

SECURITY POLICY



Purpose

This policy affirms the commitment of KM Dass Cleaning Services Ltd to maintaining the highest possible standards of security during the provision of client services. This policy clarifies the standards that KM Dass expects of all employees and operatives.

Scope

Our employees and operatives have an obligation to the Business, all clients and themselves to observe high standards and maintain security at all levels while present on client premises.

Policy

Our Security policy applies to all personnel and provides the framework for conducting business at client premises.

Procedure

Access

1. Under no circumstances are Client Security Access Passes, Unique Security Access Codes, and Keys permitted to be:
 - 1.1. Transferred or given to another person to use
 - 1.2. Used to provide another entity with access to a site, door or area
 - 1.3. Used in a manner which is deemed not to be in the best interests of the client or AMC
 - 1.4. Defaced, intentionally or negligently damaged
 - 1.5. Marked or attached with any identifiable item tag or similar, indicating the site location or company details
2. Each cleaner must have their own Security Pass and unique Security Access Code
3. It is the responsibility of ALL cleaners to ensure they properly secure and retain their issued Client Security Access Passes and Keys.
 - 3.1. Any lost, damaged or stolen Client Security Access Passes and Keys are to be reported IMMEDIATELY to KM Dass Management. KM Dass Management are to immediately notify the client management of the loss and any unreasonable or protracted delay will be deemed a security breach.
 - 3.2. Statutory Declarations MUST be completed for ALL lost, damaged or stolen Client Security Access Passes and Keys.
4. Keys must be recorded on both KM Dass and client key registers prior to being issued. Any transfer of keys must be approved by the client and controlled by the client and KM Dass management with the applicable registers updated before the transfer is conducted. Security Access Passes and Keys are not to be transferred without approval from KM Dass Management.
5. If keys are lost for any reason, the lock replacement and associated costs will be negotiated with the client by KM Dass and recovery of costs at the discretion of KM Dass.

Site Arrival

6. Cleaners are to evaluate the site prior to entering and escalate to KM Dass Management where necessary. Examples of security evaluations are shown below.
 - 6.1. Check for suspicious persons, vehicles, behaviors or other irregularities
 - 6.2. Check that the site appears secure, the doors are locked and the alarm panel is armed
 - 6.3. Report problems immediately if you have trouble opening a door, unlocking, using a key or disarming the site

Site Departure



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7. Cleaners are to evaluate the site prior to exiting and escalate to KM Dass Management where necessary.
 - 7.1. Check for suspicious persons, vehicles, behaviors or other irregularities
 - 7.2. Check that all areas are secured, doors are locked, and the alarm panel is armed
 - 7.3. Report immediately to KM Dass Management if you have trouble closing a door, locking up, using a key or arming the site.

Staff Replacement

8. If you take annual or sick leave, then a suitable replacement cleaner must complete a full KM Dass induction plus the replacement operative must:
 - 8.1. Undertake a background and national police check.
 - 8.2. Undertake a specific location / branch induction and formal handover.
 - 8.3. Complete an KM Dass Managed transfer of Security Access Passes, keys and update of register.
 - 8.4. Receive issue of a unique Security Access Code.
9. Any changes to the cleaning service, including personnel for any reason, must be communicated to KM Dass Management in the first instance, who will liaise with the Client site / Branch Manager and who will endorse and confirm any changes.
10. If you are in doubt or have any questions or concerns, please contact KM Dass Management.

KM Dass Cleaning Services Ltd expects full co-operation from all employees and operatives in always conducting themselves in a professional, ethical manner to ensure the highest security standards are met.

Any employee or operative in breach of this policy will be subject to disciplinary action which may include termination.

Should any person have doubts about any aspect of the security requirements, they must seek clarification from KM Dass Management.

This policy will be regularly reviewed, and any necessary changes will be implemented by KM Dass Management.

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Date: 15th June 2022