

AMALGAMATED SECURITY SERVICES
(BARBADOS) LIMITED

MANPOWER STANDARDS MANUAL 2024



Prepared By :

CHIEF INFORMATION, RESEARCH &
COMPLIANCE OFFICER



admin@asslbarbados.com



1-246-537-2775



www.asslbarbados.com

Doc. #: ASSL-BARB-HR-BK-009 | Issue Date: 2024-10-01

Rev.: 001 Revision Date: 2024-10-07

This handbook is the property of Amalgamated Security Services (Barbados) Limited and valid as at date of revision.

Table of CONTENTS

Welcome	3
Officer Expectations	4
Driver Expectations	5
Discipline	6
Social Media Ethics	8
Personal Appearance and Turn Out	10
Uniform Standard	12
Communication	14
Flag Etiquette	16
Certifying Excellence: <u>Upholding Our Commitment to Quality and Accreditation</u>	17
Managing Workplace Safety	23
Managing Risk	34
Theft Control Procedures	40
Rules of Use of Force	41
Standards Police Service Act	43
Standard for Post and Pocket Diary	45
Standard for Report Writing	48
Essential Information Corner (<u>Ethics, Complaints & Grievance</u>)	50
Glossary	56



Welcome to Amalgamated Security Services (Barbados) Limited.

This Manpower Standards Manual is your go-to resource for understanding our policies, procedures, and best practices in the security industry. Your role is vital in ensuring the safety and security of our clients and the community.

As the industry evolves, so will this manual, and we are committed to keeping you updated with the latest information. Together, let's uphold our commitment to excellence and make a positive impact!

PURPOSE OF THE MANUAL

This manual serves as a comprehensive guide to help you understand the standards and expectations of your role. It aims to:

- Equip you with the knowledge necessary to perform your duties effectively and professionally.
- Foster a consistent approach to security practices across our organization.
- Enhance communication between you and your supervisors regarding workplace rules, procedures, and conditions.

FEEDBACK AND SUPPORT

Your experience and insights are valuable to us. Should you encounter any issues not addressed in this manual, or if you have suggestions for improvement, please do not hesitate to report them to your supervisor or contact your Divisional Representative.

We believe in continuous improvement and welcome your contributions to enhance our processes and procedures.

ADAPTING TO CHANGE

The security industry is dynamic, with regulations and best practices evolving over time. Therefore, the information contained in this manual is subject to change as circumstances require.

We are committed to keeping you informed of any updates or modifications to ensure that you remain compliant and knowledgeable about current standards.

CONCLUSION

At Amalgamated Security Services (Barbados) Limited, we pride ourselves on maintaining a high standard of professionalism and service. By adhering to the guidelines and practices outlined in this manual, you will play a vital role in upholding our reputation and delivering exceptional security services.

Thank you for your commitment and dedication to our mission. Together, we can ensure a safe and secure environment for everyone we serve.

OFFICER EXPECTATIONS

Ability: To be able to handle standard situations and know how and where to get help should the need arise.

ORDERS

A security officer is required to obey orders promptly and pass on such orders to his relief.

COURTESY TO PUBLIC

Security officers must always be courteous, kind, patient and respectful in their dealings with the public, bringing credit to both themselves, and the company they represent.

PUNCTUALITY

Security Officers are required to be prompt and punctual at all times. If an officer cannot report for duty at the specified time, they must notify their supervisor at least four hours before the shift change.

REMEMBER

Courtesy ---> Earns Respect
Knowledge ---> Gets Results
Patience ---> Receives Cooperation
Service ---> Increases Good Will

ALERTNESS

Security officers must remain alert at all times while on duty, constantly monitoring activities, conditions, or hazards that could cause injury or damage.



LOYALTY

Officers must be loyal at all times to both their employers and the clients. Loyalty means that you can be trusted with confidential information.

INTEREST

Officers must display a keen interest in their duties at all times.

DRIVER EXPECTATIONS

01 DRIVER POLICY

All authorized drivers of Amalgamated Security Services (Barbados) Limited must comply and observe all safety, traffic and criminal laws of Barbados as well as Amalgamated Security Services (Barbados) Limited policies and procedures.

02 ASSL-ADM-042 DRIVERS PROGRAM MANUAL

Each driver is responsible for the actual possession, care and use of the company vehicle in their possession.

- Driver must have a valid driver's permit in their possession at all times whilst driving a company vehicle. He/she maybe required to present this permit to the officer issuing vehicle. Vehicles will at all times appear on the roads in an immaculately clean condition.
- Driver and other persons issued with Company vehicles will be responsible for the proper care and maintenance of such vehicles.
- 'Essential users' [i.e. tool of the job] are required to conduct vehicle inspections on company vehicles on a daily basis. Such will be verified via the completion of the Vehicle Checklist [ADM-F020]. Any conditions which will or is likely to render the vehicle unfit for use must be promptly reported to the Motor pool Department or respective Divisional Manager/designate.

Note: Vehicles found to be defective must not be accepted for use.

- Driver will be held responsible for the conduct and appearance of all persons on board the vehicle, whether observed by him/herself or drawn to his/her attention by a third party.

DISCIPLINE

CODE OF CONDUCT – ASSL-HR-004 DISCIPLINARY PROCESS

It is the expectation and requirement of Amalgamated Security Services (Barbados) Limited (ASSL) Security Personnel while on or off duty to conduct themselves in such a manner so as not to bring themselves and/or the Company into disrepute. The following guideline is set out:

SECURITY PERSONNEL SHALL NOT:-

- Neglect nor without due and sufficient cause, omit to promptly and diligently discharge a required task whilst on duty.
- Leave the place of work without due permission.
- Knowingly make or sign any false verbal or written statement of whatever description.
- Without due and sufficient cause, destroy, mutilate, alter or erase any document or record.
- Without due authority, divulge any matter which is confidential in nature to the Employer or his Clients past or present.
- Corruptly solicit or receive any bribe or other consideration from any person or fail to account for monies or property received in connection with the Employer's business.
- Be uncivil to persons encountered in the course of work, or make unnecessary use of authority in connection with the discharge of the employer's business.
- *Act in a manner reasonably likely to bring discredit upon the Employer, The Client or fellow employees.*
- *Feign or exaggerate any sickness or injury with a view to evading work. [malinger]*
- *Wear the Employer's uniform or use his equipment without due authority.*
- *Work whilst under the influence of alcohol or consume any alcoholic beverages whilst on duty.*
- *Gossip with other officers, employees, and members of the public whilst on duty.*
- *Abandon or desert the Post before being properly relieved.*
- *Sleep whilst on duty.*
- *Report late for duty or be habitually tardy for duty.*
- *Use the Client's telephone for private business.*
- *Borrow or attempt to borrow money from the Client or his employees.*
- *Solicit food from the Client, his employees or members of the public.*
- *Use obscene language on the Client's premises or in public.*
- *Steal the Employer's or Client's property.*
- *Carry or smoke cigarettes while on duty.*
- *Use liquids or drugs whilst on duty which are likely to induce drowsiness.*
- *Use any narcotic or prohibited substances whilst on or off duty.*
- *Allow persons to loiter on or around the Post or permit unauthorized persons or vehicles to enter the compound.*
- *Make pre-entries in the pocket or post diaries or any other records.*
- *Make any false or misleading entries in the Post or pocket diaries.*

DISCIPLINE

SECURITY PERSONNEL SHALL NOT:-

- Form a particular pattern of patrolling.
- Take off the lights in the Guard Booth at night.
- Change or leave any items of uniform on the Client's premises.
- Allow their personal feelings towards their fellow employees and/or the Employer affect their performance of duty.
- Become too friendly with Client's employees at their assigned Post.
- Take a person's word or anything for granted. [Investigate all reports and incidents thoroughly].
- Wear excessive make up and or trinkets whilst on duty.
- Wear hair on their head too long or maintain beards while on duty [Male Officers].
- Get into physical confrontation or argument with members of the public, Clients and or fellow employees whilst on duty.
- Appear improperly dressed in uniform while in public view or otherwise on duty.
- Report for duty or appear in public in dirty and unkempt uniform.
- Salute without headdress when in uniform.
- Sign a Handover without checking to make sure that the property handed over is correct and in order.
- Be discourteous, disrespectful, and abusive or insulting to the Client, his employees or the public.
- Alter the uniform trousers by turning the bottom into a "gun-mouth".
- Be disloyal to your Employer.

FIREARM GUARDS SHALL NOT:

- *Lend or borrow any item of uniform.*
- *Carry any reading material or musical instrument to their Post.*
- *Report for duty without proper writing material - black/blue and red ink pens and a timepiece.*
- *Mimic on the Walkie-talkie or telephone.*
- *Follow the pattern or advice of "Slack" Guards.*
- *Be disrespectful to their superiors or colleagues.*
- *Use their uniform to gain free admittance to any public or private entertainment or transport.*
- *Leave his/her place of work unless properly relieved.*
- *Lend the firearm entrusted to him to anyone for any purpose whatsoever.*
- *Hand over to any unauthorized person the firearm and ammunitions issued to him/her for the purpose of his duty.*
- *Omit to follow the safety precautions and safe handling of a firearm and ammunitions while carrying, taking or handing over.*
- *Travel in any vehicle other than the company's while on duty and in the possession of Firearm and ammunitions while on duty.*
- *Engage in unnecessary conversation with civilian personnel while in possession of Firearm and ammunition while on duty.*
- *Engage in any activity that could compromise his alertness while on duty.*

SOCIAL MEDIA ETHICS

An employee who posts on Social media must behave honestly and their conduct must be reflective of the values and upstanding reputation of the organization; whether as a Private Citizen, an employee of ASSL, on or off duty.

Upon posting to social media sites in a private capacity, an employee shall not:

- Post any material that may bring ASSL into disrepute, or otherwise embarrass the agency company.
- Comment on or disclose Company or client information that is not publicly available, whether confidential or not.
- Make offensive comments about the organization, its clients or fellow employees.
- Make offensive comments about the organization, its clients or fellow employees that may amount to cyber-bullying
- Give an opinion that may imply ASSL's endorsement of the views shared, or imply authorization to speak on behalf of ASSL
- Use the company name to endorse products, causes or opinions (such as by liking or recommending products)
- Comment on, suggest or hint at matters that are/will be currently under investigation by ASSL or the TTPS
- Engage in any behavior or online activities that interfere with job performance. (For example, public comment on a particular company's policy or program that could be seen as compromising the employee's ability to fulfill their duties in an unbiased manner).
- Make comments so harsh or extreme in its criticism of the Government, a member of parliament, a political party or their policies, that it raises questions about the employee's capacity to work professionally, efficiently or impartially.
- Use the company's email system or provide the company's email addresses on personal social media posts or sites without due authorization.
- Post any material that is prejudicial, defamatory, bullying, libelous, discriminatory, harassing, obscene or threatening; disclose other people's personal information; infringe upon the intellectual property, copyright, trademark, or is otherwise unlawful.
- Post pictures of the company's insignia, such as the uniform or logo without official approval.
- Employees should understand that even if they do not identify themselves online as ASSL employees by posting anonymously, or by using an alias or fictitious name, their identity and their employment may later be revealed.

1

HOW AM I FEELING RIGHT NOW?

Are you posting out of anger, sadness, or anxiousness? If so, it may be best to wait until you are in a calm state of mind. We often don't think clearly when we are highly emotional. And we don't want to regret what we post once we have had time to think about it.

2

IS THIS SOMETHING I WANT EVERYONE TO SEE?

Online posts (especially in a public profile) can be accessed by anyone, even those you don't intend. When sharing your ideas, thoughts, and opinions make sure you are comfortable with everyone knowing this information. Avoid posting sensitive or confidential information.

3

IS THIS CYBERBULLYING?

Hurtful words can have lasting consequences for both you and other people. Consider your posts carefully and imagine how people might react.

4

WILL I REGRET THIS POST LATER?

It is easy to get caught up in the moment and say things we don't mean. We also may become better informed later and realize we no longer have that same opinion. You should never assume that a deleted post is gone forever. It may be something that is accessed later and could have a negative effect on how others think of you.

5

HOW ELSE COULD I COMMUNICATE THIS INFORMATION?

Is using social media the best way to get your point across? What are other methods of communication that may be more effective and positive.

PERSONAL APPEARANCE AND TURN OUT

Personnel must wear their uniforms with pride and dignity at all times, commanding respect and confidence from customers and the public.



CLEANLINESS



- All personnel must maintain cleanliness and be neatly dressed.
- Men should be clean-shaven with, neatly trimmed hair. Moustaches are allowed.

UNIFORM



- Uniforms should be clean, well-pressed, with polished shoes and shining buttons.
- Except when carrying firearms, personnel should be equipped with long batons; which must always be worn in the "baton holder" affixed to the belt on the left side. Batons and/or baton holders should not be carried in the hand or under the arm.
- All uniform items must be carefully maintained. Unserviceable uniform items will be replaced as necessary.
- Trinkets should not be worn with the uniform.
- Uniforms are to be worn on duty and while commuting to and from duty. Uniforms or uniform parts should only be worn on duty, unless expressly permitted by management.
- Berets should not be removed when driving vehicles or otherwise on duty, except when sitting indoors.



PERSONAL APPEARANCE AND TURN OUT



UNIFORM STANDARD

HEADRESS (BERET)

The Beret should be fitted parallel around the head. In order to achieve maximum results the sweatband should be evenly placed over placed over both eyebrows.

It is necessary for the Cap Barge or Shield (which is attached to the beret) to be place directly above the left eyes while you slope the Beret over the right eye to facilitate the partial covering of the ear. A Peak effect id thus achieved on the Beret as a result of the Shield, which is attached.



BOOTS



It is necessary that the officer lace his/her Boots one over the other and not crossed. The entire Boots should be burnished to achieve a sheen.

This is realized through the use of cotton wool, polish and water. (Mentholated Spirit is used to remove the initial grease or oil from the boot surface caused as a result of the dye.)

SHIRT

The uniform shirt should fit closely to the bodyline. It is necessary that the officer neatly tuck his/her Shirt into the trouser all around the waistline. This is essential in order to maintain a neat fit. (It is thus advisable to wear a fitted underpants in order to hold the Shirt in a fixed position.)

The collar of the Shirt should be worn closely to the neck while the ampuilet should be placed directly on the shoulders.



TROUSERS

Trousers should be worn at full length. Its seams should fall at least to the position of the second eye-let hole from the bottom of the instep of the boots. A three-inch fold is allowed for the purpose of extension in the event of shrinkage of the Trousers (as a result of washing or other factors).

UNIFORM REPLACEMENT

Uniform Replacement

The Supervisor conducts a uniform inspection to assess the condition and serviceability of the uniform.

Not serviceable

Uniform deemed no longer serviceable by Manager/Supervisor

Certificate of Inspection & Exchange of Uniform Completed

Certificate

Issuance

New uniform issued via the Uniform Stock Database. Employee sign for receipt.

Unserviceable uniform returned for destruction

Destruction

UNIFORM ACCESSORIES

BUTTONS

The only permissible Button to be worn by officers is a silver button with an anchor symbol design.

It is necessary that an officer wear two (2) Buttons on either shoulder and on both breast pockets.

BELT

The regulation Belt should be worn on the waist. It is necessary to pass the belt through the loop from the left to the right hand side thus adjusting the buckle to the front center. The buckle should be aligned with the front shirt seam and well as the zipper seam.

UNDERSHIRT

A plain black/grey round neck t-shirt must be allowed to be worn.

It is prohibited to wear any printed tee-shirt under the official uniform shirt.

BATON HOLDER

In the case of a right handed individual, the Baton Holder is worn on the left hip.

On the other hand, in the case of a left hander, it is worn on the right hip.

COMMUNICATION

WIRELESS COMMUNICATION CODES

Numeric Code	Meaning
1	[Emergency] Life and Death Situation
2	Fire on site
3	Medical Emergency, Ambulance needed
4	Requested at Post
5	Suspect in or near location
6	Officer reporting sick
7	Officer requesting relief
8	Money Pick-up or Drop
9	Payroll/Courier Service - Drop or Pick-up
10	Advise Location
11	Estimated time of arrival (ETA) to destination
12	Return to Base [Emergency]
13	Response Call
14	Neighborhood Patrol Required
15	Contact Managing Director immediately via telephone
16	Unit Mal-functioning
17	Incident to report
18	Officer not on Post
19	Meals required
20	Reporting all regular and correct

TELEPHONE

- Company telephones are strictly for official use. Private calls are prohibited, except in emergencies. Unauthorized personal use of company phones can lead to embarrassment and inconvenience for customers, incur toll charges and result in business loss.
- Calls should be answered politely, using a courteous tone. Appropriate greetings should be used: "Good Morning" (midnight to noon) or "Good Evening" (noon to midnight), followed by "Guard" (name) speaking. Address customers and potential customers as "Sir," "Madam," or "Miss" as appropriate.
- The use of telephones on customers' premises for private purposes is strictly prohibited.
- The policy applies to both making and receiving calls. Should a private call be received, politely inform the caller that private calls are not allowed; request them to hang up.

TWO-WAY RADIO ETIQUETTE

- “Listen Before You Talk.” Two-way radios are not “full-duplex” like a telephone, only one person can talk at a time.
- All radios idle in the receive mode. Be aware of the transmission mode of your radio equipment.
- Remember that a simple message such “Go” might be heard as “No,” so try to use unambiguous phrases that will reproduce without ambiguity, especially in an emergency.

Microphone Usage

- Know where the microphone is located
- Speak directly into the microphone with your lips about two inches away.
- Speak at a moderate pace, neither too slow nor too fast, and avoid slurring words.
- Never shout, increasing the voice level will only cause distortion of the speaker’s voice by the microphone.
- The volume control affects only the volume of the speaker and not the sensitivity of the mic.

HOW TO IMPROVE YOUR Communication Skills

LISTENING

The first step to improve your communications skills is to attentively listen to others to focus on their point or idea.

UNDERSTANDING

Try to put yourself in the person’s shoes to understand where they are coming and to understand their point of view and their value system.

ASKING

If there’s anything that you want more information on or that you’re unsure of, just ask! Asking questions is a great way to open up dialog and cooperation.

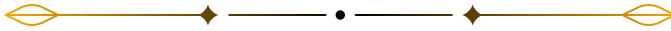
THINKING

Before formulating an answer whether that be in writing or vocally, make sure to think of what you are about to say and what it brings to the discussion.

ANSWERING

The aim here is to get your point across clearly and politely so be direct yet relaxed and state clearly what you think.

Flag Etiquette



Flag Rising



Displayed from Sunrise to Sunset, it is universal custom to display the Flag only from sunrise to sunset on buildings and flag staffs in the open; 6:00 am to 6:00 pm.

Raising and Lowering: the flag should always be raised briskly and lowered slowly.

Never to touch the ground: The Flag must not be allowed to touch the ground upon raising or lowering.

Flying the Flag at Half-Staff

Amalgamated Security Services (Barbados) Limited shall adhere to all government proclamations including:

1. Lowering ASSL Flag at half-mast whenever the National Flag is ordered to fly at half-mast as may be prescribed by Cabinet.
2. When flown at half-staff the Flag should first be raised to the peak and then lowered to half-staff. The flag should again be raised to the peak before it is lowered.

Note: When the Flag is required to fly at half-mast on any of the aforementioned days of mourning and falls on one of the special days of national significance; Independence Day/Republic Day – 30th November, Remembrance Day – 2nd Sunday in November or any other date that maybe prescribed from time to time; the National Flag should nevertheless be flown at full mast on that day, unless otherwise directed by the Minister of National Security.

CERTIFYING EXCELLENCE: UPHOLDING OUR COMMITMENT TO QUALITY AND ACCREDITATION



CRITICAL KNOWLEDGE CENTER

Quality Policy

ASSL aims to maintain and enhance its position as the leading regional supplier of security services and products. This is achieved through a rigid Quality Management System that commits to public safety; respects human rights; upholds applicable laws; practices acceptable conduct and ethical standards; takes appropriate measures to eliminate risks or reduce impact of risk occurrence; and to continuously improve its processes to meet or exceed requirements in accordance with contractual, moral and legal obligations to all its stakeholders.

ASSL is committed to operating and continually improving the effectiveness of its Quality Management System; remaining compliant with the requirements of ISO 18788, ISO 9001, ANSI PSC.1; conforming to industry codes of conduct, human rights obligations, and, established and emerging good governance principles.

Arising from the aforementioned, the objectives of ASSL's Quality Management System are therefore to:

- ensure that all its business activities, security operations and services are conducted with protection of human rights and public safety as first priorities.
- conform to applicable local and international industry standards and best practices that assure consistent and improved quality of products and services.
- achieve complete satisfaction with our services by our customers.
- achieve the highest level of employee satisfaction possible.

Quality Standards Certification /Security Operations Management Policy

ASSL places emphasis upon experience, expertise, capability, reliability and quality.

In order to consistently achieve its objectives, ASSL will, through a process of research and review, determine which quality standards best suit its quality thrust based on its functions, and shall conform/abide to such. These quality standards will be patterned after both local and international standards.

Additionally, ASSL is committed to:

- Quality assurance and continual improvement
- Respecting human rights and public safety
- Avoiding, preventing and reducing the likelihood and consequences of disruptive or undesirable events.
- Achieving the quality delivery of security services
- Complying with applicable legal and other requirements

Laws, Quality Systems and Standards include those specified below:

- Laws of Barbados
- Laws of the Land when operating outside of Barbados
- ISO 9001–Quality Management Systems
- ISO 18788 – Management System for private security operations – requirements with guidance for use
- IQ – Alarm Monitoring
- UL – Underwriters Laboratories
- ISPS – International Ship and Port Facility Security Code
- ACA – American Correctional Association
- SIA – Security Industry Association
- NBFAA – National Burglar and Fire Alarm Association
- IFPO – International Foundation for Protection Officers
- ASQ – American Society for Quality
- EMA – Environmental Management Authority
- ASIS – American Society for Industrial Security
- The Rio Declaration on Environment and Development

- continuously improve processes, procedures, capabilities and information through a documented, 'living' framework for systematically monitoring, measuring, auditing and reviewing our business processes and quality of service delivery for compliance with requirements of established standards and principles.
- maintain a system to measure our performance and customer satisfaction status, with customer input, and continuously seek opportunities for improvement.
- ensure a robust, enterprise-wide risk and resilience management process to avoid, prevent and reduce the likelihood and consequences of disruptive or undesirable events of all scales and levels.
- The United Nations Convention Against Corruption (adopted by General Assembly by resolution 58/4)
- Code of Conduct for Law Enforcement Officials (adopted by General Assembly resolution 34/169 of 17 December 1979)
- The International Code of Conduct for Private Security Service Providers
- United Nations Basic Principles on Use of Force and Firearms by Law Enforcement Officials (Adopted by the Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders).
- Manual of Guidance on the Management, Command and Deployment of Armed Officers (produced by NPIA on behalf of ACPO, 2009).
- ISO 14001 Environmental Management Systems - Requirements with guidance for use
- ISO 45001 Occupational health and safety management systems – Requirements
- ISO 31000 -Risk Management - Principles and Guidelines
- ISO 22301 Business continuity management
- ANSI Z87., "American National Standard Practice for Occupational and Educational Eye and Face Protection
- ISO 19011 Guidelines for Auditing Management Systems
- ANSI/ASIS PSC.1 Management System for Quality of Private Security Company Operations
- Montreux Document on Pertinent International Legal Obligations and Good Practices for States related to Operations of Private Military and Security Companies during Armed Conflict

In addition to the aforementioned, principles of best practice are adopted and encouraged.

Statement of Conformance

Amalgamated Security Services (Barbados) Limited respects all people; our personnel, our clients, the local communities within which we operate and governments. This is demonstrated in our commitment to and expectation that all interested parties and stakeholders conform to:

- International Code of Conduct for Private Security Service Providers;
- Montreux Document on Pertinent International Legal Obligations and Good Practices for States related to Operations of Private Military and Security Companies during Armed Conflict;
- Guiding Principles on Business and Human Rights; Implementing the United Nations "Protect, Respect and Remedy" Framework;
- Any other applicable internationally recognized human rights commitments (e.g. Voluntary Principles on Security and Human Rights);
- Applicable national, regional and international laws and guidelines.

Elements of this responsible approach include:

- Seeking to recognize and mitigate risks throughout our operations. This is done in compliance with all certified standards.
- Ensure that our staff, partners, suppliers and where appropriate, clients are rigorously and fairly vetted during any selection process, and stakeholders understand their human rights expectations directly associated with Amalgamated Security Services operations.
- Ensure that all our staff's working environments are as safe and healthy as possible.
- Always focus on providing optimal services among all our offerings.
- Refuse any type of corruption or bribery regardless of form. This includes any type of impropriety in associated organizations or persons.

Statement of Applicability

1."Introduction:

This Statement of Applicability (SoA) outlines the scope of the PSC 1 standard and its applicability within our organization. PSC 1, the Management System for Private Security Company Operations, sets forth requirements and guidelines for the management and operations of private security companies; ensuring accountability, transparency and respect for human rights.

2.Scope:

- The PSC 1 standard applies to all aspects of our organization's activities related to the provision of private security services.

This includes, inter alia:

- Security risk management and assessment
- Personnel recruitment, training and deployment
- Compliance with legal and regulatory requirements
- Use of force and firearms
- Respect for human rights and humanitarian law
- Reporting and investigation of incidents
- Contractual obligations with clients and stakeholders
- Continuous improvement of processes and procedures

Applicability:

The PSC 1 standard is applicable to all levels and functions within our organization; management, operations, support staff, and contracted personnel. Every individual associated with our organization is responsible for upholding the principles and requirements outlined in the standard whilst contributing to the achievement of its objectives."

Continuous Improvement:

ASSL is dedicated to the ongoing review, enhancement and adaptation of our management systems and practices; aligning with the evolving requirements of the PSC 1 standard and the changing needs of our stakeholders. Through regular monitoring, evaluation and feedback mechanisms, we seek

- Adhere to all guidelines associated with freedom of speech and ensure that no personnel or stakeholder is subjected to any form of discrimination based on gender, culture, faith, disability or race.

ASSL is committed to providing quality services and has a clear process for examining disruptive events; through this examination the organization will design, implement, track and further evaluate improvements. This process seeks to ensure that lessons learnt from these events are embedded within the organization.

ASSL is committed to providing all of its services in compliance with this statement; it is understood that any failure would be systematically and diligently investigated.

to continuously improve our performance and demonstrate our commitment to excellence in the private security industry.

This Statement of Applicability serves as a foundational document guiding our organization's implementation of the PSC 1 standard. It reflects our unwavering commitment to integrity, accountability and respect for human rights in all aspects of our operations.

Human Rights Policy

Amalgamated Security Services (Barbados) Limited is committed to respecting all human rights, as articulated in the Universal Declaration of Human Rights, the Voluntary Principles of Human Rights and the Montreux Document. We expect our business partners including suppliers and contractors to adopt and adhere to similar values. In line with the UN Guiding Principles on Business and Human Rights, ASSL recognizes the corporate responsibility to respect these principles and commit to 'know and show' this through on-going human rights due diligence.

Amalgamated Security Services (Barbados) Limited conducts its business in a manner that respects the rights and dignity of all people, complying with all applicable laws and regulations. Our policies reflect our commitment to respecting the protection of internationally recognized Human Rights.

1. All employment with ASSL is voluntary. We do not use child or forced labour in any of our operations or facilities. We do not tolerate any form of unacceptable treatment of workers, including but not limited to the exploitation of children, physical punishment or abuse, or involuntary servitude. We do not engage in human trafficking or slavery. We fully respect all applicable laws establishing a minimum age for employment, in order to support the effective abolition of child labour worldwide.
2. We believe everyone should be treated with respect regardless of their background. We are committed to the elimination of discrimination based on gender, race, class, economic status, ethnic background, sexual orientation, age, political beliefs, marital status or any other protected class.
3. The Supply Chain Management System includes the requirement for all suppliers, vendors, contractors, consultants and agents to adhere to ASSL's Code of Conduct.
4. Any person apprehended shall be transferred to the relevant authority immediately or as soon as practicable within no more than twelve (12) hours.

In essence, ASSL is committed to the following principles:

- ASSL respects all human rights
- ASSL commits to conducting on-going human rights due diligence to assess and mitigate potential human rights infringements.
- ASSL expects those with whom it does business to respect all human rights.
- ASSL expects its employees to abide by its core values:

1. **Duty:** Embodying Integrity, Responsibility, and Accountability - We will faithfully execute the duties and responsibilities entrusted to us and maintain the highest ethical and professional standards. We will never forget that for many we are the face of our clients.
2. **Respect:** Honoring Our Partners and One Another - We will highly value the relationships we build with our customers, partners, stakeholders, and each other. We will honor the virtues of liberty, democracy and diversity.
3. **Innovation:** Creating Opportunities - We will identify and explore uncharted opportunities to enhance our protection initiatives. We will encourage and recognize our employees' original thoughts and initiatives and will foster a creative environment in which they can grow, develop, and progress.
4. **Vigilance:** Safeguarding our Clients - We shall identify, mitigate and defeat threats to the safety and security of our clients and the communities, which we serve. We will constantly guard against threats.



HEALTH, SAFETY & ENVIRONMENT



For Turtle Protection



AMALGAMATED SECURITY SERVICES BEACH CLEANUP 2015

True to its motto "For Total Protection" Amalgamated Security Services Limited (ASSL) teamed up with the Las Cuevas Eco Friendly Association during the 2015 turtle nesting season. More than 100 ASSL employees and their family members worked closely with the local NGO at a beach cleanup on and around Las Cuevas beach.

"We are delighted to support the Las Cuevas Eco Friendly Association and commend this NGO for its steady efforts in maintaining a clean beach and a safe nesting site for our sea turtles. Trinidad and Tobago is truly blessed with a large number of these rare creatures returning to our beaches every year. As a responsible corporate citizen, ASSL welcomes this opportunity to contribute to the preservation of our nation's natural resources. We thank every single one of our employees and each of their family members for coming here today to join this worthy cause."

-Michael Aboud, Chairman & CEO



AMALGAMATED SECURITY SERVICES LIMITED



PAGE 24

HSE-P001

Health, Safety and Environmental Policy

ASSL is committed to being an industry leader in health, safety and environmental practices.

ASSL recognizes that the management of health, safety and environmental issues is the primary responsibility of Executive Management. Management shall ensure that all employees are equipped with the necessary resources (equipment, finance and personnel) to fulfil duties in a safe manner without negative consequences to the environment.

The company recognizes that this policy can only be successfully implemented with the involvement of all employees, clients and contractors. Management shall therefore actively promote and encourage the involvement and participation of all employees and relevant stakeholders on matters affecting their health and safety. Open communication shall be facilitated by means of HSE Committees and Safety Meetings.

ASSL shall comply with all legal requirements and generally accepted work practices and procedures for the protection of the environment and promotion of health and safety of its employees and associated stakeholders. ASSL is committed to continuously improving our HSE performance and looks to achieve this by auditing, monitoring, reviewing and achieving our strategic objectives and targets.

The Board of Directors, Managers and Supervisors at all levels of the organization are committed to maintaining all Company owned assets, inclusive of HSE critical equipment in accordance to manufactures specification and best practice.

ASSL is committed to providing adequate control of the health safety and environmental risks arising from our work activities. ASSL shall ensure that hazards associated with all jobs are adequately analyzed and measures implemented to mitigate identified risks. We shall provide such information, training, and supervision, as need for this purpose. ASSL continuously strives towards improving our safety culture by developing a high degree of HSE awareness and competency enhancement throughout our entire workforce.

Management shall ensure all the necessary resources are in place to allow the organization to respond to all emergencies in a timely manner.

All ASSL employees are committed to working conscientiously and diligently to execute the Company's health safety and environmental policy of maintaining the highest standards with minimal damage to the environmental and zero tolerance to injury.

These commitments are supported by an integrated management system covering all operations within the Company.

It is the responsibility of every employee to adhere to this Policy in the performance of their operational activities

SAFE TO WORK

Stop Work Policy

The Stop Work Policy can be initiated by any person, if in his/her opinion or judgement, such activity is deemed to be a potential threat to life and asset.

There shall not be any delay in calling for a Stop Work Order if the need arises.

Key Points:

- Stop Work shall be applied if an unsafe situation exists or may arise due to unsafe acts, unsafe conditions or non-action of any party involved in the job task.
- Stop Work actions must immediately be reported to a Supervisor or Manager.
- The supervisor shall take necessary action to resolve the unsafe condition and notify the Health & Safety Department without delay.
- Work that has ceased due to a Stop Work Order shall not be resumed until all safety aspects are cleared to the satisfaction of the employee.

Incident Reporting Policy

The Company requires all staff and contractors working with the company to report all incidents, accidents and near miss/close calls, including ergonomic issues, immediately to their supervisor.

Key points:

- Report all incidents, accidents and near misses to Supervisor or Manager.
- Supervisors must initiate appropriate and timely response action.
- Incidents involving: (i) injury or death to persons (ii) firearms or (iii) serious threat to employees, customers, national security or the environment, must be reported immediately via WT or telephone to the Head of Department; in addition, the Chairman and CEO must be immediately notified.
- Supervisors must formally report incidents, accidents and near misses before end of shift/duty/work day via the Incident Database.

Environmental Policy

ASSL recognizes that protecting the environment is essential for sustainable development and community well-being. It is the commitment of the company to continuously maintain the highest standards of environmental responsibility; whilst minimizing the potential impact of our operations and activities on the environment. ASSL shall comply with all legal requirements and generally accepted work practices and procedures for the protection of the environment.

ASSL is committed to continually improving the effectiveness of our Environmental Management Plan by assessing our performance through monitoring, audit and review in the following ways:

- Conduct Environmental Aspects and Impact Assessments to monitor our impacts on the environment and implement corrective action when a non-conformance is identified.
- Implement and promote Conservation and Waste Management initiatives throughout the organization by implementing strategies to promote energy conservation and minimizing waste generation, including recycling and reusing materials whenever possible.
- To collect, segregate, store and dispose of waste (hazardous and non-hazardous) in a safe and environmentally sound manner.
- Implement the necessary Emergency Response Plans for activities or natural disasters with potentially adverse environmental impacts.
- To report any environmental incidents or non-compliance issues promptly to the relevant authorities and address with corrective actions to prevent recurrence.
- Conduct audits of ASSL systems against the requirements of the applicable legislation and standards
- To maintain records in accordance with the requirements of the EMP and the company's Document Control and Records Management policies.

Remember: Safety first!

HAZARD REPORT

A hazard is anything that can cause or has the potential to cause **HARM** to your safety, health, damage to the environment or property.

Examples include slippery surfaces, malfunctioning equipment and poor lighting.



1 Identify the Hazard

If you encounter a potential hazard during duties, take note of any relevant details; type of hazard, location and potential impact

2 Assess the Potential Severity

The level of severity is dependent upon the potential to cause harm. Consider factors such as the likelihood of an incident occurring and the possible consequences if it does.

3 Report the Hazard Promptly

- All hazards must be verbally reported as soon as possible to an internal Supervisor or Manager.
- The report of the hazard must also be documented in one or more of the following ways as applicable: pocket and post diary entries, email or a written statement.

Employees must provide clear and detailed information about the hazard. This could include photos, videos and witness statements that can provide additional context. NB. Employees are also required to comply with the specific hazard reporting channels at client locations.

4 Notify others who might be impacted

Upon identifying a hazard, efforts should be made to notify all personnel that may potentially be impacted. Open communication among team members regarding safety concerns is always encouraged.

5 Avoid Hazards and Follow-Up if Necessary

Reported hazards should be addressed within a reasonable timeframe. Employees are also encouraged to follow up with the appropriate personnel if necessary. All efforts should be made to avoid interactions with hazardous situations until appropriate measures are taken to reduce or remove the risk.

6 Make Safety a Priority

Prioritize safety in daily work activities. Employees are encouraged to be proactive in identifying and reporting hazards to help create a safe working environment for all.

Remember: Safety first!

HAZARD SUMMARY

In the private security services industry, employees may encounter various hazards.

ASSL shall take every opportunity to remind personnel of common hazards which have the potential to cause harm



Slip, Trip and Fall

Security personnel duties include some degree of walking and foot patrols in various environments, including outdoor areas and different industries such as construction and oil & gas where the risks of slip, trip and fall hazards are increased.

Workplace Violence

Employees may face threats of violence or physical altercations from individuals seeking to breach security measures or during confrontations with aggressive individuals. The risk of violence can also be increased by lone work.

Access Control Hazards

This refers to associated hazards with controlling and managing access to and from premises including use of doors, gates and barriers. Defective equipment and employee inattention can increase the risk of injury.

Exposure to Hazardous Materials

Depending on the nature of the security duty, employees may encounter hazardous substances such as chemicals or biological agents.

Environmental Hazards

Security operations may take place in diverse environments exposing employees to extreme weather conditions, natural disasters, insects, vermin and animals or unstable terrain.

Vehicle-related Incidents

Security duties can also include mobile patrols as well as transportation of employees to and from client locations, increasing the risk of accidents, especially with adverse road and weather conditions or when pursuing suspects.

Ergonomic Hazards

Continuous standing or sitting for extended periods, use of unsuitable or defective furniture as well as the use of PPE, can contribute to ergonomic strains and injuries.

Fatigue and Stress

Hours of work, shift system, and high-pressure situations can lead to fatigue and stress, impacting employees' mental and physical well-being and alertness.

Struck by Hazards

These refer to situations where employees are impacted by a moving object, tool, equipment or vehicle. These hazards are prevalent in various environments and industries and can result in serious injuries.

Unmanaged Physical Health and Wellness

Maintaining health and wellbeing can reduce the risk of workplace accidents and injuries. Employees who are physically fit and manage pre-existing illnesses are better able to perform tasks safely and are less likely to cause harm to themselves or others.

To mitigate against these hazards, ASSL has prioritized training and awareness programs, enforced safety protocols, adherence to requirements at client locations, provision of appropriate personal protective equipment and regular assessment and address of potential risks in the workplace.

BEST WORKPLACE SAFETY TIPS



Road Safety Tips for Drivers

Check vehicle before you drive.

Inspect your battery, lights, oil, water, brake, air, gas, engine, tire and yourself.

Make a plan.

Allot enough time to drive safely to your destination. Consider breaks in between.

Avoid distractions.

Don't text or talk on the phone while driving. Pull over if you need to use your phone.

Follow the two-second rule.

Keep a safe trailing distance of two seconds between your vehicle and the vehicle in front of you.

Follow traffic signals.

Prepare to stop at yellow lights and do a full stop at red lights.

01

Understand the risks that exist in the workplace.

Workers must be able to understand the risks of work for themselves.

02

Reduce workplace stress.

Workers should understand their own limitations so they don't push themselves when their bodies are not capable.



Work with enough rest.

Workers must be able to understand the needs of their bodies so they know when their bodies need to rest.

03

Use appropriate personal protective equipment for the job.

Every job has different risks, so it is important that the personal protective equipment used is also adjusted to the risks that will be faced.

04

05

Avoid consuming alcoholic beverages and using illegal drugs.

Workers must avoid alcohol and illegal drugs not only in the workplace but also outside the workplace.

06

Knowing workers' rights.

Workers need to know what their rights are in the company. One of the rights of workers is to get protection while working.

PERSONAL PROTECTIVE EQUIPMENT AND WORK SAFETY

- Safety Helmet
- Ear Muffs
- Safety Glasses
- Masker
- Respirator
- Face Shield
- Safety Harness
- Safety Belt
- Gloves
- Boots



FIRST AID GUIDELINES

DO'S AND DON'TS OF FIRST AID

- Keep patient lying down.
- Control bleeding.
- Apply pressure when necessary; either digital or tourniquet.
- Administer artificial respiration when necessary.
- Keep rooms from becoming infected.
- Never place a bandage directly on a wound; always use a compress.
- Treat for shock.
- Relieve pain, prevent infection and treat for shock in cases of burns.
- Wash chemical burns with water immediately. Never apply iodine to a burn.
- Never attempt to treat a fracture in the plant; let physicians do it.
- Always contact a physician in cases of unconsciousness.
- Never give an unconscious person anything to drink.
- Never try to restrain convulsive movements of patients suffering an epileptic seizure.
- Use a Stretcher for transportation.
- Be certain all injuries are found.
- Keep the patient warm.
- Keep cool.
- Keep crowd away from injured.
- Never attempt to remove foreign matter from the eye.

Elements of First Aid

ESSENTIAL TECHNIQUES AND INITIAL CARE



1

PREVENT FURTHER INJURY

Remove the source of injury or move the casualty away from the danger: turn off electricity, stop machinery, drag the casualty away from fire, or carry them out of a gas-filled room.

2

SUSTAIN LIFE

Provide artificial respiration and external cardiac compression if breathing has stopped. Stop excessive bleeding to prevent life-threatening blood loss.

3

PREVENT CONDITION FROM BECOMING WORSE

Do not move the casualty with serious injuries unless necessary to prevent further harm. Immobilize fractured limbs or those with large wounds and cover the wounds.

4

SEND FOR ASSISTANCE

Use any available means to call for help. Provide an indication of the extent of the injuries, the precise location of the casualty, and the quickest way to reach them.

5

ALLEVIATE PAIN

With minimal movement (see point 3), get the casualty into the most comfortable resting position. Reassure them confidently while trying to find out what happened if the cause is not apparent.



6

MINIMIZE SHOCK EFFECT

Keep the casualty warm without overheating. Loosen tight clothing and reassure him.

7

OBTAIN HISTORY AND ASSIST SKILLED HELP

Gather information about the cause of the injury from the casualty or witnesses, note any symptoms mentioned by the casualty, observe changes in their condition, and relay all this information to the medical personnel when they arrive.

8

BE CAUTIOUS, CALM AND AUTHORITATIVE

- Do not attempt more than you are trained to do or take over the role of a doctor.
- Remove only the clothing necessary to provide aid.
- Disperse any crowds that gather.
- Maintain a calm, reassuring demeanor and avoid showing alarm or agitation.

9

PERSEVERE

If there is any doubt about the casualty's condition, continue treatment, enlisting the help of others as needed, until medical aid arrives or until there are clear signs of death, such as muscle stiffening.

FIRE SAFETY

What is a Fire? Rapid combustion in air tended by heat and flame.

THE FIRE TETRAHEDRON

in order to burn, a fire needs four things:



Enough oxygen
to maintain
combustion



A combustible
fuel source



Enough heat to raise
the material to its
ignition temperature



A chemical
reaction

BY TAKING AWAY JUST 1 OF THESE 4 THINGS,
YOU CAN **PUT OUT** OR **PREVENT** A FIRE.

FOR EFFECTIVE FIRE CONTROL

WHAT TO DO?

BE AWARE KNOW WHERE



FIRE
EXTINGUISHER



FIRE ALARM



FIRE EXIT



Escape to
a safe place



Shout for help
and call fire service



Stop, drop & roll
to put out the fire



Shout for help
and call fire service



Grab a blanket, wrap
your body around
it & crawl out



If trapped, find a
safe passage to exit
the building



Do not run if your body
catches on fire as running increases
oxygen, thus enlarging the fire



If doors are on fire, wet some clothes
and place them under the door it will
stop smoke from entering the room



FIRE SAFETY

What are the types of fire extinguishers and use?



Do you know how to use a fire extinguisher safely?

Pull the pin

Aim at the base of the fire

Squeeze the lever

Sweep side to side



- cloth
- wood
- rubber
- paper
- plastics



- gasoline
- grease
- oil



electrical
fires



combustible
metals



kitchen
fires



WATER



FOAM



POWDER



CO₂



WET CHEMICAL



HALON

BOMB THREAT AWARENESS



Checklist for When you Receive a Bomb Threat

- Note date and time of the call
- Keep the caller on the line as long as possible. Ask the caller to repeat the message. Record every word spoken by the person. Questions to ask:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What kind of bomb is it?
 - What does it look like?
 - Where did you place the bomb?
 - Where are you calling from?
- If the caller does not indicate the location of the bomb or the time of possible detonation; ask for this information.
- Inform the caller that if the building is occupied, the detonation of a bomb could result in death or serious injury to innocent people.
- Pay particular attention to peculiar background noises; motors running, background music, airport noise, and any other noise which may give a clue as to the location of the caller.
- Listen closely to the voice, its quality, sex, accents and dialects. Points to note:
 - Male
 - Female
 - Young
 - Middle Age
 - Old
 - Accent
 - Tone of Voice
 - Background Noise
 - Is Voice Familiar? If so, whom did it sound like?
- Once the call has finished, report the facts immediately to the manager and if necessary, the Police.
- If asked about evacuation, advise to evacuate the premises. It can't be said that you did not advise to evacuate.
- Check all rooms, restrooms and offices to ensure that no one is left after evacuation.
- Make sure the building is properly secured.
- Make sure you know where all fire extinguishers are placed and what type of extinguishers are used i.e foam, water, oil, etc.
- After evacuation, stay where you can see the main entrance but at a safe distance.
- When fire officers or police officers arrive, if asked to accompany them, do not touch anything that looks suspicious. IF YOU SEE A BOMB, DO NOT TOUCH IT.

NB: Always take these calls seriously. Never take it for granted that it is a hoax call; it may not be. Should the right action not be taken, you are putting your life and other people's lives at risk.

BASIC SAFETY TIPS: FLOODS

- Turn Around, Don't Drown
- Avoid walking or driving through flood waters.
- Just 6 inches of moving water can knock you down, and 2 feet of water can sweep your vehicle away
- If there is a chance of flash flooding, move immediately to higher ground.
- If floodwaters rise around your car but the water is not moving, abandon the car and move to higher ground. Do not leave the car and enter moving water.

BASIC EARTHQUAKE TIPS

EARTHQUAKE PREPAREDNESS GUIDE

What to do before, during and after an earthquake

BEFORE



Run towards the Exit and assemble at the safe place



Know where the fire extinguishers are and use it when required



Keep emergency kit handy with all the equipments which might be required.

DURING



keep the calm



When Inside, Drop, Cover and Hold under a safe shelter



When Outside, move away from buildings to an open space

AFTER



While exiting building, avoid elevators and use stairs



If you have to evacuate your home, then leave a message stating where you are going and carry your emergency kit.



Get update from local authorities.

MANAGING RISK



MANAGING RISK

Risk Policy

Risk management is an integral part of sound management practice and good governance.

ASSL's goal is to identify and mitigate risks that may impact the company, employees, clients, contractors and other stakeholders, as well as the environment in which it operates. Therefore, Risk Management is incorporated into strategic, operational and quality processes in order to remove or minimize impact of occurrence. Opportunities and risks are identified and proactively and continuously assessed and monitored.

Risk Management Approach

The ensuing factors shall be considered for the successful implementation of a risk management strategy:

1. Assessment of internal and external threats to determine and address risks and it's potential impact to business based on evaluation criteria
2. Application of risk tolerance level of the organization, its clients and key stakeholders
3. Preventive risk management processes applied to strategic and operational risks and in the management of facilities, vehicles, amenities and equipment
4. Structured mechanisms to monitor and review the effectiveness of risk management strategies, plans and processes
5. Timely reporting of incidents, categorized and investigated to determine system failures, using a "lessons-learnt" approach
6. Safe systems of work to ensure the safety and well-being of clients, staff and the public
7. Active monitoring of external and internal business environment to identify and plan for emerging risks

Strategies for Disaster Risk Reduction

01 Community Engagement



Foster active community involvement in disaster preparedness, response, and recovery efforts through education, training, and awareness campaigns.

Risk Assessment 02

Conduct comprehensive assessments to identify local vulnerabilities and hazards, enabling targeted strategies for mitigating specific risks.



03 Early Warning Systems



Implement reliable early warning systems to provide timely alerts, allowing personnel to evacuate or take preventive measures in anticipation of natural disasters.

Natural Resource Management 04

Promote sustainable practices that protect and enhance natural resources, such as watershed management and afforestation, to reduce the impact of disasters like floods and landslides.



05 Social Safety Nets



Establish social safety nets, including insurance mechanisms and support networks, to assist vulnerable populations in the aftermath of disasters, ensuring their swift recovery.

Mutual Agreements 06

Chance coordination and collaboration among government agencies, non-governmental organizations, and local communities to create a unified and efficient approach to disaster risk reduction.



06

MANAGING RISK

Why Maintain a Risk-Based Approach?

A risk-based approach: Risk is the effect of uncertainty; it can either have positive or negative effects.

A positive deviation arising from a risk can provide an opportunity, but not all positive effects of risk result in opportunities.

1

WHAT IS A RISK ASSESSMENT?

The Principles of Risk Assessment

The objective of carrying out risk assessments is to reduce, in so far as is reasonably practicable, the significant risks associated with hazards in work tasks and workplaces to tolerable levels in terms of potential human suffering, legal requirements and economic effects on the organization.



A risk assessment is simply a careful examination of what, in your work, could cause harm to people. As a result, you can assess whether enough precautions have been taken or more should be done to prevent harm. It is a simple, practical and systematic thought process involving five steps:

- Identify the hazards
- Decide who could be harmed
- Evaluate the risks and decide on precautions (control measures)
- Record your findings and implement them
- Review your assessment and update if necessary.

2

WHY RISK ASSESSMENTS ARE REVIEWED?

Risk assessments are reviewed periodically and whenever there is a change to any aspect of the work activity. This entails anything that could significantly affect the health, safety, environment or wellbeing of employees; or under any other circumstances where the existing risk assessment is thought to be no longer valid. Risk assessments are typically reviewed annually.

MANAGING RISK

What are The Sources and Types of Threat and The Process of Managing Risk Associated with Your Job?



Security Officers (Baton Duties)

Types of Threat

Sources of Threat

- Operating Entrance Gate Manually
- Crowd Control/Aggression
- Performing Extra Duties
- Searches and Patrols
- Vehicle Searches
- Regulating Vehicular Traffic
- Sedentary Duties

- Manual Handling, Struck By, Caught In, Strain and Sprains, Cuts and Bruises
- Confrontation, Verbal Abuse
- Vulnerability to Fatigue, Inattention to work activity
- Poor lighting, slips, trips, falls and struck against objects,
- Struck by vehicle, caught between and caught under vehicle
- Inclement weather, moving vehicles, moving people
- Defective chairs, improper posture whilst sitting, improper use of chair



Firearm Officers

Types of Threat

Sources of Threat

- Possession of Firearm
- Loading and Unloading Of Firearm
- Conducting Routine Work in Possession of Firearm
- Vehicle Patrol
- Dealing With Confrontational or Aggressive Situations

- Firearm left unattended
- Accidental discharge/release of firearm
- Accidental release of firearm from holder, forceful disarm, unintentional discharge of firearm
- Remote/isolated locations
- Confrontation, verbal abuse
- Defective chairs, improper posture whilst sitting, improper use of chair



MANAGING RISK

Key Concerns Related to Quality, Safety and Security.

Effective risk management isn't about eliminating uncertainty; it's about embracing it, understanding it and harnessing it to drive success.



SECURITY CONCERNS

1

- Exercising vigilance when monitoring access points, ensuring only authorized personnel enter the premises.
- Conducting thorough inspections of bags, vehicles, or packages entering or leaving the facility to prevent theft or unauthorized removal of property.
- Responding promptly to suspicious activities, alarms, or breaches in security protocols.
- Safeguarding sensitive information, assets, or valuables from theft, vandalism or unauthorized access.

QUALITY CONCERNS

3

- Ensuring compliance with company and client standards for professionalism, conduct, and appearance.
- Adherence to protocols and procedures for patrolling, monitoring and reporting incidents.
- Verifying the quality and functionality of security equipment; surveillance cameras, alarms and access control systems.

SAFETY CONCERNS

2

- Identifying and mitigating potential hazards such as slippery floors, faulty equipment or blocked emergency exits.
- Enforcing safety regulations and protocols to prevent accidents, injuries, or property damage.
- Providing assistance and guidance to employees and visitors during emergencies, including evacuations or medical incidents.

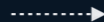
MANAGING RISK SUSPICIOUS *Behaviour*

Observations of suspicious behavior may include, but not be limited to:

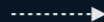
1. Unusual or unauthorized individuals loitering around the premises, especially in restricted areas.
2. Attempts to breach security protocols, such as trying to access secured areas without proper authorization.
3. Suspicious activities, such as individuals attempting to conceal their identity or possessions.
4. Aggressive or confrontational behavior towards security personnel or other individuals on the premises.
5. Presence of unauthorized or prohibited items, such as weapons or contraband, being brought onto the premises.
6. Signs of potential vandalism or tampering with security equipment, locks or barriers.
7. Unattended or abandoned items that may pose a security risk or threat.
8. Inconsistent or erratic behavior exhibited by individuals on the premises.
9. Individuals attempting to bypass security measures or evade detection through deceptive means.
10. Any other behavior or activity that deviates from normal patterns and raises concerns about the safety and security of the location.



WHO
did you see



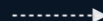
WHAT
did you see



WHEN
you saw it



WHERE
it occurred



WHY
it's suspicious

THEFT CONTROL PROCEDURES

Suggestions for Reducing Pilferage

Observe Storage and Handling Practices:

Pay attention to careless storage and handling of valuable materials such as metals.

Monitor Equipment Movement:

Watch for questionable employees moving motors or other equipment in storage areas.

Inspect Receiving Docks: Report tools and supplies left on receiving docks at shift end when there is no receiving room available.

Check Tool Cribs and Stock Rooms:

Ensure there are no unauthorized or suspicious individuals in tool cribs and stock rooms.

Watch for Suspicious Loitering:

Check individuals loitering near plant fences or building windows.

Report Careless Tool Management:

Identify and report areas where tools are carelessly left at the end of a shift. Consider relocating some of these tools to protected areas for safekeeping.

Search Concealment Spots:

Check rubbish piles or other potential concealment places near the property's edge.

Monitor Suspicious Activities:

Be vigilant in areas where stolen items could be stored, ready for removal from the premises. Report any suspicious activities immediately.

Inspect Unfinished Products Storage:

Check for unauthorized individuals moving around in unfinished products storage areas.

Verify Tool Cribs Contents:

Ensure that items in tool cribs or rooms belong there and report any anomalies.

Recommend Security Improvements:

Suggest measures for more secure control of property; particularly vulnerable to theft.

Report Misplaced Property:

Immediately report any property that is out of place or appears to be set up for misappropriation.

USE OF FORCE GUIDELINES

This information is not intended as the answer to all potential questions concerning use of force; it acts as guidelines an officer should consider:

1. An officer should never use force which is not necessary.
2. Officers should only use the minimum amount of force required to overcome resistance or prevent injury to themselves or others.
3. Lethal force is authorized only in extreme, life-threatening situations and should never be used in property-related crimes.
4. Force should be the last resort the officer considers in any situation.
5. Negotiation and verbal defusing techniques should always be used first before any use of force is considered.
6. An officer should report any use of force immediately to their supervisor.
7. A report of the incident should be completed immediately following any incident in which force was used.
8. The officer should never carry unauthorized weapons or equipment the officer has never received training in its proper use, or is not permitted by their agency as an authorized piece of duty equipment.
9. Never use equipment for anything other than its manufactured purpose; a flashlight is not manufactured for use as a baton or club.
10. An officer should never use any weapon as a form of intimidation.
11. If force is used, the officer must obtain medical assistance for the person injured if the injury requires such a response.
12. An officer needs to take precautions to avoid injury to any innocent bystander; they will be held liable for such injury.
13. An officer must ensure that they have received instructions in the use of any weapons or control holds from professional instructors, and practice with these weapons or control holds on a regular basis.
14. The use of force must always be in defense, not aggression, of a serious attempt by a suspect to inflict great bodily harm or death to the officer or other persons. Force should never take the place of conflict resolution but be a last resort decision when no other options are available.

RULES OF USE OF FORCE CARD

AMALGAMATED SECURITY SERVICES LIMITED RULES OF USE OF FORCE			
Lethal Threat	Deadly Force	Shout, Stop, Show, Shoot	
Harmful Threat	Hard Techniques	Strikes and Takedowns	
Less Lethal Force	Soft Techniques	Control Techniques and Wrist Locks	
Disorderly/Disruptive	Verbal Commands	Clear and Deliberate	
Minor Disturbance	Officer Presence	Physical Appearance Professional Bearing	

AMALGAMATED SECURITY SERVICES LIMITED
[ASSL-ADM-P052] WHISTLEBLOWER POLICY

Employee becomes aware of improper conduct or corrupt practices.

↓

Contact one of the following

↓

Immediate supervisor
Chief Investigations Officer
Chief Human Resource Officer
Senior Member of Staff
Member of the Executive

Note: The report can also be made via Email, Employee Care Hotline or Suggestion Box giving name or remaining anonymous.

"...the duty and the right of every employee to exercise the Stop Work Policy to resolve safety concerns that pose an imminent danger to oneself."

[ASSL-HR-P061] Grievance Policy
You can report a grievance through these channels:

- Supervisor
- Manager
- Human Resource (537-2775)
- Employee Care Hotline (836-4164) or employeeecare@assl.com
- Executive



STANDARDS



GENERAL DUTIES POLICE ACT

CAP 167

Part III General Duties – Section 19

- a) to preserve the peace and prevent and detect crime and other contraventions of the law;
- b) to apprehend and bring before a magistrate persons found committing any offence rendering them liable to arrest without a warrant or whom they may reasonably suspect of having committed any such offence or who maybe charged by any person with having committed any such offence
- d) to serve and execute at any time (including Sundays) all warrants which they may be directed by competent authority to serve or execute;
- to keep order in and within the precincts and in the vicinity of all courts during all sittings of such courts;
- to repress internal disturbances'
- to defend Barbados against external aggression when called out for such purpose under section 5; and
- generally to do and perform all the duties appertaining to the office of a constable.

Part III General Duties – Section 20, Power to Arrest without a Warrant

- a) any person whom he suspects upon reasonable grounds of having committed an arrestable offence;
- b)any person who shall be charged by any other person with committing an aggravated assault in any case in which such member of the force has good reason to believe that such assault has been committed although no within his view, and that by reason of the recent commission of the offence a warrant could not have been obtained for the apprehension of the offender;
- c)any person who commits a breach of the peace in his presence;
- d)any person who obstructs or assaults a member of the Force while in the execution of his duty or who has escaped or attempts to escape from lawful custody;
- e)any person in whose possession anything is found which may reasonably be suspected to be stolen property or who may reasonably be suspected of having committed an offence with reference to such thing;
- f)any person whom he finds lying or loitering in any highway, yard or other place between the hours of eight o'clock in the evening and five o'clock in the morning and whom he suspects upon reasonable grounds of having committed or being about to commit an arrestable offence.

Standard for Post Diary

The Station or Post Diary is a chronological record of all occurrences at a post. All occurrences must be recorded; including all reports, the visits of all persons, Police or civilians, for any purpose whatsoever, the handing over of all property to or from the Post/Station, the detention of any person at the Station, the whereabouts of all ranks on duty, leave and all pronounced changes in the weather.

Standard for Post Diary Entries

Specimen - The Station Post Diary

Entry #	Ref. #	Subject	Time	Nature of Record

I hereby certify that I have numbered the pages of the diary from 1 to 200-R.
Black SO 2675 (see inside back cover of the Station Diary)

Points to Follow

- Column one will contain the consecutive number of each entry.
- In column two, the reference numbers and cross references to any other entries.
- Columns three, four and five are self-explanatory.
- Immediately below the last entry before midnight, two red lines will be ruled across the page; between which the name of the day and date following will be inserted .
- All entries will be written in ink and made neatly, clearly and legibly.
- No blank spaces whatsoever will be left in column five headed "Nature of Record", for the purpose of making a subsequent record therein when convenient.
- There will be no interlineation, scorings or erasures of any kind whatsoever in the Diary.
- All reference to the S.D.O.s and Constables will include their rank and service number.

- Each day at 0700 hours, or as close as possible to this hour, a brief weather report in the following form will be entered in the Diary, showing particulars of the general conditions prevailing during the past 24 hours:-
 - Day visibility - good, bad or indifferent
 - Night visibility - good, bad or indifferent
 - Wind - strong, fresh, slight or calm
 - Rain - heavy, slight, nil
- When a signature is affixed to any entry, it will be affixed close to the last word of the paragraph, or, if there is no room, it will be affixed on the adjoining line on the extreme left hand side of the line and the remaining portion of the line will be scored off by means of a wavy line.
- The names of all persons will be entered in block capitals, care being taken to ensure accuracy of spelling.
- Post diaries must be certified before use by validating the preprinted numbering and affixing a certificate to the bottom of the last page as follows:

Emp# 1234 SO JOHN DOE hereby certify that the numbering of this post diary was validated from 0001 to 0350 on 2021 AUGUST WEDNESDAY 04 at ABC Company Limited Montrose Chaguanas

STANDARD FOR POST DIARY

Points to Follow

- The date must be written in **RED** ink at the top of every page in full words:

Example: 2021 AUGUST WEDNESDAY 04

A physical and written handover must be done if the location is being handed over to another person. Items handed over must be checked and condition stated in the written handover. Handover must be signed by both persons. When undertaking a handover the persons receiving is now held responsible for what was signed for. The handover will take the following form:

"I handed over the duties of the Charge Room to No _____ Rank _____
Name _____ With all property on
charge _____ cash in hand: all counterfoil receipt Books checked and found
correct, and no receipts found missing, and with the following prisoners in
custody _____
(1) R. Brown SO 2625
(2) R. Black SO 2670

The S.D.O. or Constable handing over will not leave the station until the foregoing entries, divesting him of responsibility, have been made and signed by himself and his relief.

The S.D.O. in charge of the station will examine the entries in the Diary at least once every day, and will certify, no later than 0800 hours, by an entry in the Dairy, that he has read all entries in the books and registers of the station. If the S.D.O. in charge is unavoidably absent, the next senior S.D.O. or constable will make this check and sign the certificate. The S.D.O. in charge is, however, still responsible for checking all entries made in his absence."

The Station Diary is a departmental and privileged record; neither it, nor any extract from it may be produced in Court, except by order of the Presiding Judge or Magistrate, or at the direction of a Gazetted Officer. No unauthorized person will have access to it, and no copy of any entry in it will be made except on the instructions of such an officer.

A copy of these rules will be affixed to the inside front cover of each post diary in current use.

N.B. ALL ENTRIES RELATING TO FIREARMS AND AMMUNITION MUST BE MADE IN RED INK.

STANDARD FOR POCKET DIARIES

The Pocket Diary is invaluable for making a permanent record of facts, incidents and conversation; it should be carried on the person of all security officers on duty.

The diary will be kept and written strictly in accordance with SO 31:

- Each page shall be consecutively numbered in ink.
- A margin of approximately $\frac{3}{4}$ of an inch will be ruled on the left hand side of the page.
- Each day a line would be ruled beneath the last entry of the previous day and date, and the next line be added with the new day and date.
- The front end, i.e. the end with the pocket, would be used as a diary; the other end would be used for noting descriptions, lighting up hours and references.
- All entries are to be carefully and accurately made in a chronological order, at the time of, or as soon as possible, after the occurrence to which they refer.

Directions

- 1 Notes, including the date, time and particulars, must be made by a security officer in his pocket diary in respect of all the following:-
 - Any report made to him.
 - Any crime, offence or incident in the investigation of which he takes part.
 - Anything said by the security officer to a suspected or accused person or a prisoner and vice versa in, whenever possible, the exact words used.
 - Anything done by the security officer to such a person and vice versa.
 - The finding or obtaining of any article, material to the investigation, by or in the presence of the security officer:-
 - On the person or in the possession of a suspected person or prisoner.
 - At the scene of a crime or elsewhere during the investigation.
 - Generally, on the execution of a search warrant.
 - The taking of any such article by the policeman to and from the government chemist or other expert.
- 2 For notes in the diary to be of maximum value, they must be recorded when the facts are fresh in the mind of the recorder, that is to say:
 - At the scene of the crime or incident.
 - At the time the incident or conversation to be recorded occurred.
 - Or in any case, as soon as possible afterwards.
- 3 Notes thus made can be used to refresh the memory of the recorder when,
 - Writing his own statement or a report on the case or incident.
 - Giving evidence.

STANDARD FOR *Report Writing*

A report is an instrument of communication of facts to others, containing all of the pertinent information that has been gleaned by any number of means.

It is a document that becomes a record, forming the foundation of history. Therefore, reports should be written accurately and must contain factual information.

Three Parts of A Report:

- **Introduction** - Provides a clear definition of the subject matter, the scope of the document and pertinent information concerning the major factors involved.
- **Body or narrative** - Contains the facts and findings that have been obtained as a result of investigation or the witnessing of the events by the person making the report, or by any other witness.
- **Conclusion** - Contains a summary of the preceding events. It may show what follow-up activities are still required, expected time of completion and preventative action taken.

Method of Preparing A Report

- The method of preparing a security report is simple. Review the incident in your mind exactly as it took place.
- Make notes, answering questions referred to as the Five "W's" and an "H".
- The questions fall under the general categories of **who, what, where, when, why, and how.** (see diagram for illustration)
- If the answers to these questions can be found in the report, provided they are known to the writer, he or she has written a successful report.

What are The Five Ws and H

Make notes, answering questions referred to as the Five "W's" and an "H". The answers to these questions can provide the outline from which the writer is able to enlarge upon. The questions fall under the general categories of who, what, where, when, why, and how.

Who?

Who is the victim of the crime?
Who committed the crime?
Who witnessed any part of the crime or activity?

What?

What is the type of crime?
What took place?
What are the injuries or damages?
What was taken?

When?

When was the crime committed?
When was the crime discovered?
When was the crime reported?
When did the first officer arrive?

Where?

Where did the crime take place?
Where was the victim?
Where was the suspect?

Why?

Why was the victim killed?
Why was the suspect in the area?
Why did the dog bark?

How?

How was the crime committed?
How was it reported?
How was the victim killed or injured?

ESSENTIALS FOR REPORT WRITING

Conducting a thorough inquiry into the subject matter of the intended report.

Taking complete, accurate and transcribable notes.

Using the appropriate format based on the report's intended audience.

Selecting the correct language.

Properly structuring sentences.

Ensuring complete accuracy of all facts.

Avoiding additions or omissions of facts.

Distinguishing facts from hearsay, conclusions, judgments and personal opinions.

Maintaining clarity.

Ensuring conciseness.

Practicing absolute fairness.

Ensuring completeness.

ESSENTIAL INFORMATION CORNER



ETHICS, COMPLAINTS & GRIEVANCE

WAYS TO REPORT YOUR COMPLAINT

Whistleblowing Policy

If you have knowledge or a concern of illegal or dishonest/ fraudulent activity or a procedural breach or conspiracy to commit any civil, company or human right violation, or any other concern, you should report the matter to any of the following:

- An immediate supervisor
- The Chief Investigations Officer
- The Chief Human Resources Officer
- A senior member of staff
- Executive

Use any means comfortable to the employee including:

- Phone (537-2275)
- Mail
- The Telecare hotline (836-4164)
- Suggestion box

You may give your name or remain anonymous.

You are not required to submit a written report if you believe that the activity, or information is an emergency or if the report is made anonymously.

Whistleblower Protection

ASSL will not retaliate against a whistleblower.

Key point:

- ASSL will not discharge, threaten or retaliate against a whistleblower
- Any whistleblower who believed he/she is being retaliated against must immediately contact the Human Resource Manager.
- Confidentiality will be maintained to the extent possible.

Grievance Handling Policy

Amalgamated Security Services (Barbados) Limited (ASSL) values its employees as its most important assets. Recognizing that workplace issues may arise, leading employees to feel aggrieved, whether these grievances are real or perceived, ASSL is dedicated to fostering positive relationships among employees and between employees and management. We are committed to addressing grievances and their resolution in a fair and consistent manner.

During their employment, employees may encounter actions that could lead them to believe, whether real or perceived, that they have a grievance. In such situations, employees have the right to file a grievance against the initiator of those actions.

Management is committed to considering all grievances lodged in a fair and just manner.

No victimization of any employee who has lodged a grievance will be tolerated.

If the immediate supervisor cannot resolve the issue, they should escalate it to the next senior person in the chain of command.

When a supervisor provides an oral response to the employee, they must prepare a written record of the response and forward it to the Human Resource Department for inclusion in the employee's file.

Grievance Handling Policy

Key points:

- If the informal step above fails to resolve the grievance, the aggrieved employee will within two (2) working days notify the supervisor or initiator of the action of his/her intention to seek redress through the formal grievance procedures.
- The aggrieved employee will submit his/her grievance claim in writing to the immediate supervisor within ninety-six (96) hours of the occurrence. The document must state clearly all facts leading up to the aggrieved actions.
- The supervisor will address the issue and respond to the claimant within forty-eight hours of receipt.
- The next senior person receiving the grievance document will be required to address the matter and reply to the claimant within three (3) days of receipt.
- If there is still no resolution the matter will then be forwarded to the Executive Chairman/Chief Executive Officer/designate, who will respond within seven (7) days.

The onus will be on the aggrieved employee to forward his claim in writing to the next senior person, if during the process he fails to obtain any response from the person to whom it was last addressed.

Workplace Violence Policy

Workplace violence is defined as a spectrum of behaviours- including but not limited to overt acts of violence, threats and other conduct that generates a reasonable concern for safety from violence. This policy expands the concept of workplace violence to be inclusive of creating a perception of reasonable fear of injury to another individual or subjecting another to emotional distress.

Workplace violence can occur outside work settings. It can occur during work-related functions at off-site locations such as conferences, social events, or visits to locations. It can also happen in an employee's home, yet be work related: for example, threatening telephone calls from co-workers, clients, or managers.

Workplace violence can be committed by anyone: employees, supervisors, managers, clients (customers), contract workers, visitors, persons affiliated with the client or customer (family members), families, or friends, of employees, or unauthorized intruders.

Key points:

Employees are encouraged to bring their disputes or differences with other employees to the attention of their supervisors, Employee Assistance Officer or the Chief Human Resource Officer/designate before the situation escalates into potential violence.

All persons are responsible for notifying the below-designated management representative (DMR) of any threats or perceived threats which they have witnessed, received, or have been told that another person has witnessed or received.

Employees are responsible for making this report regardless of the nature of the relationship between the individual who initiated the threat(s) or behavior(s) of concern and the person or persons who were threatened or were the focus of the threatening or violent behavior(s).

Workplace Harassment Policy

Harassment in the workplace is noted as any form of discrimination that may affect an employee's ability to work. For the purpose of this policy harassment will be defined as any unwelcomed or unwanted conduct that is based on race, color, religion, gender, sexual orientation, health conditions, nationality, age, differently-abled and genetics.

Amalgamated Security Services (Barbados) Limited is committed to providing a work environment in which all individuals are treated with respect and dignity.

Sexual Harassment: Sexual harassment is set apart in this policy due to its nature and handling. This policy defines sexual harassment as any conduct, comment, gesture or contact of a sexual nature, whether on a one-time basis or a series of incidents, that might reasonably be expected to cause offence or humiliation; or that might reasonably be perceived as placing a condition of a sexual nature on employment, an opportunity for training or promotion, receipt of services or contract engagement.

Offensive Conduct: Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Provocation, inciting, annoyances, expressions of abuse of power or authority or control and using force or threats to manipulate behaviour (coercion) along with all other related isolated incidents are also considered harassment.

Key points:

- To warrant action the conduct must create an environment that would be intimidating, hostile and offensive and is subject to a written report being submitted to Human Resource or Head of Department.
- It will be the duty of any employee who reasonably believes that he/she is the subject of sexual harassment or has knowledge of any sexual harassment of any other employee, to report the matter to Chief Human Resource Officer and the immediate supervisor for due attention.
- Managers are responsible to take appropriate preventive or corrective action and to put a stop to any harassment they are aware of, whether a complaint is filed or not.

ETHICS IN THE WORKPLACE

Business Ethics and Conduct

Amalgamated Security Services Limited expects its directors, officers and employees to conduct business in accordance with the letter, spirit and intent of all relevant laws; and to refrain from any illegal, dishonest or unethical conduct.

It is the policy of Amalgamated Security Services Limited to comply with the tenets as set out in the United Nations Universal Declaration of Human Rights (217 A (III) of 10 December 1948), the International Code of Conduct for Private Security Services Providers (9 Nov 2010) and all other signatories and applicable laws & regulations of Trinidad & Tobago. This includes, but is not limited to employment, discrimination, health, safety and environmental laws and best practice standards

Anti-bribery and anti-corruption policy

Corruption is defined as the misuse of public power for private profit, or the misuse of entrusted power for private gain.

Bribery shall be defined as the offer, promise or payment of cash, gifts or even excessive entertainment. It can be further construed as an inducement of any kind offered or given to a person in a position of trust to influence that person's views or conduct, or to obtain an improper advantage.

Key points:

- The company, its subsidiaries, affiliates, directors, officers and employees shall not engage in any activity, practice or conduct which would constitute an offence under sections 3,4, or 5 of the Prevention of Corruption Act [Chap.2012:31, Laws of Barbados].
- Employees shall conduct all of their activities in accordance with all applicable laws, regulations and codes relating to anti-bribery and anti-corruption.
- Compliance with this policy is the responsibility of each ASSL's stakeholder (including employees, contractors, directors).

Substance Abuse Policy

The use or possession of alcoholic beverages or illegal substances, and the unlawful manufacture, distribution, dispensation, possession or offer of, or use of a controlled substance, while on Company property, on the job or performing Company business, is prohibited. This includes possession of drug paraphernalia or empty alcohol containers on company time or company property.

Key Points

- If use of legal drugs in accordance with a doctor's orders or manufacturer's recommendations may impair the employee's ability to safely and effectively perform his or her job, the employee must so notify his or her supervisor in advance, so that any necessary arrangements can be made to protect safety and productivity.
- ASSL reserves the right to inspect with or without notice at any time all vehicles, lunch containers, purses, boxes, packages, desks, lockers and other personal property of employees on ASSL premises for the purpose of enforcing this policy or other safety and security reasons.
- ASSL may require any existing employee on a random or selective basis or job applicant to submit to a breath, blood and/or urine test for drugs or alcohol.
- ASSL may require any employee to be tested for the presence of drugs or alcohol based on reasonable suspicion.
- Refusal to submit to or cooperate in the administration of requested testing, or testing positive for illegal drugs or alcohol, may result in termination of employment.

Connectivity Hub

Chairman Chat

Visit
<https://www.assl.com>

Click on the icon, 'Chairman Outreach' then either click the whatsapp button to chat or the form to submit a chat request.



Chairman
Outreach



Chairman Chat

The Chairman seeks to support employees by engaging with them in an empathic, collaborative and empowering process. It is his intention to:

- address all issues that employees may face
- provide coping strategies should the need arise
- provide suggestions for additional online resources/information
- allow for open and collaborative pathways for long-term solutions to underlying issues or where applicable, preventative measures
- focus on a defined course of action that will address all issues/concerns raised

Note that chat information may be stored for future reference in aiding to support the employee with relief efforts.



How to Access Policies?

All policies are available on the Corporate Intranet. To access the Corporate Intranet:

1. Visit a Divisional office.
2. Access the Kiosk available at the office.
3. The Kiosk is equipped with short cuts on the desktop for the Corporate Intranet.
4. The Regional Supervisor or Duty Manager at the Divisional Office will logon to the system providing access to the Company's policies and procedures.

Visit
<https://intranet.assl.com/>

The pay breakdown furnishes details regarding time and location worked, the base rate and the total salary, encompassing any applicable upcharge and overtime.

Term	Definition
ASSL	Amalgamated Security Services (Barbados) Limited
ISO	International Organization for Standardization
IQ	International Quality
UL	Underwriters Laboratories
ISPS	International Ship and Port Facility Security Code
ACA	American Correctional Association
SIA	Security Industry Association
NBFAA	National Burglar and Fire Alarm Association
IFPO	International Foundation for Protection Officers
ASQ	American Society for Quality
EMA	Environmental Management Authority
ASIS	American Society for Industrial Security
ANSI	American National Standards Institute
PSC 1	Private Security Company
EMP	Environmental Management Plan
WT	Wire Transmission
HSE	Health, Safety and Environment
CEO	Chief Executive Officer
SO	Security Officer
EAP	Employee Assistance Program
ESO	Employee Support Officer

MANPOWER STANDARDS MANUAL

ACKNOWLEDGEMENT FORM

I hereby certify that I have read and fully understand the contents of this Standards Manual. I agree to abide by this manual and understand that compliance with Amalgamated Security Services (Barbados) Limited’s rules and regulations is necessary for continued employment. My signature below certifies my knowledge, acceptance and adherence to this standards manual.

I acknowledge that the company reserves the right to modify or amend this manual at any time, without prior notice. These policies and/or guidelines do not create any promises or contractual obligations between this company and its employees.

PLEASE SIGN BEFORE

.....
Date

.....
Signature Of Employee

Blank Page

Blank Page



PUBLISHED BY THE
INFORMATION SYSTEMS DEPARTMENT
AMALGAMATED SECURITY SERVICES (BARBADOS) LIMITED
COPYRIGHT 2024