

As responsible members of the professional security industry we know that all at *Maybank Security* strive to achieve high and exacting personal standards in their work. At the start of this New Year however it does no harm to refresh ourselves. Please find below a reminder of the basic standards we seek which were drafted with particular relevance to SIA registered door men, but can be adopted by all.

CODES OF CONDUCT WHILST ON DUTY

- At all times, maintain the agreed standards of personal appearance and deportment appropriate to the event or establishment and do not act in a manner that is likely to bring discredit to *Maybank Security* or to the customer.
- Greet all visitors to the site in a friendly manner.
- You should give assistance to any person on the premises who is injured or distressed.
- Use moderate language at all times when dealing with members of the public and other members of staff employed at the Clients's establishment.
- Act fairly and not unlawfully, do not discriminate against any person on the grounds of colour, race, religion, sex or disability (and be prepared to justify your own actions).
- Never solicit or accept any bribes or other considerations from any person, nor fail to account for any money or property received during the course of an assignment.
- Do not drink alcohol, or be under the influence of alcohol or any illegal substance, when reporting for duty, or whilst on an assignment.
- Never abuse your position of authority and immediately report any incidents or involvement with the police that may affect your continued ability to work in the position.
- You should give due consideration concerning the admission of persons suspected of being underage or under the influence of drink or drugs. The final decision will lie with the licensee or his deputy.
- Never carry an offensive weapon.
- Only use mobile telephones in an emergency whilst on duty.
- Always sign in upon commencement and at the end of your duties. You must always prominently display your registration badge at all times when on duty.
- Don't chew gum or eat any food whilst on duty.
- Only smoke during breaks in designated areas as instructed by the Client's representative.
- Every employee should be aware of the evacuation procedure and position of the fire points of the venue.