

	<h1>SAFETEC SECURITY</h1>	Doc. No. SS/OP/002	
	Procedures for Ensuring Dignity, Respect for Human Rights, and Reporting Non-Conformance	Effective Date: 30/01/ 2025	
		Rev: 00	Issue No. 01

1. Purpose

To establish a structured approach for Safetec Security to ensure that all personnel working on behalf of the company treat individuals with dignity and respect for their human rights in accordance with ISO 18788, ICoCA standards, and applicable legal frameworks. It also ensures mechanisms are in place to report any non-conformance related to human rights violations.

2. Scope

This procedure applies to all Safetec Security personnel, including security guards, supervisors, consultants, and contractors, at all client premises and operational locations. It covers conduct towards employees, clients, visitors, and the general public.

3. Responsibilities

- All SafeTec Staff
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4. Human Rights Policy and Standards

- a. Safetec Security has established and maintained a **Human Rights Policy ref. SSL/POL/001** that outlines the company's commitment to dignity, respect, and ethical conduct.
 - b. The policy aligns with international human rights frameworks, including:
 - The Universal Declaration of Human Rights
 - The International Code of Conduct for Private Security Providers (ICoCA)
 - The Voluntary Principles on Security and Human Rights (VPSHR)
 - Local labor and human rights laws
 - c. All security personnel shall receive a copy of this policy upon hiring and must sign a commitment statement to adhere to its principles.
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5. Procedures for Ensuring Respect for Human Rights

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Step 1: Training and Awareness

- a. Safetec Security implements mandatory Human Rights and Ethical Conduct Training for all personnel.
- b. The training includes:
 - Proper engagement with civilians and clients
 - Rules on the prohibition of excessive use of force
 - Prevention of harassment, abuse, and discrimination
 - Crisis management and conflict de-escalation
 - Standards on the Prevention of Sexual Exploitation and Abuse (PSEA), as outlined in ICoCA guidelines.
- c. This training is conducted:
 - During onboarding for all new personnel.
 - Annually for refresher sessions.
 - Whenever regulatory changes occur.

Step 2: Code of Conduct Implementation

- a. Safetec Security has developed and enforces a Code of Conduct that explicitly defines:
 - Zero tolerance for harassment, excessive force, and discrimination.
 - Prohibited behaviors, including abuse of power, extortion, sexual exploitation, and bribery.
 - Expectations on ethical interactions with the public, including vulnerable groups.
- b. The Code of Conduct is displayed at all Safetec Security offices and shared with clients.

Step 3: Preventing and Addressing Non-Conformance

- a. Supervisors shall conduct regular site inspections and ensure all personnel comply with human rights protocols.
- b. All use-of-force incidents, complaints, or allegations of misconduct must be immediately documented and reported to the respective company authorities.
- c. Security personnel who violate human rights regulations shall face disciplinary actions, including suspension, termination, or legal referral.

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5. Reporting Mechanism for Human Rights Violations

Step 1: Establishing a Confidential Reporting System

- a. Safetec Security has maintained secure and anonymous reporting channels for personnel and the public, including:
 - A 24/7 hotline for reporting human rights violations.
 - A whistleblower protection policy to prevent retaliation against those reporting misconduct.

Step 2: Immediate Action Upon Receiving a Report

- a. All allegations must be reported immediately and investigated within 48 hours of receiving the complaint.
- b. The designated company authority shall conduct an impartial investigation, gathering evidence, witness statements, and security footage.
- c. If the violation involves sexual exploitation, abuse, or gender-based violence, the victim must be offered medical, legal, and psychological support, as outlined in the ICoCA guidelines.

Step 3: Corrective Actions and Disciplinary Measures

- a. If a violation is confirmed, corrective actions as documented in the **corrective action form ref. SSL/F/01** shall be taken based on the severity of the offense, including:
 - Verbal and written warnings for minor infractions.
 - Suspension or termination for serious human rights violations.
 - Legal action and referral to authorities for criminal offenses.
- b. Clients and affected individuals must be informed of the outcomes where applicable.

6. Compliance with Legal and Contractual Obligations

- a. Safetec Security shall ensure compliance with all contractual obligations related to human rights, including:
 - Client-specific human rights policies.

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- Local and international labor and human rights laws.
- ICoCA and ISO 18788 standards.

7. Monitoring and Continuous Improvement

- a. Safetec Security shall conduct:
 - Periodic compliance reviews to assess human rights adherence.
 - Stakeholder engagement sessions to gather feedback on human rights concerns.
 - Annual refresher training on ethical conduct, crisis management, and handling human rights complaints.
- b. All findings and improvements shall be documented and used to refine policies.

5. References

- Review Reports
- Customer Feedback Logs

Review & Approval

- **Review Cycle:** Annually
- **Approved by:** Managing Director, SAFETEC SECURITY LTD

