

EMPLOYEE CODE OF CONDUCT

1. **General.** The success of any business unit is a function of the quality of its work force. The output of the work force is, in turn, dependent upon a host of factors e.g. quality of the work force, robustness of its procedures, quality of internal mechanisms of accountability / reward / recognition as well as the responsiveness of internal corrective processes.
2. For these mechanisms to work, it is imperative that the 'employee – employer relationship' is defined in such a manner that the core values and overall objectives of the organisation are understood across the board. This will enable all employees to practice and pursue the same core values and objectives.
3. **Aim.** The aim of this Code of conduct is to define the parameters of professional conduct expected from the employees.
4. **Scope**
 - a. This Code shall be read / signed by all officials and employees of SMS.
 - b. It is a binding document defining office and in the field decorum.
 - c. This Code shall be followed in all dealings with employees / clients.
5. **Core Values**
 - a. Security and Management Services strives to cultivate a culture of being a large **FAMILY**; all employees are considered family members deriving mutual benefit and respect from other family members.
 - b. The high degree of professionalism, loyalty and commitment is reflected throughout the provision of services and conduct of security operations.
 - c. Welfare of employees is one of the main concerns of the top management.
 - d. Adherence to applicable and relevant laws as well as voluntary obligations to which SMS subscribes is a cornerstone of our operations.
 - e. Respect for human rights of internal and external stakeholders is an integral part of our operations
 - f. The rights of employees under the labour or social security laws

and regulations must be respected.

- g. Honesty, integrity and loyalty are non-negotiable. Use of unethical means or indulgence in dishonest practices has no place in SMS.

6. **Expectations From Employees**

- a. Employees' loyalty to the Company and considering Company's interests sacrosanct is demonstrated by professionally executing all tasks and immediately reporting all issues and risks that may negatively impact the Company and / or its clients.
- b. Employees must not disclose confidential or proprietary information to others nor make use of such confidential or proprietary information for personal gains.
- c. Every employee has a duty to avoid conflict of interest - financial or any other - which divides his or her loyalty to the company and / or negatively impacts our clients.
- d. Every employee is expected to contribute honestly and wholeheartedly to the development of the Company.

7. **Code of Conduct / Dos**. Employees are expected to:-

- a. Maintain highest standards of conduct and integrity in the discharge of their duties and responsibilities.
- b. Display good manners, courtesy and respect towards colleagues, regardless of their rank in the organization.
- c. Strive to deliver service with consistency and excellence.
- d. Adhere to designated timeframes; always notifying a superior of delay or unanticipated absence.
- e. Not to use work time for private activities.
- f. No employee shall indulge in a competitive second job while in the service of Security and Management Services.
- g. **Respect for Human Rights**. Any concerns regarding human rights violations - internal and external to SMS, e.g. human trafficking, slavery, human exploitations, shall be immediately reported to management or confidentially through the grievance or whistle - blower mechanism.
- h. Unethical behaviour of colleagues to be reported confidentially to higher management via the grievance or whistle-blower

mechanism without fear of adverse reaction.

8. **DONTS**. Employees are expected not to indulge in actions that are disrespectful, hurtful or harmful to others and / or reflect poorly on SMS and its clients, such as:
 - a. Avoid and report any act which may be considered as misconduct in common parlance.
 - b. Insubordination, disobedience, or failure to carry out assignments or instructions is not acceptable. Any grievances or issues should be reported through appropriate channels.
 - c. Harassment of colleagues or employees is forbidden. If reported, it shall be investigated without delay and with confidentiality.
 - d. No one shall practice discrimination on the basis of gender, ethnicity, religion, or sect.
 - e. Do not wear jeans, t-shirts, shorts, and sweat pants etc.
 - f. Unauthorized or improper use or possession of uniforms, identification cards, badges, or permits is not allowed.
 - g. Do not use abusive language towards others
 - h. Do not threaten or cause bodily harm to another person.
 - i. Unauthorized use of Company property including vehicles, telephone or computers etc is not permitted.
 - j. Theft, fraud, bribes or misappropriation of funds or property and any other form of corruptions are forbidden and must be immediately reported.
 - k. Habitual breach of any order or rules and regulations
9. **Conclusion**
 - a. Moderation and common sense should be used in all matters.
 - b. Management is committed to these standards and will take appropriate measures in case these are not being met.