

# **Unite Securities Ltd**

## **Lux Bar**

### **Standards of Behaviour for Security Operatives**

#### **Personal Appearance**

Unite Securities security staff should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines

#### **Professional Attitude & Skills**

Unite Securities security should:

- Greet all visitors to the premises in a friendly and courteous manner including known attendees and especially new attenders/guests
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others
- Behave with personal integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately.

#### **General Conduct**

In carrying out his/her duty, Unite Securities security staff should:

- Never solicit or accept any bribe or other consideration from any person
  - Not drink alcohol or be under the influence of alcohol or drugs
  - Not display preferential treatment towards individuals
  - Never abuse his/her position of authority
  - Never carry any item which is or could be considered to be threatening
  - Report all incidents to the management
  - Co-operate fully with members of the police and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they are run.
- Standards of Behaviour for Security Operatives

## **Organisation / Company Values and Standards**

Unite Securities security staff should:

- Adhere to the company standards at all times
- Be perceptive of Unite Securities security culture and values
- Contribute to the goals and objectives of Unite Securities