

Behaviour and Standards

1. Policy statement

Security and Facilities Support is committed to creating an environment where exemplary behaviour is at the heart of every assignment. Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same. Our behaviour policy guides staff to teach self-discipline not blind compliance. It echoes our core values with a heavy emphasis on respectful behaviour, a partnership approach to managing poor conduct and dynamic interventions that support staff.

2. Aim of the policy

- To create a culture of exceptionally good behaviour: for learning, for community for life
- To ensure that all employees are treated fairly, shown respect and to promote good relationships.
- To refuse to give employees attention and importance for poor conduct
- To help employees take control over their behaviour and be responsible for the consequences of it.
- To build an environment which values kindness, care, good humour, good temper, obedience and empathy for others.
- To promote an environment of cohesion through improved relationships.
- To ensure that excellent behaviour is a minimum expectation for all.

3. Purpose of the policy

To provide simple, practical procedures for all employees:

- Recognise behavioural norms
- Positively reinforces behavioural norms
- Promote self-esteem and self-discipline
- Teach appropriate behaviour through positive interventions

4. Personal Appearance

Employees of Security and Facilities Support should at all times:

- Wear the correct uniform, which is smart, presentable, easily identifies the individual as a security or Canine handler and is in accordance with the employer's guidelines

5. Professional Attitude and Skills

Employees of Security and Facilities Support should at all times:

- Great all visitors to the site in a professional friendly and courteous manner
- Act fairly and not discriminate on 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 operative's responsibility
- Carry out his/her duties in a professional and courteous manner with due regards and considerations to others
- Behave with professional integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately

6. General conduct

In carrying out his/her duties, employees should:

- Never solicit or accept any bribe or other consideration from any person
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals
- Never abuse his/her position of authority
- Never carry anything which is or could be considered to be threatening
- Report all incidents to the management
- Co-operate fully with the members of the police and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they are run

It is emphasised that employees must ensure that they arrive on site in appropriate time to commence duty. It is their responsibility to notify control of their arrival. In the event of unavoidable lateness or inability to attend site owing to sickness or unforeseen emergencies, it is vital that the duty manager is informed at the earliest possible opportunity, enabling the company to make alternative arrangements in order to avoid inconvenience to the client or embarrassment.

Employees will not leave their assignment until the shift has been completed or if applicable until the next duty officer arrives.

Deployed personnel must not use client's telephones, fax machines, copiers or other equipment for private purposes. Unless authorized by the client.

No item, however small or insignificant is to be removed from site.

Force at this assignment. Smoking is **NOT** permitted whilst on client's premises or in view of the public or whilst in company uniform.

Unfamiliar equipment or equipment which does not figure in the deployed personnel's duties is **NOT** to be interfered with.

Deployed personnel are not permitted visitors to the assignment.

Deployed personnel must follow the client's directions whilst working at this assignment at all times, failure to do so will result in disciplinary action.

In conclusion, it is important for deployed personnel to establish a good working relationship with those on site with whom they work closely on a day to day basis, i.e. clients, security officers, etc. To that end, all deployed personnel are expected to be cheerful and tactful in their dealings with staff whilst remaining professional & vigilant when necessary.

Deployed personnel are reminded that all information provided for the performance of their duties, and any other information gained by them in the course of these duties, are confidential and must not be discussed with anyone unconnected with those specific duties.