



LIGER SECURITY

CODE OF PRACTICE

SUMMARY

This document outlines the Code of Practice for Liger Security Ltd ensuring that all operations and services align with legal, ethical, and professional standards. Our commitment to excellence, safety, and integrity underpins all activities.

Disclaimer

This Code of Practice will be reviewed annually to ensure its relevance and compliance with evolving regulations and industry standards.



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Code of Practice

1. Introduction

1.1 This Code of Practice establishes the standards, policies, and procedures that Liger Security Limited adheres to in providing high-quality security services.

1.2 The document complies with the requirements of BS 7499 (COP 119) and ensures that our operations are conducted professionally, ethically, and transparently.

1.3 All employees, contractors, and associates of Liger Security Limited are required to comply with this Code of Practice.

2. Scope of Services

2.1 Liger Security Limited provides the following security services:

- Manned guarding
- Key holding and alarm response
- Event management security
- Venue security and crowd control
- Mobile patrols

3. Recruitment and Screening

3.1 All security personnel are recruited in compliance with BS 7858 standards for screening and vetting.

3.2 Pre-employment checks include identity verification, criminal record checks, employment history verification, and character references.

3.3 All employees must possess a valid Security Industry Authority (SIA) license.



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4. Training and Development

4.1 Liger Security Limited ensures all personnel receive appropriate training prior to deployment. Training includes:

- Conflict management
- Health and safety awareness
- Customer service skills
- Emergency procedures
- First aid (where applicable)

4.2 Regular refresher courses and professional development programs are conducted to maintain high standards.

5. Uniforms and Equipment

5.1 Security personnel must wear company-approved uniforms to ensure they are easily identifiable.

5.2 Necessary equipment, such as communication devices and personal protective equipment (PPE), will be provided and maintained by the company.

5.3 Personnel must maintain the cleanliness and professional appearance of their uniforms and equipment at all times.

6. Operational Standards

6.1 All security services are delivered in accordance with client specifications and industry best practices.

6.2 Security personnel are required to:

- Conduct themselves with professionalism and integrity.
 - Maintain confidentiality regarding client information.
 - Report all incidents accurately and promptly.
- 6.3 A detailed assignment instruction document will be provided for each deployment, outlining duties, emergency contacts, and procedures.



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7. Health and Safety

7.1 Liger Security Limited is committed to ensuring a safe working environment for employees, clients, and the public.

7.2 Risk assessments are conducted for all assignments, and appropriate control measures are implemented.

7.3 All employees are required to adhere to the company's health and safety policies and report any hazards or incidents immediately.

8. Client Relations

8.1 Liger Security Limited strives to build and maintain strong relationships with all clients by:

- Providing consistent, high-quality service.
- Responding promptly to client concerns and feedback.
- Conducting regular reviews to ensure client satisfaction.

8.2 Confidentiality agreements will be upheld to protect client information.

9. Incident Reporting and Management

9.1 All incidents must be recorded in an Incident Report Log, detailing the time, date, location, and nature of the incident.

9.2 Reports must be submitted to the designated supervisor or manager within the stipulated timeframe.

9.3 Significant incidents will be escalated to the appropriate authorities as required.

10. Quality Assurance

10.1 Liger Security Limited is committed to continuous improvement and regularly reviews operational processes to maintain high standards.

10.2 Feedback from clients and employees is encouraged and incorporated into the company's practices.



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10.3 Internal audits and inspections ensure compliance with this Code of Practice and relevant standards.

11. Ethical Standards

11.1 All personnel must conduct themselves with honesty, integrity, and respect for others.

11.2 Discrimination, harassment, or unethical behavior will not be tolerated.

11.3 Conflicts of interest must be disclosed to management immediately.

12. Environmental Responsibility

12.1 Liger Security Limited is committed to minimizing its environmental impact by:

- Reducing waste and promoting recycling.
- Using energy-efficient equipment and practices.
- Complying with environmental laws and regulations.

13. Complaints and Dispute Resolution

13.1 Liger Security Limited has a clear complaints procedure to address any issues raised by clients, employees, or the public.

13.2 Complaints must be logged and investigated promptly and thoroughly.

13.3 Resolution outcomes will be communicated to all relevant parties, and corrective actions will be taken to prevent recurrence.

14. Monitoring and Review

14.1 This Code of Practice is reviewed annually to ensure continued relevance and compliance with legal and industry standards.

14.2 Updates to the Code will be communicated to all personnel and implemented effectively.



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15. Conclusion

15.1 This Code of Practice reflects Liger Security Limited's commitment to delivering exceptional security services while maintaining the highest standards of professionalism and ethics.

15.2 All personnel are required to acknowledge and adhere to the principles outlined in this document.

Approved by: *Snabil Tariq, Chief executive officer, Liger Security Limited*

Date: 01/01/2023