

ALFA SECURITY GROUP

COMPANY POLICIES AND PROCEDURES

ABOUT THIS DOCUMENT

This document is the record of ALFA Security Group Ltd (hereafter referred to as the Company) Company Policies and Procedures. It serves as a reference throughout the Company. It contains Company Policies and general 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 information and are made available to all personnel on duty as an aide-memoir, as well as retained on site for local referencing. This is a controlled document and is strictly confidential. It must not be removed from the site or communicated to anyone other than the client's authorized representatives and Company's staff. It must not be reproduced in part or in whole by any means, including photocopying, scanning, or recording, without the permission of ALFA Security Group Ltd Management.

COMPANY POLICIES

1.1 Quality Policy

ALFA Security Group Ltd is committed to achieving and maintaining the highest degree of quality in all its operations and service provisions. Therefore, the Company:

- a. Is committed to meeting client and customer expectations of performance, quality, integrity, and delivery in all 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 provide the services to meet their needs.
- c. Promotes innovation and continually reviews advances in methods and technology that can improve its services.
- d. Promotes staff development through skills-based training.
- e. Maintains its Quality Management Systems (QMS) aligned with third-party accreditations, as guided by Company Directors, to provide frameworks for controlling, monitoring, and continually improving systems and client services.
- f. Maintains effective internal and external communication through the dissemination of important information.

Professionalism

A guard should always maintain appropriate professional conduct and behavior, present a professional appearance, and exhibit a positive attitude. Physical fitness is essential to the guard's success 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 meet the necessary educational qualifications and are qualified in the following:

- a. Emotional intelligence and good character judgment.
- b. Situational awareness to understand and assess risks.
- c. Verbal and written communication skills.
- d. Ability to assess behaviors, while also paying attention to clients' 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

The mission of ALFA Security Group is to provide innovative and reliable security and safety solutions, guaranteeing excellence in our services by employing professional and dependable human resources and systems to honor our commitments.

Business Strategy

ALFA Security Group Ltd.'s business strategy is to attract and retain clients by being an industry leader in the standards of services it models and delivers to meet clients' expectations and needs. This includes the Company's commitment to continuously improve client satisfaction by developing credibility and delivering innovative services to continually improve service standards.

Work Culture

To ensure optimal security and safety, the security guard must work as a team, despite personal differences, to avoid interference with professional relationships. Each guard should be able to respect and rely on one another, especially during emergencies or while discharging their duties.

Chain of Command

A security guard should always respect the chain of command and communicate directly with his/her supervisor regarding any issues related to themselves, their duties, and responsibilities.

1.2 Health and Safety Policy Statement

As a responsible organization, we have formulated a Health and Safety policy to ensure that all activities performed while providing services to our clients by our employees are carried out within a Health and Safety management system that will be developed and continuously improved. Through this, we strive to work towards the prevention of injuries and ill-health and minimize or control potential and existing risks to the health and safety of any person(s) affected by such activities.

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

- a. Promote a culture of health and safety consciousness among our employees in the workplace and at home through positive leadership, system implementation, training, and employee development.
- b. Introduction, communication, awareness, and implementation of specific procedures on all relevant areas identified through risk assessments.
- c. Provide suitable and sufficient information, instructions, training, and supervision to enable compliance 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 necessary corrective actions.
- e. Ensure safety equipment is available and minimize workplace hazards.
- f. Implement oversight mechanisms and procedures to ensure continuity and compliance.

1.3 No Discrimination Policy Statement

Our employees are our most valuable assets. With this in mind, we have formulated the No-Discrimination policy, in which our commitment to the equal treatment of all individuals, regardless of race, color, gender, national origin, age, religion, marital status, sexual orientation, pregnancy, political opinion, expression, position they hold, disability, or any other factors unrelated 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 functions.

- a. Job applicants and employees are not required 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 in union activities unless relevant to the job.
- b. Recruitment, promotion, disciplinary action, and termination will be in accordance with the Company's policies and procedures.
- c. Periodic employee performance evaluations and assessments will be based on the employment criteria (e.g., employee qualifications, skills, ability, productivity, and overall job performance).
- d. Pregnancy testing is not a requirement for recruitment or continued employment. Female employees will not be terminated due to pregnancy, confinement, or any illness resulting from these conditions.

1.4 Corporate Responsibility Statement

At ALFA Security Group Ltd, we acknowledge and embrace our responsibilities to our clients and the wider community. We are committed to conducting our business ethically and in a socially responsible manner. Our values are deeply ingrained in our policies and decisions. Therefore:

- a. **Customer Commitment:** Our primary responsibility is to our customers. We are dedicated to providing services that meet their needs, ensuring that everything we do is of the highest quality.
- b. **Continuous Improvement:** We are committed to continuous improvement through a robust performance assessment and management framework, ensuring that we consistently meet and exceed client expectations.
- c. **Innovation and Value:** We strive to deliver the best value for our clients by continuously innovating and reducing costs to maintain competitive pricing while ensuring high standards.
- d. **Customer Trust and Reputation:** We are passionate about service excellence and will earn our customers' trust by delivering outstanding performance daily. In doing so, we will enhance both our customers' and our own reputation.
- e. **Employee Respect and Development:** We recognize the value of the men and women who deliver our services and uphold our business reputation. Every employee is treated as an individual, with respect for their rights, diversity, and dignity. We recognize their contributions and merit.
- f. **Equal Opportunities and Growth:** We are committed to providing equal opportunities for employment, development, and advancement for all qualified individuals. Through training and recognition, we will encourage employees to

exemplify excellence in their roles. Employees will feel empowered to offer suggestions, voice complaints, and report any misconduct. They will work in an organization led by responsible, accountable, and fair leaders. This environment will help us attract, retain, and motivate the best team of people within the Company.

- g. **Ethical and Legal Responsibility:** We are committed to acting as responsible corporate citizens. We will fully comply with both the letter and spirit of all relevant legal and regulatory requirements. Our policies and procedures will align with best practices in corporate social responsibility and governance, ensuring our business is conducted with honesty, integrity, and transparency.
- h. **Health, Safety, and Environmental Responsibility:** We are dedicated to safeguarding the health and safety of our clients, employees, and the premises we protect. We believe that accidents are preventable, and we are committed to achieving injury-free workplaces by encouraging and supporting employee safety initiatives.
- i. **Environmental Stewardship:** We will continuously explore innovative ways to help our clients improve their environmental performance, aligning with sustainable practices that benefit both our business and the wider community.

1.5 Continuous Service Improvement (QMS)

Client service levels will be determined through Project Evaluation using the appropriate QMS Evaluation Form. Improvements identified through these evaluations

will be planned and implemented within the agreed target periods, typically before the next Service Evaluation Report. Therefore:

- a. The company director, or a suitable deputy appointed by him, will be responsible for implementing the planned improvements within the agreed timescale.
- b. All meeting minutes related to Service Evaluations will be recorded, and copies will be sent to the client for their review and records.
- c. Upon receiving any comments on the meeting minutes, the company will begin implementing the necessary updates to the project files as appropriate.

1.6 Company Grievance and Disciplinary Procedures

ALFA Security Group Ltd recognizes the importance of maintaining a disciplined workforce and ensuring a professional work environment. All employees are expected to adhere to the company's policies, rules, and regulations at all times. In cases of alleged misconduct, employees will be treated fairly.

The company defines "misconduct" as:

"An act or omission inconsistent with the fulfillment of an express or implied term of employment or one that materially impacts the smooth and efficient functioning of the organization."

1.6.1 The Procedure

a. Preliminary Inquiry

1. Disciplinary actions may arise from observed breaches of standards, acts of misconduct, or complaints of alleged misconduct.
2. The Security Manager will record the complaint with detailed information.
3. A preliminary inquiry, conducted within 48 hours of receiving the complaint, will assess if there is a valid case.
4. Findings will be shared with the company directors, along with recommendations for the next steps.
5. If the preliminary investigation finds no basis for the complaint, the case will be dismissed.
6. Depending on the gravity of the alleged misconduct, the employee may be suspended without pay during the investigation to prevent intimidation of witnesses, sabotage, or interference with the inquiry.

b. Issuing of Show Cause and Explanation

1. If the preliminary inquiry establishes a case, a Show Cause letter will be issued within two (2) working days of the inquiry's conclusion.
2. The accused employee must provide a written explanation to the Security Manager within three (3) working days of receiving the Show Cause letter.

c. Domestic Inquiry

1. If the explanation is unsatisfactory, a domestic inquiry will be conducted within 14 working days of receiving the employee's explanation.
2. The inquiry will be conducted by an impartial panel acting in good faith.

3. If an employee cannot attend the inquiry due to ill health, they must submit a medical certificate. Failure to communicate will result in the inquiry being conducted ex parte (in their absence).
4. Findings and any penalties will be communicated to the accused within seven (7) working days of the inquiry's conclusion.

d. Penalties

If the employee is found guilty, penalties will be issued per company policy. Depending on the severity of the offense, these may include:

1. Verbal warning (noted in the personal file).
2. Written warning.
3. Suspension without pay.
4. Withholding increments, bonuses, or promotions.
5. Internal transfers.
6. Immediate dismissal.
7. All penalties will be communicated in writing.

e. Appeal Process

1. Employees who believe disciplinary actions are unjust may appeal. Appeals will be addressed without unreasonable delay.
2. The employee must provide written grounds for the appeal.
3. The appeal will be reviewed impartially, preferably by a director not involved in the original case.
4. The outcome of the appeal will be communicated in writing as soon as possible.

1.6.2 Grievance Procedure

At ALFA Security Group Ltd, we value our employees and are committed to providing a conducive work environment. Employees with personal or work-related grievances can follow this procedure:

1. Reporting a Grievance
2. Employees are encouraged to resolve grievances informally where possible.
3. Formal grievances should be submitted in writing to a director who is not the subject of the grievance. The grievance should clearly state the nature of the issue.
4. Grievance Meeting
5. A formal meeting will be arranged without unreasonable delay after a grievance is received.
6. Employees will have the opportunity to explain their grievance and propose resolutions.
7. Deciding on Action
8. Following the meeting, the company will decide on any appropriate action to resolve the grievance.
9. Employees will be notified in writing of the decision without unreasonable delay, including details of any intended actions.
10. Appealing a Grievance Decision
11. If the grievance is not satisfactorily resolved, the employee may appeal the decision in writing, stating the grounds for the appeal.

12. Appeals will be addressed impartially and, where possible, by a director not involved in the original decision.
13. The outcome of the appeal will be communicated to the employee in writing without unreasonable delay.

1.6.3 Overlapping Grievance and Disciplinary Cases

1. If an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended to address the grievance. If the issues are related, both will be addressed concurrently to ensure a comprehensive resolution.

1.7 Smoking Policy

1.7.1 Purpose

This policy aims to protect employees, service users, customers, and visitors from exposure to second-hand smoke. Passive smoking, also known as second-hand smoking, significantly increases the risk of lung cancer, heart disease, and other health issues. This policy also ensures compliance with health and safety regulations.

1.7.2 Policy

ALFA Security Group Ltd is committed to maintaining a smoke-free workplace. Smoking is strictly prohibited across all areas of the workplace, including company vehicles, without exception. All employees have the right to work in a smoke-free environment, and this policy applies to all staff members.

1.7.3 Implementation

- a. All staff members are required to adhere to and support the enforcement of this policy.
- b. Management is responsible for ensuring that all current employees are informed about this policy and their responsibilities in its implementation and monitoring.
- c. A copy of the policy will be provided to all new personnel during their recruitment or induction process.
- d. Clear "No Smoking" signs will be displayed at all workplace entrances and within the premises.

1.8 Drugs and Alcohol Policy

1.8.1 Aims and Objectives

- a. To ensure a safe and healthy workplace by addressing the use of alcohol and drugs.
- b. To provide all employees with a work environment free from substance abuse.
- c. To establish clear expectations and guidelines for maintaining a drug- and alcohol-free workplace and for addressing substance abuse issues.
- d. To offer support to employees with substance use problems, aiming for rehabilitation rather than immediate termination of employment.

1.9 Recruitment Policy

The goal of all recruitment 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 that states how to apply for jobs. It also explains the employment benefits, 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 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 applicant's references, contacting previous employers.
- h. Medical clearance.
- i. Aptitude of behavior test, assessment interview.
- j. Final decision by the Operation Manager.

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 a security guard or an employee in our Company.
- b. Contact local police for 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 Manager. 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 test and alcohol screening, diabetics, high blood pressure 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

The final selection process is conducted using the results of screening tests, medical examinations, and background checks. Candidates who meet all the necessary requirements and align with the number of available positions will be selected. Once the selection process is complete, successful applicants are contacted and provided with detailed instructions regarding their upcoming duties, roles, and responsibilities.

Regardless of prior experience, all newly recruited security guards will undergo a comprehensive orientation training program conducted by the company. This training ensures they are fully informed about the organization, its values, and the specific facilities they will be assigned to protect.

During the orientation, new recruits will receive all the essential information, tools, and guidance needed to perform their duties and tasks efficiently and effectively, fostering professionalism and preparedness from the start of their service.

1.10 Ethical Sourcing Policy

In alignment with Samoa's Labour and Employment Relations Act 2013 and other relevant legislation, our company adopts the following ethical sourcing policy:

- a. All workers receive at least the minimum wage as prescribed by law, ensuring fair compensation for their roles. We adhere to regulations regarding wage payments, including timely payment and authorized deductions.
- b. Employees are not required to work more than 8 hours per day or 40 hours per week, in line with standard working hours. Any overtime is voluntary and compensated appropriately, adhering to legal requirements.

- c. We maintain a zero-tolerance policy towards any form of harsh or inhumane treatment, including physical, sexual, or verbal abuse. Such behavior is strictly prohibited and subject to disciplinary action.
- d. Our hiring and employment practices are free from discrimination based on race, religion, disability, gender, age, sexual orientation, or political affiliation. We are committed to providing equal employment opportunities for all.

This policy reflects our commitment to ethical labor practices and compliance with Samoa's employment laws, as overseen by the Ministry of Commerce, Industry, and Labour.

1.11 Harassment and Bullying Policy

Our company is dedicated to fostering a workplace where everyone is treated with respect and dignity. We are committed to creating a fair, safe, and harmonious environment for all employees.

- a. Harassment or bullying in any form is unacceptable and will not be allowed. Such behavior is considered gross misconduct and may result in dismissal without notice.
- b. This policy covers harassment and bullying by coworkers or third parties encountered during work duties.
- c. Harassment and bullying harm the workplace by affecting health, confidence, morale, and job performance—not just for the target but also for witnesses and those aware of the behavior.

- d. Our goal is to prevent harassment and bullying before they occur, ensuring a positive and respectful working environment for everyone.

By working together, we can maintain a workplace where all individuals feel safe, supported, and valued.

1.11.1 Definition of Harassment

- a. Our company defines harassment as any unwelcome behavior that demeans, humiliates, or intimidates an individual. This includes, but is not limited to:
- b. **Verbal Harassment:** Screaming, threatening, or using demeaning language toward employees.
- c. **Psychological Harassment:** Actions or words aimed at diminishing an employee's self-esteem.
- d. **Sexual Harassment:**
 - 1. Offering preferential work assignments or treatment in exchange for sexual favors.
 - 2. Subjecting employees to adverse treatment for refusing sexual advances.
 - 3. Unwelcome sexual comments, observations, or physical advances.
 - 4. Gender-insensitive security practices.
- e. **Other Forms of Harassment:**
 - 1. Withholding reasonable breaks, access to water, toilets, healthcare, or other basic necessities.
 - 2. Unreasonably restricting employee movement during non-working hours.

1.11.2 Definition of Bullying

Bullying involves persistent behavior that is offensive, abusive, intimidating, or insulting. It abuses power, making the victim feel upset, threatened, humiliated, or vulnerable. This conduct can undermine an individual's self-confidence and cause stress. Bullying may be physical, verbal, or non-verbal and includes:

- a. **Shouting or Humiliation:** Raising one's voice or humiliating others.
- b. **Excessive Supervision:** Imposing oppressive levels of oversight without justification.
- c. **Unjust Criticism:** Making offensive or insulting remarks about someone's performance without basis.
- d. **Exclusion:** Deliberately leaving employees out of meetings, events, or communications without valid reason.
- e. **Threats:** Issuing physical or emotional threats.

Bullying can occur within the workplace and at work-related events, such as social functions or business trips.

In Samoa, the **Labour and Employment Relations Act 2013** prohibits harassment and sexual harassment in the workplace. Section 19 of the Act specifically addresses the prohibition of sex discrimination in employment, ensuring that all employees are treated fairly and with respect.

1.11.3 Redress

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

1.12 Wages Board Directives

The Company is committed to adhering to the **Wages Order** provisions outlined in the **Labour and Employment Relations Act 2013** of Samoa and to complying with all accepted industry standards. This includes ensuring that employees are paid at least the prescribed minimum wage and that all wage-related practices align with national labor laws and regulations.

a. Work Days

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

b. Work Hours

The maximum duration of a shift for security personnel shall not be longer than twelve (12) ours. (OT and breaks included):

1. On a normal work day, the twelve (12) hour shift will be made up of eleven (11) regular work hours. Of this one hour will be a meal/rest break.
2. No security personnel will be engaged in work for more than twelve (12) hours continuously.
3. In a period of seven (7) days, any one day shall be the day off. No security personnel will work more than six (6) days continuously.

4. Work hours shall be recorded clearly and accurately and be maintained

c. Public Holidays

The company recognizes that our security guards are classified as shift workers under the **Labour and Employment Relations Act 2013** of Samoa. According to this Act, employees who work on public holidays at the request of their employer are entitled to receive **double their ordinary rate of pay** for the hours worked. Alternatively, by mutual agreement, a security guard may choose to work on a public holiday at their regular rate of pay and take another working day off as a substitute public holiday.

This policy ensures compliance with legal requirements while fairly compensating our guards for their commitment and flexibility in maintaining security operations during public holidays.

d. Leave Entitlement

1. Annual Leave
 - a. Employees get 10 days of paid annual leave after 12 months of work.
 - b. Leave must be requested at least **14 days in advance**.
 - c. Leave can be paid out if both the employee and company agree.
2. Sick Leave
 - a. Employees get 10 days of paid sick leave each year after 12 months of work.
 - b. A doctor's note is needed if you're sick for 3 or more days.
 - c. Unused sick leave can be carried forward, up to 20 days.
3. Maternity Leave

- a. Female employees get 4 weeks of paid leave (or 6 weeks at two-thirds pay) and 2 weeks unpaid leave.
- b. A doctor's note confirming pregnancy is required.
- c. Request leave at least **14 days in advance.**

4. Paternity Leave

- a. Male employees get 5 days of paid leave for the birth of a child.
- b. A doctor's note and a written request from the spouse are needed.
- c. Request leave at least **14 days in advance.**

Leave Requests

All security personnel must submit leave requests to the company office at least **14 days before** the desired leave date.

Personal Document

The company will maintain a personal file for each employee, letters of appointment stipulating terms and conditions of employments, copies of the following shall be maintained in their personal files: Police Report, national Identity Card, Education Certificate and copy of their Birth Certificate. A copy of the complete Personal File shall be handed over to the client for each Security Personnel who performs duties at the client's facilities.

1.13 Duties and Obligations of Company

- a. Company will as from the commencement date, provide security services to client at such sites and on such terms and conditions as set in the quotation agreement.

- b. 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.
- c. Company when practical, possible and necessary and in respect of any and all sites 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 vehicle 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 risks which may compromise the security of the client.
- d. 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.
- e. Company will maintain its own equipment used to render the security services.
- f. 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 an “Indemnity to Principals” clause.

- g. ALFA Security Group is a registered security service provider in terms of the Act and shall comply with the statutory requirements relating to the private security industry.
- h. The company shall permit the client's authorized officers to inspect premises.
- i. The company shall issue proper identity cards to all security personnel on duty.
- j. Constant security checks will be done regularly by a visiting officer or senior management staff in order to maintain vigilance during day and night.
- k. In the event of the client requiring that any personnel assigned for duty at the client's premises be changed, then in that event the other 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 sites where security personnel are stationed and it must be equipped with all reasonable facilities relating to the 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 sites which are subject to the agreement.
- c. Allow company, when necessary, to interview and take statements from the client's servants, employees and agents.

1.14.1 The Client undertakes and agrees:

- a. That in order to limit the risks of damage or loss, instruct its servants, employees, agents and all other persons occupying the site concerned to ensure

that all valuables, including cash, documents, jewelry, 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 service; 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 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 the obtained the consent of such person for the purposes of such search.
- d. That whilst security personnel of company are stationed on the sites 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 the telephone numbers of such persons to enable company and its security personnel to communicate with such persons in the event of any emergency.

- g. If the sites are 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 sites 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 the company to render the security services, the price thereof and to exercise control over its servants, employees and agents.

1.14.2 Security Service Payment

The contract price payable by the client to the company will be as stated in the quotation. This price is determined based on:

1. The number and grade of security personnel assigned to the client's site.
2. The equipment, vehicles, and infrastructure required to provide the security services.
3. Any special equipment issued to security personnel.
4. Communication facilities set up for the client's site or premises.
5. The number and duration of shifts covered by the security personnel.
6. Government wage determinations for the private security sector.

If the government increases the minimum wages for security officers during the contract period, the company may adjust the contract price accordingly. The company will provide the client with a written notice of the increase at least **30 days** before it takes effect.

The contract price, plus applicable value-added tax (VAT), must be paid within **7 days** of the invoice date. Payment should be made without deductions or offsets, either directly to the company or via electronic transfer to the company's bank account.

The company will issue weekly invoices to the client, detailing any outstanding amounts.