

SECURITY OPERATIONS MANAGEMENT SYSTEM POLICY

Page	Reason for change	Version	Release date	Reviewer
All	New Policy	001	26/07/2024	WJRC
All	Update to conform to IMS	002	18/12/2024	NJB

Introduction

Henderson Asset Protection Limited (HAP) is a professional security risk management company specialising in providing bespoke security solutions in Tanzania. This policy outlines the principles, objectives, and operational guidelines that underpin our commitment to delivering high-quality security services while adhering to Tanzanian laws and international best practices.

Scope

This policy applies to all HAP employees, contractors, and stakeholders involved in security operations within Tanzania. It encompasses physical security, personnel security, operational security, and technology use.

Policy Purpose

The purpose of this Security Policy is to safeguard our clients' employees, assets and infrastructure, maintain a secure and safe working environment, promote a culture of vigilance, professionalism and integrity within our organisation. Ensure compliance with all relevant Tanzanian legislation and international security standards.

Guiding Principles

HAP is guided by the following principles:

- **Integrity:** Uphold the highest ethical standards in all security operations.
- **Accountability:** Maintain transparency and responsibility in all actions.
- **Respect Human Rights:** Operate with respect for local communities, the environment and the fundamental rights of individuals.

Risk Management

- **Proactive Risk Management:** Anticipate and mitigate potential security risks.
- **Collaboration:** Work closely with clients, local authorities and communities to enhance security outcomes.

Legal and Regulatory Compliance

HAP will operate in full compliance with Tanzanian laws, including licencing and registration requirements, adhere to the Voluntary Principles on Security and Human Rights and ensure all employees are aware of their legal obligations through comprehensive training.

Recruitment and Training

HAP is committed to recruiting security personnel with preference given to individuals from local community where possible and provide training on:

- Security protocols and emergency response.
- Use of security equipment and technology.
- Conflict resolution and cultural sensitivity.
- Adherence to Tanzanian laws and human rights standards.

Operational Security Guidelines

- **Access Control:** Implement strict access control measures in line with the clients' requirements.
- **Patrols and Surveillance:** Where necessary utilise a combination of foot, vehicle and other available technology (drone) patrols to monitor perimeter fences, critical areas and infrastructure.
- **Incident Response:** Maintain 24/7 response for security incidents, including collaboration with Tanzania Police Force and other authorities if required.
- **Asset Protection:** Secure critical assets through effective monitoring, deterrence measures and inventory control.

Use of Technology

HAP will utilise security technologies to enhance operational efficiency, including:

- CCTV and surveillance systems.
- Drone technology for perimeter monitoring and rapid response.
- Radio communication for seamless coordination.
- Real-time reporting tools for incident management.

Community Engagement

- Engage with local communities and leaders to promote mutual understanding and cooperation.
- Incorporate local cultural practices into security operations where appropriate.
- Employ conflict-sensitive approaches to mitigate tensions and promote goodwill.

Health, Safety and Welfare

HAP will:

- Provide all security personnel with Protective Equipment (PPE) and ensure adherence to safety protocols.
- Conduct regular health and safety audits.
- Offer competitive benefits, including contributions to NHIF, NSSF and Workers Compensation Fund.

Continuous Improvement

HAP is dedicated to continuous improvement through regular performance reviews and audits, feedback mechanisms for clients and employees plus the adoption of new technologies and methodologies to enhance security effectiveness.

Breaches and Disciplinary Action

HAP has zero-tolerance policy for breaches of this Security Policy, including misconduct, negligence or failure to adhere to legal and ethical standards. Disciplinary actions will be enforced as per company guidelines and Tanzanian Labour Laws.

Policy Review

This Security Policy will be reviewed annually or as required to ensure its relevance and effectiveness in addressing evolving security challenges.

Approval and Implementation

This Security Policy has been approved by HAP's management and is effective as of the date of issuance. All employees are required to familiarise themselves with its contents and adhere to its provisions.

This policy will be communicated to all employees, contractors, and relevant stakeholders. It will be available on request and on the company website.

Nikolas Bailey
Group Operations Manager