

**GUARDFORCE SECURITY LIMITED**

**Protection with Intelligence**

**[](https://www.sia.homeoffice.gov.uk/Pages/acs-roac.aspx)[](http://www.bsigroup.com/)**

ARM POLICY

**SCOPE**

Guardforce Security (GFS) are committed to ensuring that Health, Safety, Quality and Equality is at the forefront of everything we do at GFS. We have a commitment to abide by all statutory and regulatory requirements which are applicable to our business. Our stakeholders are important to us and we will ensure we provide a safe work environment and deliver a quality service which reflects positively on those stakeholders and the Private Security Industry. The following abbreviated policies reflect the GFS approach to business.

For the full policy documents please contact the GFS Compliance Manager

**CONTENTS**

1. Quality Policy
2. H&S Policy
3. Environmental Policy
4. Data Protection policy
5. Media and Adverse Publicity Policy
6. Document history

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|  | Robert Hanratty (Compliance Manager) | 1. Master file (S-Drive) 2. Company (ARM) folders |



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| GUARDFORCE SECURITY QUALITY POLICY STATEMENT |

Guardforce Security Ltd aims to provide quality products and services to its customers and stakeholders on time and within budget.

The organisation operates one element of its HSEQ Management System in conformance with the requirements of BS EN ISO 9001: 2015 and the British standards/codes of practice applicable to its scope and context of services. These include;

* BS 7499 - Static site guarding and mobile patrols services
* BS 8507-1 - Close Protection services
* BS 8406 - Event Stewarding and Crowd Safety.
* BS 7960 - Door Supervision

All operational codes of practice are underpinned by the principles of BS 7858:2019 Security screening of individuals employed in a security environment

Guardforce Security Limited is committed to:

* The development, effectiveness and continual improvement of the HSEQ Management System
* The enhancement of customer and stakeholder satisfaction and perception through the review of their needs and expectations
* The supply of highly professional, trained and SIA licensed individuals who complement our customers profile and approach to business
* To develop a risk-based thinking ethos within the business that helps us to identify both risks and opportunities
* To present a positive reflection of the Private Security Industry through service delivery and stakeholder engagement
* To cascade relevant information through the Organisation relating to the importance of meeting customer needs, statutory and regulatory requirements and the quality management system.
* To establish, monitor and measure the company objectives in line with the quality policy and business plan.

The Organisation constantly monitors its quality performance, and implements improvements when appropriate. The Quality Policy is regularly reviewed at Management Review or dynamically in order to ensure its continuing suitability.

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| GUARDFORCE SECURITY HEALTH AND SAFETY POLICY STATEMENT |

Guardforce Security Ltd Top Management is committed to provide and maintain a safe and healthy workplace, working conditions to prevent work related injury and ill health by ensuring that work equipment/placement is safe and that a safe system of work is provided for all of our employees. The company commits to eliminating hazards and minimise OH&S risks at all times and will also provide suitable and sufficient information, instructions training and supervision as is necessary to ensure the health and safety of our employees and this shall include suitable and sufficient welfare, sanitary and working facilities as required.

The company further commits to a framework which provides its OH&S objectives which are monitored through associated documentation, the company monitors its legal and other requirements through the maintenance and monitoring of its Legal Register.

All employees at Guardforce Security Ltd have a duty to ensure that they work in a safe manner and that their acts or omissions do not cause harm to themselves or others in the vicinity. Employees will be encouraged to bring to the attention of the management any concerns regarding any health and safety issues using the stakeholder arrangements notified to all staff.

Guardforce Security Ltd recognises its duty of care towards others that are not in our employment. These people include; visitors and contractors who have reason to come into contact with our business activities and premises. These persons will be given suitable and sufficient information and instructions to ensure their health and safety. The actions of visitors and contractors will be controlled in such a way so as not to cause harm to our employees or themselves.

The Policy is implemented and maintained so that Guardforce Security Ltd keeps within the requirements of the Health and Safety at Work etc. Act 1974, Top Management will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

We believe that this Health and Safety Policy complies with the requirements of the Health and Safety at Work etc. Act 1974 and will be subject to a regular review annually or when there are any significant changes.

The organisation operates one element of its HSEQ Management System in conformance with the requirements of ISO45001 and the British standards/codes of practice applicable to its scope and context of services. These include;

* BS 7499 - Static site guarding and mobile patrols services
* BS 8507-1 - Close Protection services
* BS 8406 - Event Stewarding and Crowd Safety.
* BS 7960 - Door Supervision

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| GUARDFORCE SECURITY ENVIRONMENTAL POLICY STATEMENT |

Guardforce Security Ltd is committed to the continual improvement of its environmental performance, with a view to reducing environmental impacts to levels not exceeding those corresponding to economically viable applications of best available practices and techniques. Our policy is appropriate to the nature, scale and environmental impacts of our activities, products and services.

This policy is one driver for implementing and improving our HSEQ Management System so that we can maintain and potentially improve our environmental performance. Our Senior Management Team (SMT) is committed to ensuring that we comply with applicable legal requirements which relate to our Environmental Aspects and other requirements, to prevent pollution and to continually improve our impacts on the environment.

The policy provides the framework upon which we set and review our environmental objectives and targets. Guardforce Security Ltd, shall document, implement and maintain the policy. The policy is communicated to all employees, clients, contractors, sub-contractors and suppliers both in the Site Assignment Reference Manual (ARM) and on the company website and electronic communication, to ensure their awareness of both the policy and their role in implementing, maintaining and improving the policy.

Our environmental performance will be reviewed at our Management Review (MRM) Meetings to monitor our progress and ensure our compliance, and this policy will be reviewed annually or sooner if required by legislative change or a significant change in our business.

The company reports its environmental impacts and measures through CDP, below is a brief statement taken from their website;

*CDP runs the global environmental disclosure system. Each year CDP supports thousands of companies, cities, states and regions to measure and manage their risks and opportunities on climate change, water security and deforestation. We do so at the request of their investors, purchasers and city stakeholders.*

*Each year, CDP takes the information supplied in its annual reporting process and scores companies and cities based on their journey through disclosure and towards environmental leadership. Through our independent scoring methodology, we measure corporate and city progress and incentivize action on climate change, forests and water security.*

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| 1. GUARDFORCE SECURITY DATA PROTECTION POLICY (GDPR) |

Data users must comply with the Data Protection principles of good practice which underpin the Act. These state that personal data shall:

* Be obtained and processed fairly and lawfully (the subject of the data has consented to its collection and use)
* Be held only for specified purposes
* Be adequate, relevant but not excessive
* Be accurate and kept up to date
* Be held for no longer than necessary
* Be accessible to data subjects
* Be subject to the appropriate security measures
* Not be transferred outside the European Economic Area.

It is  **NOT the** responsibility of the Data Protection Officer to apply the provisions of the DPA. This is the responsibility of the individual collectors, keepers and users of personal data. Therefore, all staff are required to be aware of the provisions of the DPA 1998, such as keeping records up to date and accurate, and its impact on the work they undertake on behalf of the organisation.

Any breach of the Data Protection Policy, whether deliberate, or through negligence may lead to disciplinary action being taken or even a criminal prosecution. All staff are responsible for ensuring that:

• Any personal data they hold, whether in electronic or paper format, is kept securely

• Personal information is not disclosed deliberately or accidentally either orally or in writing to any unauthorised party.

Stakeholders, partners, staff and members of the public have the right to access personal data that is being kept about them insofar as it falls within the scope of the 1998 DPA. Any person wishing to exercise this right should make their request in writing, to the GFS Data Protection Officer. GFS reserves the right to charge the recommended administrative fee on each occasion that access is requested.

GFS aims to comply with request for access to personal information as quickly as possible, but GFS must comply with a subject access request within forty days of receipt or the request, or if later, within forty days of the receipt of the identity information required, the completed subject access request form and any relevant fee.

The need to process data for normal purposes will be communicated to all staff. In some cases, if the data is sensitive, for example information on health, race or gender, express consent to process the data must be obtained. This processing may be necessary to operate policies such as health and safety and equal opportunities. GFS is the data controller under the Act and is therefore ultimately responsible for implementation. However, day to day matters, the registration of systems and subject access requests will be dealt with by the Data Protection Officer

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| 1. GUARDFORCE SECURITY MEDIA AND ADVERSE PUBLICITY POLICY |

Accurate, balanced news coverage of our organisation is very important as we work to build public understanding of and support for our services. Our goal is to be open and responsive to the public and the news media providing information in a timely way. We want to be thought of as a customer orientated, innovative, forward thinking and leading the way in our business.

Care must be exercised, however, to assure that we do not give out confidential information about our customers/clients or vendors. Nor can we offer information that would be useful to our competitors, including unannounced products or services, forecasts of future contracts or sales, market share future business partnership, mergers or acquisitions. We do not disparage our competition in the media or in any other communication, whether internal or external. Every effort must be made to guarantee the accuracy of information we disseminate, and to assure that it is provided by people who are knowledgeable on the issue, who understand the media and know how reporters conduct interviews and what we can and cannot say.

We have two basic guidelines related to dealing with the media:

1: Only those who have received specific authorisation from the Company Directors are to respond to media enquiries for information. If you are contacted by a reporter, do not give out any information, no matter how insignificant it may seem, until you have received specific approval to do so. Instead ask the reporter what information he or she wants, which newspaper, magazine radio or television station or web publication they represent, what their deadline is and how to contact them by phone. Then immediately advise the Guardforce Management on 020 859 77149.

2: Any effort to contact the media on behalf of the organisation to generate or respond to media coverage, including letters to the editor or blog posts, must be coordinated by Robert Hanratty. Internet posts, including blogs by employees, even if not done during working hours, must be cleared in advance with Guardforce Management. Lacking specific approval, such communications are not permitted, and may result in disciplinary action or termination of engagement. Such communications may include, but are not limited to, news releases, news briefings, news interviews, news conferences, public service announcements, advertisements, public affairs programs, radio or television talk shows, letters to the editor, guest editorials and requests for sponsorship or editorial support, blogs, posts on YouTube, Facebook or other internet sites, newsgroups, chat-rooms, wikis and forums.

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| GUARDFORCE SECURITY MODERN SLAVERY POLICY STATEMENT |

We are committed to eliminating acts of modern-day slavery and human trafficking within our business and from within our supply chains. Our annual turnover is under £36 million and although we are not legally obliged to report on slavery and human trafficking, this statement is made in accordance with section 54(1) of the Modern Slavery Act 2015 and is our slavery and human trafficking statement.

We are a provider of security services specialising in; Security Guarding, Door Supervision, Close Protection and Event Stewarding. We are an independent company operating worldwide. Our business operates from a head office facility located at RM11 2JS

We are committed to ensuring that there is no modern slavery or human trafficking in any part of our business. This policy reflects our commitment to act ethically and with integrity in all our business relationships. We will implement and enforce effective systems and controls to prevent slavery and human trafficking from taking place anywhere within our business or supply chain.

**CORPORATE SOCIAL RESPONSIBILITY**

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| GUARDFORCE SECURITY CSR POLICY STATEMENT |

Corporate Social Responsibility (CSR) is inseparable from our Company values, our business processes and the pride employees have in working for GFS. CSR should permeate day to day behaviour, external relationships and strategic business management.

The primary CSR goal of GFS is to attract and retain employees and customers by fulfilling its ambitions and responsibilities towards all of its stakeholders over the long-term. CSR, is about managing our business in a way that enhances the positive and minimizes the negative economic, social and environmental activities of our business.

CSR means that the Company will consider and manage its impacts on key stakeholders and the environment as an integral part of its business relationships, of the development and delivery of its services and of its risk identification and management.

This will be achieved by (but not limited to):

* Our Commitments
* Our People
* Training
* Risk Management
* Internal Audit
* Communication
* Economic Contribution
* Environmental Evaluation

**EQUAL OPPORTUNITIES AND DIVERSITY**

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| GUARDFORCE SECURITY EQUALITY DIVERSITY INCLUSIVITY POLICY STATEMENT |

The Company recognises that unlawful forms of discrimination are unacceptable and although equality of opportunity has been a long-standing feature of our employment practices and procedure, we have made the decision to adopt a formal equality and diversity policy. Breaches of the policy may lead to disciplinary proceedings and if appropriate, disciplinary action.

The aim of this policy is to ensure that no job applicant, current or former employee or worker whether full-time or part-time receives less favourable treatment either directly or indirectly on the grounds of their race, colour, nationality, ethnic or national origin, sex, marital or civil partnership status, gender reassignment, sexual orientation, religion or belief, disability, part-time status, fixed-term status or age.

We will oppose and take action against the following criteria without limitation;

* Direct Discrimination
* Indirect Discrimination
* Disability Related Discrimination
* Victimisation
* Harassment

GFS will also consider;

1. The implementation and review of its policies
2. Affirmative action where necessary
3. The review of related information
4. A fair recruitment, selection and career journey for all
5. Complaints and grievances
6. Internal responsibilities

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| RISK POLICY STATEMENT |

## **Policy Statement**

*‘Risk management is a planned and systematic approach to the identification, evaluation and control of risk used to manage potential threats to the achievement of objectives’*

The risk management policy of Guardforce Security Limited Top Management is committed to apply best practice in the identification, evaluation, and cost-effective control of risk to ensure that risks are managed, eliminated or reduced to an acceptable level. The policy and strategy support opportunity risk, innovation and continual improvement at all levels and where necessary deliver change in a well-managed and controlled way.

Guardforce Top Management recognises that it has a responsibility to manage hazards and risks and this policy and accompany strategy supports a structured and focused approach to managing them. In this way the Company will better achieve its corporate objectives and enhance the value of services it provides to its Client and all stakeholders.

It is acknowledged that some risks will always exist and will never be eliminated. All employees must consider risk and accept responsibility for risks associated with their area of authority and or engagement.

**Principles**

The purpose of risk management is the creation and protection of value, it betters performance, encourages innovation and supports the achievement of company objectives. Risk principles provide guidance on the characteristics of effective and efficient company risk management, communicating its value and explaining its intention and purpose to all stakeholders and interested parties. The risk principles are the foundation for managing risk and should be considered when establishing the organization’s risk management framework and its processes. The principles will enable the company to manage effects of uncertainty on its objectives.

* Integrated

Risk management is an integral part of all organizational activities.

* Structured and Comprehensive

A structured and comprehensive approach to risk management contributes to consistent and comparable results.

* Customized

The risk management framework and process are customized and proportionate to the organization’s external and internal context related to its objectives.

* Inclusive

Appropriate and timely involvement of stakeholders enables their knowledge, views, and perceptions to be considered. This results in improved awareness and informed risk management.

* Dynamic

Risks can emerge, change, or disappear as an organization’s external and internal context changes. Risk management anticipates, detects, acknowledges, and responds to those changes and events in an appropriate and timely manner.

* Best available information

The inputs to risk management are based on historical and current information, as well as on future expectations. Risk management explicitly considers any limitations and uncertainties associated with such information and expectations. Information should be timely, clear, and available to relevant stakeholders.

* Human and cultural factors

Human behaviour and culture significantly influence all aspects of risk management at each level and stage.

* Continual improvement

Risk management is continually improved through learning and experience

**Policy Objectives**

* To embed effective risk management processes which support informed decision-making which is vital to delivering successful services and transformational change.
* Top Management direction on the level of risk we are prepared to accept. Understanding company ‘risk appetite’ and acknowledging that how the company views risk will be different depending on the context.
* Acknowledging that even with good risk management and company best endeavours, things can go wrong. Where this happens, the company use the lessons learnt to try to prevent it from happening again.
* Developing leadership capacity and skills to ensure a clear understanding of the risks facing the Company and how the company manage them.
* Supporting a culture of well-measured risk taking throughout the Company’s business, including strategic, programme, partnership, project and operational risks. This includes setting risk ownership and accountabilities and responding to risk in a balanced way, considering the level of risk, reward, impact and cost of control measures.
* Ensuring that the Company continues to meet all statutory and best practice requirements in relation to risk management.
* Ensuring effective monitoring and management information; reporting on the key risks facing the Company. Providing good practice tools to support all stakeholders in the management of risks and opportunities.

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| HUMAN RIGHTS POLICY STATEMENT |

The purpose of the Policy is to communicate to the Guardforce employees, staff, contractors, subcontractors, suppliers and community where the company operates, the ethical and social values the company respect and seek to uphold throughout its business decisions, activities, and partnerships.

The Policy outlines the commitment of Guardforce Security to respecting human rights and values of Integrity, Respect, Colleagueship and Ownership, as reflected in Guardforce documents and which are the unifying force for all departments. Upholding international recognised laws and frameworks and all relevant national laws where Guardforce operates.

Guardforce Security will at all times– from Director level down – ensure that all statutory legislation relating to Human Rights are adhered to through both the policies and processes that we write and the staff and managers who implement them.

**What Are Human Rights?**

Human rights are the basic rights and freedoms that belong to every person in the world. They are based on shared values like dignity, fairness, equality, respect, and independence. In many countries where we operate, these values are defined and protected by law. In some countries, however, this is not the case. Where national law and international human rights standards differ, Guardforce Security will follow the higher standard. Where they are in conflict we will adhere to national law, whilst seeking ways to respect international human rights to the greatest extent possible.

**Commitments and Principles: Statement**

In line with the United Nations Guiding Principles on Business and Human Rights Guardforce Security are committed to the United Nations Universal Declaration of Human Rights, the International Labour Organisation’s (ILO) core labour standards and the ILO’s Declaration on the Fundamental Principles and Rights at Work.

Commit to performing our business to the abovementioned standards of ethics in accordance with company values and the laws where the company operate.

* Be open and fair in dialogue with all our stakeholders and commit to communicating effectively with external parties, ensuring there is trusted and accessible consultation mechanisms available.
* Work to address key issues relevant to our sector, business activity and supply chains including: modern slavery and exploitative labour practices, child labour, all forms of discrimination, fair wages, working hours and conditions, health, and safety, right to freedom of association.
* Continue to develop our due diligence processes to provide more insight to help identify risks and ensure the company understands best approaches to preventing and mitigating risks to people.
* Not tolerate, nor condone abuse of human rights within any part of the business or supply chains, and will take any allegations of abuse seriously. As part of this the company will work to ensure effective provision of remedy wherever human rights occur through company-based grievance mechanisms.

Document History

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| --- | --- | --- | --- |
| April 2019 | Issue 1 | | Initial Document |
| April 2020 | Issue 1 | | Annual Review |
| April 2021 | | Issue 1 | Annual Review |
| April 2022 | | Issue 1 | Annual Review |
| August 2022 | | Issue 1 | Personnel Change |
| May 2023 | | Issue 1 | Reformat – HESQ MS |
| July 2023 | | Issue 1 | Annual Review |
| August 2023 | | Issue 1 | Addition to Risk Policy Statement |
| December 2023 | | Issue 1 | Human Rights Policy Statement |