incidence of violence, aggression, threats or verbal abuse at work whenever and wherever it occurs. Reporting such incidents is legally required under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulation’s 2013 (RIDDOR).

What are Reportable Injuries?

The following injuries are reportable under RIDDOR when they result from a work-related accident:

- **The death of any person**
- **Specified Injuries** to workers
- Injuries to workers which result in their **incapacitation for more than 7 days**
- Injuries to non-workers which result in them **being taken directly to hospital for treatment**, or specified injuries to non-workers which occur on hospital premises.

Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Coordinator must be notified as soon as practicable after incidents causing the following injuries:

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
    - covers more than 10% of the body
    - causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
    - leads to hypothermia or heat-induced illness
    - requires resuscitation or admittance to hospital for more than 24 hours

Incident Report Form

This form should be completed as soon as possible after the event, preferably by the member of staff involved. The report form covers the following:
• Details of person assaulted
• Details of assailant/s if known
• Details of incident (including any injury suffered, treatment received)
• Outcome (whether the Police were called)
• Possible contributory factors/improvements

Signs of aggressive

• Staring eyes
• Sweating
• Fidgeting/wringing of the hands
• Loud excited speech
• Finger wagging

Actions to defuse the situation:

• Staying calm and speaking slowly so as not to be drawn into heated argument
• Avoiding aggressive body language such as hands on hips, wagging fingers, looking down at the aggressor
• Use gentle, measured calm speech
• Listen attentively to what the person has to say and show compassion
• Do not argue and try not to respond until the person has got their frustration out of their system.
• Make eye contact but try not to stare
• Maintain an open posture – avoid crossed arms, finger wagging or hands on hips
• Give the person plenty of personal space

Should you be threatened or physically assaulted?

• Try to escape
• Raise the alarm – by shouting if necessary
• Call the police – either yourself, or by getting someone to do it for you
• Report the matter to your manager as soon as possible

Make a note of what happened, including,

• Time and date
• Location of the incident
• Names and addresses of any witnesses
• What you were doing at the time of the incident
• What the outcome was – i.e. injury, verbal abuse, damage to property etc.

Signed_____ Position _____ Date___/___/_____

Waste and Recycling Policy

Global Security Guards Ltd believes in promoting sustainability through prudent waste management and recycling. We attempt to lower our use of materials, reuse materials when we can, and attempt to recycle materials and utilise recycled materials whenever possible. We keep these principles in mind in managing office products, including paper and electronic equipment including computers, plastic, glass, cans, and batteries.

To carry out these goals, we educate and inform our staff about policies and issues, and make recycling receptacles available on our premises. We use suppliers, whenever possible, who will aid in collecting and recycling used products that they have supplied, and always seek waste reduction, waste recycling and waste minimization information from suppliers and vendors that we use.

Signed_____ Position _____ Date___/___/_____

Accident/Incident Investigation Policy

Policy Statement

All employees of Global Security Guards Ltd must report any accidents or other incidents that result in an injury or property damage to their immediate supervisor. Such reports must be made as soon as possible. Any incidents that had the potential to cause property damage or serious injury but did not should also be reported. Management must receive a report of all accidents or incidents from supervisors as soon as possible. Each report will undergo analysis to determine the cause of the accident or incident and to see if any steps should be taken to prevent further injury or damage from occurring in the future.

Definitions

An **incident** is an unplanned, undesired event that adversely affects completion of a task or,
An **occurrence**, condition, or situation arising in the course of work that resulted in or could have resulted in injuries, illnesses, damage to health, or fatalities.

- A **Critical Injury** is any serious injury that:
    a) Exposes a life to jeopardy;
    b) Results in unconsciousness;
    c) Causes substantial blood loss;
    d) Causes the fracture of an arm or leg but not a toe or finger;
    e) Causes the amputation of an arm, leg, foot or hand but not a toe or finger;
    f) Results in burns to a major portion of the body; or
    g) Results the loss of eyesight to at least one eye.

- **First Aid** involves injuries that are more minor that can be treated on the jobsite without any employee losing days.

- An **Incident** is an occurrence resulting in property damage without any injury to employees or other persons.

- **Lost Time Injury** (LTI) is an injury serious enough that an employee is prevented from going to work on the next day.

- **Medical Aid** is defined as an injury not serious enough to require the employee to take any more than the day of the injury itself off of work, but serious enough to require medical treatment from a physician.

- A **Near Miss** constitutes an event in which an injury or damage might have taken place if conditions had been somewhat different.

- **Occupational Illness** is those medical conditions in which an employee suffers damage to their health from exposure to any workplace chemical, biological or physical agents.

Role of Supervisor in an Accident Investigation

Both, the Site Health and Safety Coordinator and the immediate Supervisor must participate in thorough investigations and reporting, on an Accident Investigation Form of all incidents or accidents involving employees. They must also take witness statements and gather any and all other relevant information, and take care to see that any injured person receives needed medical treatment.

Supervisors should forward all such forms, statements and information gathered, to the Health and Safety Department / Responsible Person. If an employee requiring First Aid later needs further medical aid, the supervisor should notify the Health and Safety Department and have the treating doctor or therapist complete a Functional Abilities Form.

The supervisor should maintain contact with the injured employees as often as needed, or a minimum of weekly contact. Assistance is available from the Health and Safety Department.

Step by Step Procedure:

1. A worker reports an accident at work to a supervisor.

2. Any first aid needed is provided.

3. The injured worker is taken to a hospital or doctor's office for further medical treatment.

4. The employee is provided with an Ensure Return to Work package.

5. Steps are taken, when there is a critical injury, to eliminate the hazard that caused the accident if that can be done, or guard the scene of the accident to prevent further injuries.

6. Preparation an Accident/Incident Report form spelling out the causes of the incident after an investigation.
   A copy of the report form should be sent to the Health and Safety Department.

7. Report all incidents or accidents including placing them in the following categories:

   - First Aid
   - Incidents and Near Misses
   - Lost Time Injuries
   - Medical Aid

Signed_____ Position _____ Date___/___/_____