



*Phoenix Elite Security Services*

**CRISIS24**

# **EMPLOYEE HANDBOOK**

## **POLICIES & GUIDELINES**

(Revised August, 2021)

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## Welcome

I wish to welcome you to Yangon's best Private Security Company. 2021 will mark our 9th year in the security business in Yangon. Whether or not this is a temporary job, full time job, or post retirement job, Phoenix Elite Security Services CRISIS24™ is pleased to have you as part of our team.

Our long history has been one of providing security officers who are mature, friendly, polite, and who enforce security regulations and policies of both our client and Phoenix Elite Security Services CRISIS24. While you are employed with Phoenix Elite Security Services CRISIS24 as a Yangon registered security guard you are expected to fulfill these duties, maintain a professional image, and follow the company guidelines.

I encourage you to strive to achieve your best performance in the completion of your duties. If this is a step in your career path or an opportunity to gain experience, Phoenix Elite Security Services CRISIS24 will be honored to provide a favorable personal letter of recommendation if you perform your duties in a professional manner. Over the years we have been honored to employ many young men and women who leave our ranks and go on to bigger and better careers. Our long-standing reputation for excellence provides our employees with a strong base from which to explore potential career opportunities.

Thank you for becoming a part of the Phoenix Elite Security Services CRISIS24 team.

Mark Wilson  
Chief Executive Officer



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## A. INTRODUCTION

### **PURPOSE**

It is the purpose of this Employee Handbook to provide a guideline for our employees and outline of Phoenix Elite Security Services CRISIS24 policies, rules and regulations. This handbook explains the obligations of employment with Phoenix Elite Security Services CRISIS24 and its subsidiaries. It has deliberately been set forth in broad terms to allow for management flexibility, since it is impossible to foresee every situation which could arise. Each employee's needs and problems are unique and require managerial judgment. This handbook does not attempt to anticipate every situation or circumstance which may arise and treatment or action in particular cases may vary from these general guidelines. This Employee Handbook describes the policies, rules, procedures and benefits guiding the actions of Phoenix Elite Security Services CRISIS24 with regard to personnel matters.

The contents of this handbook are general statements of the company's policies, rules, procedures and benefits. However, this handbook is not intended to be exhaustive and is subject to change. Phoenix Elite Security Services CRISIS24 reserves the right to make these changes, to update, and delete, or to add to these policies, rules, procedures and benefits at any time. All such changes can only be made by the Managing Director of the Company and those changes will only be considered binding on either or both parties if made in writing and signed by the Managing Director. Each job site has additional policies, rules, regulations, and procedures, that are specific to the client and the job site or duty station. Client job site duties are listed and included in the Standard Operations Procedure at each job site. This handbook supersedes all previous handbooks and training guides.

This handbook is being provided to all employees of Phoenix Elite Security Services CRISIS24 as a reference and procedural guide. All employees are expected to read and adhere to the information provided. In addition to this manual, employees must read any current and future training capsules, Health and Safety handbooks, training guides, memos, directives, and Standard Operations procedures of Phoenix Elite Security Services CRISIS24, and our clients. If you have any questions or need clarification on anything printed in this handbook please ask the Business Manager or any company supervisor or management representative. Always remember: When in doubt, immediately contact a supervisor or representative of management.

### **HISTORY:**

Phoenix Elite Security Services CRISIS24 is a Myanmar licensed security company based in Yangon and was established in 2012 (formerly licensed as NFIDAsia & NFIDMM).

We have had many retired police officers as part of our staff over the years. We are very grateful for the consultation and guidance which the Yangon Police have given to our firm.



Our firm now provides services for: VIP/Executive/Dignitary Protection, Risk Assessment and Consulting and Executive Secure Transportation and much more. Geographically, we provide services in Yangon, Mandalay, Naypyitaw, Pathien, Mawlamyine, Monywa and in Rakhine State in the Kyaukpyhu Region.

**JOB OPPORTUNITIES:**

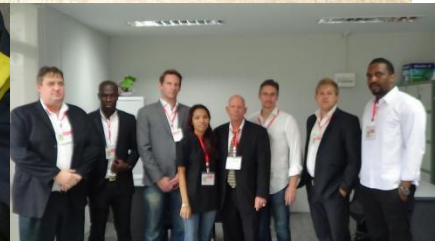
Our history has created a strong foundation for the company. We invite you to tell your family and friends about possible job opportunities within Phoenix Elite Security Services. There are flexible schedules and part-time or full-time positions available year-round. Phoenix Elite Security Services CRISIS24 has the following divisions:

**Executive Protection**

**Commercial and Industrial Security**

**Construction Security Division**

**Special Event Security**





### **EQUAL OPPORTUNITY EMPLOYMENT:**

Phoenix Elite Security Services CRISIS24™ is an Equal Opportunity Employer with a standing policy of nondiscrimination. This means that all qualified persons are accorded an equal opportunity for employment or promotion without regard to race, religion, color, national origin, ancestry, marital status, sexual orientation, sex or age.

All employment is entirely “AT-WILL”, which means you may voluntarily terminate the employment relationship at any time and for any reason and Phoenix Elite Security Services CRISIS24™ retains the same right.

No one other than the Managing Director or HR Director of the Company has the authority to advise an employee that he or she will be employed for any length of time or as long as the employee’s work is acceptable. Any such advice on the part of the Managing Director or HR Director, in order to be valid MUST be in writing and signed and dated by the Managing Director or HR Director.

### **AUTHORITY:**

It is important to remember that in the fulfillment of your duties the crucial function is observing and reporting. You are expected to challenge persons in a professional manner to enforce access to restricted areas. You are never to put yourself in danger while enforcing rules and policies. We do not possess any police powers and/or authority. In addition, it is illegal to impersonate a police officer or other law enforcement. Security Officers are not allowed to carry a badge in their wallet. A security officer has no more authority than that of a private citizen. You could be subject to civil suit for false arrest or imprisonment under any circumstances if you detain someone illegally. If you have a question regarding your authority in a situation, contact a supervisor immediately.

Myanmar Law states that security officers are not allowed to carry a weapon (firearm). This law allows the carrying of nightsticks also called “Batons”. All other types of weapons such as brass knuckles, laser pens, mace, sticks, poles, knives, anything resembling a weapon, and anything deemed or classified or utilized, as a weapon is not authorized. Employees cannot carry a weapon on themselves or in their vehicle unless authorized by Phoenix Elite Security Services CRISIS24 management.

Our firm has maintained excellent relations with many and various police agencies only because our firm leaves police business to the police and security business to the security professionals of Phoenix Elite Security Services CRISIS24.



### PHOENIX ELITE SECURITY SERVICES CRISIS24 TRADEMARK

Be it known that the Phoenix Elite Security Services CRISIS24 logo is a registered trademark and is the sole property of Phoenix Elite Security Services CRISIS24 Co. Ltd.



*Phoenix Elite Security Services*  
**CRISIS24**







## **B. PRIVATE SECURITY CODE OF ETHICS**

As supervisors, managers and directors of private security functions and employees, we pledge:

1. To recognize that our principal responsibilities are, in the service of our organizations and clients, to protect life and property as well as to prevent and reduce crime against our business, industry or other organizations and institutions; and in public interest to uphold the law and to respect the rights of all persons.
2. To be guided by a sense of integrity, honor, justice and morality in the conduct of business; in all personnel matters; in relationships with the government agencies, clients, and employers; and in responsibilities to the general public.
3. To strive faithfully to render security services of the highest quality and to work continuously to improve our knowledge and skills and thereby improve the overall effectiveness of private security.
4. To uphold the trust of our employers, our clients and the public by performing our functions within the law, not ordering or condoning violations of law, and ensuring that our security personnel conduct their assigned duties lawfully and with proper regard for the rights of others.
5. To respect the reputation and practice of others in private security, but to expose to the proper authorities any conduct that is unethical or unlawful.
6. To apply uniform and equitable standards of employment in recruiting and selecting personnel regardless of race, creed, color, sex, sexual orientation, or age.
7. To cooperate with recognized and responsible law enforcement and other criminal justice agencies; to comply with security licensing and registration laws and other statutory requirements that pertain to our profession.
8. To respect and protect the confidential and privileged information of employers and clients beyond the term of our employment, except where their interests are contrary to law or to this Code of Ethics.
9. To maintain a professional posture in all business relationships with employers and clients, with others in the private security field, and with members of other professions; and to insist that our personnel adhere to the highest standards of professional conduct.
10. To encourage the professional advancement of our personnel by assisting them to acquire appropriate security knowledge, education, and training.



## C. CHAIN OF COMMAND

In the event of a medical emergency, fire, or other urgent situation requiring law enforcement, dial 199, and then contact a supervisor.

If you have an urgent question regarding your authority in a situation, enforcement of a policy, or interpretation of a policy, contact a supervisor immediately:

- For special events contact the onsite supervisor via 2-way radio or telephone the command post
- For standing accounts during office the hours of 09:00 am to 5:00 pm contact the Phoenix Elite Security Services CRISIS24 office at 09781 748 711
- For standing accounts after hours contact the Business Manager at 09961 724 724
- All scheduling related issues should be directed to the Scheduling Supervisor at 09781 748 711. Employees are not permitted to make changes to schedules, switch shifts with other employees, or change working hours. Only the scheduling department or management is permitted to make changes.

If you have a general question regarding your duties, policies, or procedures, contact the Phoenix Elite Security Services CRISIS24™ office.

- By phone at 09781 748 711
- By email at [ceo@phoenixelitesec.com](mailto:ceo@phoenixelitesec.com)

If you have a problem or complaint regarding co-workers, company management, or client's business practices, request a meeting with the Phoenix Elite Security Services CRISIS24™ management. All problems should be directed to Phoenix Elite Security Services CRISIS24™ management and not the client.



## **D. GENERAL POLICIES AND PROCEDURES**

### **RESPONSIBILITIES OF A SECURITY GUARD**

As a security guard you have certain responsibilities to the Myanmar Government. Once you are licensed, you must carry your registration card at all times while on duty. In order to become registered as a security officer/guard you must do the following:

1. Complete the Powers to Arrest examination contained in the booklet issued by the Company. You must achieve a score of 100% on the final exam. You may not go on duty before you complete the test
2. Fill out three-copy "Application for registration for employment as a Uniformed Guard or Patrol Person" and have your employer or your instructor sign it to verify that you have passed the examination. One copy is yours.
3. Have a Township Police criminal history check. If you have been convicted of a crime, it does not necessarily mean that you will be denied, however falsifying your application will result in denial.
5. If you change your address, you must notify the company within 15 days. If you do not, your registration card will be suspended and may only be reinstated after you pay a fee.
6. You may not carry firearms.
7. If your employer encourages you to violate any of the above requirements, it is your responsibility to report his actions to the company.



## BEHAVIOR

- Smoking is not permitted on post, patrol vehicles or job site. During breaks, employees are only permitted to smoke in designated smoking areas away from public view.
- Employees may carry a personal cell phone while on duty, however it should only be used for emergencies or other important communication. Personal phone calls should only be conducted during breaks and away from public view. Texting is not permitted while on duty.
- Employees are not permitted to listen to mp3 players or other portable music devices. Headsets are not permitted on the job site.
- Chewing tobacco, beetle nut or gum is not authorized.
- Gambling while on duty is not permitted.
- Never leave a job site or duty station without the proper authorized relief. In the event that your relief fails to arrive, contact your supervisor immediately
- Never permit anyone to relieve you who is not fit for duty
- All employees are expected to report to work on time and in full uniform. While traveling to and from the job site, employees should cover their uniform with a windbreaker or other garment. Uniforms should not be left in plain view to avoid theft or damage.
- Employees, supervisors or any representative of Phoenix Elite Security Services CRISIS24™ assigned to any job site as a condition of employment must agree that they will **under no circumstances** accept gifts of any kind including but not limited to: food, discounted items sold by vendors, items of monetary value, or cash. Our employees further agree that they will not exchange favors in lieu of ignoring violations of the law or our client's rules, regulations, policies or procedures.
- Employees are never to talk to information seekers, members of the press, newspaper reporters, television crews, private investigators, insurance investigators, or collection agents, about any incidents or activities involving Phoenix Elite Security Services CRISIS24™, our clients, employees of clients, vendors, contractors or any people connected in any way to clients or Phoenix Elite Security Services CRISIS24™. Employees are expected to refer all information seekers in a courteous manner to contact Phoenix Elite Security Services CRISIS24™ management. Employees should not respond with “no comment”.
- Employees must be alert at all times. Sleeping is not permitted at any time while on duty. Conversely activities that distract the employee from their duties such as working on personal vehicles, is not permitted. Meals are taken while on-duty and should be consumed discreetly. Food should be kept out of the public's sight.
- Immoral or indecent behavior such as unnecessary harshness, violence, threatening behavior, argumentative discussions, coercing, harassing, and using abusive language is forbidden. Any materials that you bring to the job site may not be offensive in nature



- Employees are not permitted to work for another security company while employed at Phoenix Elite Security Services CRISIS24™
- Engaging in any of the following will result in disciplinary action up to and including, immediate discharge:
  1. theft
  2. embezzlement
  3. fraud
  4. carrying explosives
  5. violations of criminal laws
  6. intentionally destroying or damaging company or client's property
  7. unsafe conduct
  8. incompetence
  9. insubordination
  10. violation of the provisions of any rules, regulations and policies prescribed by Phoenix Elite Security Services CRISIS24™ Supervisors or management.
  11. any action or inaction which is a hindrance to the effective performance of Security Functions or reflects discredit upon the company.
  12. engaging in such other practices which may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of Phoenix Elite Security Services CRISIS24™, employees, and that of our clients.
  13. The harassment of any employee due to membership in any protected class, i.e. sex, race, color, national origin, sexual orientation, age, religion, or disability.
- Phoenix Elite Security Services CRISIS24™ has a zero tolerance policy towards sexual harassment.

## **SEXUAL HARRASSMENT POLICY**

Phoenix Elite Security Services CRISIS24™ will not, under any circumstances, condone or tolerate conduct which may constitute sexual harassment on the part of any of its employees. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment. Any employee found to have engaged in such conduct will be subject to immediate discipline, up to and including discharge.

Sexual harassment is defined as:

Making submission to unwelcome sexual advances or requests for sexual favors a term or condition of employment.

Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors or verbal or physical contact of a sexual nature.



Creating an intimidating, hostile or offensive working environment or atmosphere either by:

- a) verbal actions, including calling employees by terms of endearment; using vulgar, kidding or demeaning language; or
- b) physical conduct which interferes with an employee's work performance.

We, at Phoenix Elite Security Services CRISIS24™, do encourage healthy friendships among its employees; however, employees, especially management and supervisory employees, must be sensitive to acts of conduct which may be considered offensive by fellow employees and must refrain from engaging in such conduct. It is, also, expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of bringing or assisting in the investigation of a complaint of sexual harassment.

**EMPLOYEE COMMUNICATION / CHECK IN and OUT**

- Employees must have an active telephone and reliable transportation to and from work site.
- All employees must report to their site supervisor at the beginning and ending of each shift. Employees will not get paid if they do not get logged by a supervisor for every shift.

**EMPLOYEE TRAINING**

- Employees must comply with all Training Requirements:

The general requirements for a Security Guard are:

Be at least 18 years old

Undergo a criminal history background check by Township Police;  
and

Complete a 40-hour course of required training. The training and exam may be administered by the company or by a certified training facility.

40-Hour Security Guard Training Requirement

<b>Prior to being assigned on post</b>	<b>8 hours</b>
<b>within the First 30 Days</b>	<b>16 hours</b>
<b>within the First Six Months</b>	<b>16 hours</b>
<b>TOTAL HOURS</b>	<b>40 hours</b>

Guards who do not complete the necessary training will not be scheduled until the completion of their courses.



Once you have completed the course of 40 hours, you are required to take 8 hours of training annually.

Services Training Requirements are subject to change. Employees are required to keep up to date with the latest training requirements.



## RADIO ETIQUETTE

For your safety, and the safety of others, strict radio etiquette shall be maintained at all times. Communications via our two way radios shall follow the following guidelines:

- All communication should be kept as short as possible.
- “10 codes” should be used whenever possible (see codes below)
- Whenever a dispatcher is on duty, all communication should be directed to the dispatcher unless direct communication is authorized.
- Only Phoenix Elite Security Services CRISIS24™ employees are allowed to use or communicate on our two-way radios. It is your duty to keep all unauthorized individuals from obtaining or using our radios. Never allow non-employees to take or use your radio.
- Employees are responsible for damage to radios or other communication equipment issued by Security Eye Patrol.

### Radio “10 codes”

10-1	Reception is poor	11-98	Meet?
10-2	Reception is good	11-99	Officer needs help
10-4	Message received		
10-6	Busy, please stand by	415	Disturbance
10-7	Out of service		
10-7a	Out of service - home		
10-7b	Out of service - personal		
10-8	In service		
10-9	Repeat message		
10-10	Off duty		
10-12	Visitors present		
10-19	Return to base / command post		
10-20	What is your location		
10-21	Telephone base / command post		
10-22	Please disregard		
10-23	Please stand by		
10-35	Time check		

### Phonetic Alphabet

<b>A</b> Adam	<b>H</b> Henry	<b>O</b> Ocean	<b>V</b> Victor
<b>B</b> Boy	<b>I</b> Ida	<b>P</b> Paul	<b>W</b> William
<b>C</b> Charles	<b>J</b> John	<b>Q</b> Queen	<b>X</b> X-ray
<b>D</b> David	<b>K</b> King	<b>R</b> Robert	<b>Y</b> Yellow
<b>E</b> Edward	<b>L</b> Lincoln	<b>S</b> Sam	<b>Z</b> Zebra
<b>F</b> Frank	<b>M</b> Mary	<b>T</b> Tom	
<b>G</b> George	<b>N</b> Nora	<b>U</b> Union	





## **DRUG FREE WORKPLACE**

Phoenix Elite Security Services CRISIS24™ enforces a drug and alcohol free work environment. All work job sites are considered drug and alcohol free.

- The use, possession, offers of sale, or being under the influence of illegal drugs during working hours are conditions for termination from employment.
- All employees are hereby notified that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the job site, and/or person's work place.
- As a condition of employment, employees must abide by the terms of our drug and alcohol policy statement.
- Employees are to notify Phoenix Elite Security Services CRISIS24™ management of any criminal drug stature conviction for violation occurring in the workplace or job site within 5 days after such conviction.
- Phoenix Elite Security Services CRISIS24™ reserves the right to determine disciplinary action, from being removed from the job site, written warning, suggested drug treatment at cost to employee, to termination.

### **Alternatives to Discharge:**

The guidelines in the policy are alternatives to immediate discharge. The refusal of an employee covered by this policy to comply with the specified guidelines (policy) shall result in the immediate discharge of that employee.

### **Rehabilitation:**

An employee shall enroll in and complete an approved rehabilitation treatment program as determined by an outside treatment professional approved by the company. The employee shall bear the costs of the rehabilitation program and shall be entitled to utilize non-paid leave time for treatment. An employee's refusal to enroll in and complete such rehabilitation program shall be grounds for discharge.

### **After-Care:**

An employee covered by this policy shall enroll in and complete an approved after-care program as determined by an outside treatment professional approved by the company. The recommended after-care program must also be approved by the company. The employee shall bear the cost of the after-care program and shall be entitled to utilize non-paid leave time. An employee's failure to complete the after-care program shall be grounds for discharge.

### **Exemption from Rehabilitation and After-Care:**

At Phoenix Elite Security Services CRISIS24™ management discretion, based upon the recommendation of an outside treatment professional, an employee covered by this policy may be exempt from the rehabilitation and after-care provisions of this policy. Such employee, however, may be required to enroll in a substance abuse education or similar program approved by the company



### **Outside Treatment Professionals:**

The outside treatment professional referred in this policy shall be approved by company management from a qualified list of treatment professionals.

### **LIABILITY**

- Employee is liable for any and all damage to property belonging to Phoenix Elite Security Services™, client, client employee, that employee damages or causes to be damaged
- Employees entrusted with keys or access codes are responsible for the replacement of locks and keys upon loss or misplacement. Employees are not permitted to lend out keys or other access controls unless authorized by Phoenix Elite Security Services™ or client management.

### **DOCUMENTATION**

- All incidents or accidents whether involved in or witnessed by or reported to security officers must be recorded in the site Log Book located at each job site. In addition an incident report must be completed immediately and sent to the Phoenix Elite Security Services CRISIS24™ office at 22 Thukha Street (4th Floor) Tamwe Township, Yangon, as well as immediate contacting of a supervisor. This is for the protection of the employee, Phoenix Elite Security Services CRISIS24™, and the client.
- All documents generated by and for Phoenix Elite Security Services CRISIS24™, and our clients are deemed confidential and not for public viewing or copying. This includes logbooks, special instructions, directives, memos, standard operation procedures, and or incidents reports. Documents should be maintained electronically whenever possible. In addition, employees are not authorized to give out names, addresses, or telephone numbers of co-workers or client's personnel.
- Falsification of any records, reports, or other documents is prohibited.
- Employees should demand valid forms of identification when required. Business cards are not considered valid forms of ID.

### **E. UNIFORM AND APPEARANCE CODE**

All security officers must be in complete and full uniform upon arrival at job sites. Our security staff is expected to be properly groomed, neat, and clean. By presenting a good image in our company uniform, the job will command the respect due a professional.

All issued uniforms are the property of Phoenix Elite Security Services CRISIS24™. This includes all patches, logos, and other copyrighted and protected uniform components. It shall be returned upon request by management or at end of your employment. Employees are responsible for the cleaning and safekeeping of the uniform. Loss from theft or misplacement, neglect, or damage, is the sole responsibility of the employee. Full replacement cost will be deducted from the employee's wages.



### **UNIFORM ISSUED BY PHOENIX ELITE SECURITY SERVICES CRISIS24™**

The required Phoenix Elite Security Services CRISIS24™ uniform will consist of the following which is issued to you by the company:

1. Dark black uniform pants.
2. Light blue uniform shirt with shoulder patches
3. Black French Fourragere with whistle
4. Regulation badge patch
5. Phoenix Security pocket pin
6. Black shoes

### **UNIFORM PROVIDED BY THE EMPLOYEE**

The required Phoenix Elite Security Services CRISIS24™ uniform will consist of the following which must be provided by the employee:

1. Black belt with plain silver buckle
2. Black or navy blue socks (solid in color)
3. White T Shirt
4. Small pocket notebook
5. Two black ink pens

### **APPEARANCE AND GROOMING**

All uniformed personnel shall keep a neat and clean personal appearance while on duty. It shall be considered unacceptable conduct for employees to practice poor personal hygiene or poor grooming habits in their personal appearance while in the performance of their duties as an employee of Phoenix Elite Security Services CRISIS24™. Shirts should be tucked in at all times and all buttons except for the top button should be buttoned.

Appearance standards and hair styles for MALE uniformed personnel shall:

1. Ensure their hairstyles are either tapered or block cut and are groomed neatly. (Twists and ponytails for men are prohibited for safety reasons.)
2. Ensure their hair length for the side of the head is such that it does not cover the ears when combed.
3. Ensure their hair length for the back of their head is such that it does not cover any part of the collar.
4. Ensure their hair length for the front of their head does not extend below the eyebrows.
5. If using hair coloring, be of natural shades. Bleaching, lightening, streaking are not considered natural shades and are prohibited.
6. Facial hair shall be neatly trimmed to no longer than 1/4 inch. Mustaches will not



- extend beyond the corner of the mouth or hang over the mouth.
7. Ensure their sideburns do not extend below the earlobes.
  8. Ensure the width of their sideburns will not exceed one inch.
  9. Not wear earrings or be able to see any piercing, this includes, nose rings, tongue piercing, ears, eyebrows, etc.

Appearance standards and hair styles for FEMALE uniformed personnel shall:

1. Ensure that short or long hair is neatly groomed.
2. Ensure long hair is worn in a neat manner and shall not fall below the uniform collar.
3. Ensure ponytails and hair braids do not extend below the uniform collar for safety reasons.
4. If using hair coloring, be of natural shades. Bleaching, lightening, streaking are not considered natural shades and are prohibited.

Exception to Appearance Standards (based on medical needs):

1. Any staff member who cannot adhere to appearance standards based on a medical diagnosis must provide a statement from a physician stating the medical condition and the proposed treatment.
2. Based on medical documentation, the HR Department may allow a staff member to grow facial hair. Facial hair in cases of exemption shall be neatly trimmed to no longer than ¼ inch.

Jewelry, Cosmetics, and Hair Ornaments Standards:

1. One necklace or chain may be worn but shall not be visible.
2. A bracelet may be worn only if it contains personal medical information on the staff member.
3. No more than one ring shall be worn on the ring finger of each hand.
4. Female members may wear a combination (engagement ring and wedding band).
5. Rings shall not have sharp edges that would create a hazard
6. Visible body piercing devices are prohibited.
7. Cosmetics may be worn but shall be subdued and blended to match the natural skin color.
8. Fingernails shall be clean, trimmed and for purposes of staff and youth safety, shall not extend beyond the tips of the fingers.
9. Fingernail polish, if worn, shall be a neutral color or clear.
10. Stylish, decorative nails are not permitted.
11. Large size hair combs and barrettes shall not be worn.
12. Hairpins of any size are prohibited.
13. Small barrettes and clips, which match the color of the wearer's hair or the uniform,



are permitted.

14. Exposed tattoos that display gang signs, nudity, inappropriate names or symbols must be concealed if possible at all times.

## **F. JOB SITE POLICIES AND PROCEDURES**

- Employees are required to read the Standard Operating Procedures for any job site in which they are assigned. After reading and understanding the procedures, the employee must sign the “Acknowledgement of Post” form located in front of the Standard Operations Procedure binder.
- Always brief your relief as to any special orders or requests by client or Phoenix Elite Security Services CRISIS24™, unusual activities or incidents that took place on your shift
- You are responsible for the safety and well being of the facility and/or duty station to which you are assigned.
- Employees are required to keep the workplace neat, clean, and orderly, at all times
- Employees are not to use client’s office machines, computers, fax machines, copiers, machinery of any or all types, vehicles, or other unauthorized items unless specified by Phoenix Elite Security Services CRISIS24™ management.
- Family, friends, information seekers, off duty employees, visitors, pets, or acquaintances are not authorized to be at the job site. Only Phoenix Elite Security Services CRISIS24™ personnel and client management are authorized in guard stations.
- Televisions, TV/radio combination devices, headsets, and musical instruments of any type are not permitted at the job site. Small am/fm radios may be permitted if volume is set low and approved by Phoenix Elite Security Services CRISIS24™ and the client. Music players with headphones are not permitted.
- Vending, soliciting, collecting of contributions or distribution of literature or advertisements on the client’s property without the client’s and Phoenix Elite Security Services CRISIS24™ authority is not permitted.
- Phoenix Elite Security Services CRISIS24™ and client’s telephones are for business use only.  
No personal calls may be made on your shift.. Personal cell phones are permitted, however, private telephone conversations should not interfere with employee’s duties.



## **G. REPORT WRITING**

Reports should be created based on the standard operating procedures for the client site, or if you feel that something significant has taken place and should be documented, or in the event that police or fire departments respond to a client's property, a complete and accurate report must be submitted to the office in a timely manner.

A report should be known as a documentation of fact. It should be written in a narrative style, as if one person were talking to another. It should contain clear visible thoughts and pertinent information as to:

1. Type of crime
2. Complainant or victim
3. Suspects
4. Witnesses
5. Descriptions (persons, places, property)
6. Conversations
7. Statements made by witnesses
8. Location of the offense or service
9. Time of offense or service
10. Time of arrival at scene
11. Date of occurrence
12. Date and time of obtaining information contained in report
13. Names of persons making report with accompanying officers or partner.



The more complete a description which may be furnished, the greater the percentage of identification and apprehension. Therefore, correct classification is important. Crimes should be listed:

Crimes:

1. Kidnapping
2. Robbery
3. Burglary
4. Auto Theft
5. Rape or sex offenses
6. et.

Teeth:

1. Protruding
2. Irregular
3. Gold (visible or bridge)
4. Decayed
5. False (upper, lower, or both)
6. Missing (visible or dental)

Sex:

1. Male
2. Female

Visible Scars and Marks:

1. Face (right or left side giving exact location)
2. Neck
3. Nose
4. Hands
5. Chin (type)

Race::

1. White
2. Black
3. Hispanic
4. Other

Age:

1. present age
2. birth date

Deformities:

1. Legs, Feet, Hands, Arms Fingers,
2. Hunchback
3. Shoulders
4. Use of cane or crutches
5. Ears

Height:

1. Short ( up to 5 feet 6 inches )
2. Medium ( 5'6" to 5'10 )
3. Tall ( 5'10" and above )

Amputations:

1. Legs and feet
2. Arms or hands
3. Fingers (right or left)

Weight:

1. Light ( up to 149 lbs )
2. Medium ( 150 to 179 lbs )
3. Heavy (180 and above )

Dress:

1. Neat, well dressed
2. sloppy, rough or old clothes
3. uniform, suit, sport clothes
4. clothing color

Build:

1. slender
2. medium
3. heavy

Mustache:

1. Clean shaven

Complexion:



1. Light or fair
  2. Ruddy
  3. Sallow (care to be used )
  4. Swarthy
  5. Dark synonymous
  6. Freckled
  7. Black
  8. Light or dark brown
2. small mustache
  3. bushy mustache
  4. hair line mustache
  5. side burns and beard
  6. mustache and beard
  7. beard only

Hair:

1. Blonde (light or dark)
2. Red
3. Brown
4. Gray
5. Gray streaked or partial gray
6. chestnut

Hair Styles:

1. Bald
2. Partially Bald
3. Burly
4. Bushy
5. Straight
6. Parted
7. Bobbed
8. Unkempt
9. Well dressed

Eye (color):

1. blue
2. brown
3. hazel
4. gray
5. black
6. maroon

Eye defects:

1. glasses (regular, horn-rimmed, bifocal, trifocal etc.)
2. glass eye (right or left)
3. cast or cataract
4. cross (both-right and/or left)

Tattoos:

1. location (arms, hands, neck, etc.)
2. description

Speech:

1. Refined
2. Soft or low
3. Vulgar
4. Broken
5. Rapid
6. Lisps
7. Loud
8. Stutter

Nationality:

1. Myanmar
2. American
3. English
4. French
5. Irish
6. German
7. Greek
8. Chinese





A report should:

1. Contain all information
2. Explain and/or justify actions
3. Document all factual and correct information
4. Do not contain opinions or hearsay evidence
5. Be complete, correct, clear, and neat, without unnecessary repetitions.

## **J. “AT WILL” EMPLOYMENT, DISCIPLINE, AND PROBATION**

### **AT WILL EMPLOYMENT:**

Employment at Phoenix Elite Security Services CRISIS24™ is considered to be “at will” for both employer and employee and should not be construed as guaranteeing employment for any specific duration. “At will” means employee may voluntarily terminate the employment relationship at any time and for any reason and Phoenix Elite Security Services CRISIS24™ retains the same right.

No one at Phoenix Elite Security Services CRISIS24™ other than the Managing Director has the authority to alter this policy or make any other agreement contrary to this policy. In the event there is an agreement made between an employee and the MD, the agreement must be signed by both the MD and the employee.

### **NEW HIRE PROBATIONARY PERIOD:**

Phoenix Elite Security Services CRISIS24™ carefully recruits officers and believes in hiring the best employee for our company and that of our client. The purpose of your probationary period is to give you and Phoenix Elite Security Services CRISIS24™ a chance to determine whether we meet each other’s needs and expectations regarding employment. It is important to remember that employment is at mutual consent of both parties and you may resign or be terminated by us with or without cause, at any time during or after your probationary period.

Due to the nature of contract security work, Phoenix Elite Security Services CRISIS24™ cannot and will not guarantee the number of hours available, the number of hours an employee may be scheduled for or the locations of the assignments.

### **DISCIPLINE AND RULES OF CONDUCT:**

Employees are expected and required to observe certain standards of job performance and good conduct. These standards and work rules are essential to good management, employee safety, good work, and fairness. We have established the rules and standards set forth below in an effort to provide you with sufficient notice of what is expected of you.

Employees shall not engage in any conduct or activity inconsistent with your duties as a



Phoenix Elite Security Services CRISIS24™ professional security officer. This policy identifies several types of unacceptable conduct or performance. Any conduct which may not be listed below but which adversely affects or is otherwise detrimental to the legitimate business interests of Phoenix Elite Security Services CRISIS24™, that of our clients, other employees, or the public may also result in disciplinary action, up to and including termination.

### **JOB PERFORMANCE:**

You may be disciplined for poor or unsatisfactory job performance, including but not limited to the following:

1. Unsatisfactory work quality or quantity
2. Poor attitude, such as rudeness or lack of cooperation
3. Excessive absenteeism, tardiness, or abuse of time off policies or privileges.
4. Failure or refusal to follow lawful instructions of Phoenix Elite Security Services CRISIS24™
5. Failure to follow established safety regulations or engaging in conduct tending to create a safety hazard.
6. Inappropriate appearance or grooming.

### **INSPECTION:**

Phoenix Elite Security Services CRISIS24™ has the right to inspect any work station, work area, company vehicles, desks, lockers, computers, emails, voice mails, text messages or other company equipment at any time. Personal locks on company lockers, desks or equipment may be removed by management for any reason. Inspection of work stations, desks, work areas, or lockers can take place with or without employee present.

### **MISCONDUCT:**

You may be disciplined for misconduct, including but not limited to the following:

1. Insubordination
2. Dishonesty, including giving false or misleading information in the job application process, falsifying time records or otherwise giving incorrect information regarding time worked, or any other Phoenix Elite Security Services CRISIS24™ report or record, including but not limited to claims for injury.
3. Theft, including stealing or removing without permission, Association property or property of another employee, client, visitor or member of the public
4. Misusing, destroying or removing Phoenix Elite Security Services CRISIS24™ or client property or property of another person, including improper use of the telephone for personal reasons
5. Bringing or possessing firearms, weapons, or other hazardous or dangerous devices or substances onto the client's property or that of Phoenix Elite Security Services™.
6. Violating conflict of interest rules or conducting personal business on paid working time.



7. Disclosing or using confidential or proprietary information without authorization.
8. Interfering with the work performance of others



9. Fighting on company or clients property.
10. Harassing, threatening, intimidating or coercing employees, clients or the public.
11. Possessing, using, selling or being under the influence of alcohol or illegal substances on the job site or while conducting Phoenix Elite Security Services CRISIS24™ business.
12. Gambling on company premises or that of our client while on company business.
13. Sleeping on the job or leaving the job site without authorization.
14. Engaging in unlawful conduct that indicates unfitness of the job or reasonably raises a threat to the safety or well-being of Phoenix Elite Security Services CRISIS24™, its employees, clients property and employees or members of the public or anything which reflects negatively on the services provided by Phoenix Elite Security Services CRISIS24™, reputation or integrity
15. Failing immediately to report any conviction under any criminal drug statute for a violation occurring in the workplace
16. Posting or distributing notices or other written material on Phoenix Elite Security Services™ or client property, job site without the prior Phoenix Elite Security Services CRISIS24™ management approval, or otherwise soliciting for any purposes other than as approved by the Managing Director or HR Director.
17. Knowingly giving inaccurate or unauthorized information when communicating with the public regarding client or Phoenix Elite Security Services CRISIS24™ related matters.
18. Promulgating, in the eyes of the public, an ambiance of disrespect for Phoenix Elite Security Services CRISIS24™ or any of its clients so as to impugn the integrity of Phoenix Elite Security Services CRISIS24™, our clients, police agencies or the Government of Myanmar.

#### **DISCIPLINE PROCEDURE:**

Phoenix Elite Security Services CRISIS24™ expects high quality work performance from its employees, and expects you to conduct yourself at all times in a businesslike manner. If discipline is deemed necessary, it may take the form of an oral warning, written warning, suspension, demotion or termination. A negative comment on any type of performance evaluation is considered a written warning.

It is Phoenix Elite Security Services CRISIS24™ management's right and responsibility to determine what form of discipline is appropriate and necessary.

#### **CONFLICT OF INTEREST STATEMENT:**

Employees, Supervisors or any representative of Phoenix Elite Security Services CRISIS24™ assigned to any and all job sites as a condition of employment must agree that they will under no circumstances accept gifts of any kind including but not limited to: food, discounted items sold by vendors, items of monetary value, or cash. Our employees further agree that they will not exchange favors in lieu of ignoring Phoenix Elite Security Services CRISIS24™ or that of our client's rules, regulations, policies or procedures. All employees must sign a Conflict of Interest Statement upon employment.



## **K. INSURANCE, LEAVE, TIME OFF, AND HOLIDAYS**

### **WORKERS COMPENSATION**

If you become injured while working on the job, and in your job classification, you are covered by the Company for your medical costs. You must notify the Phoenix Elite Security Services CRISIS24™ Business Manager and the Scheduling Supervisor immediately of any work related injury or illness. You will be required to submit a full and complete report. FALSE reporting of an injury on the job that took place outside the work place is against the law. Fraud will be prosecuted to the full extent of the law.

### **FAMILY AND MEDICAL LEAVE ACT:**

Phoenix Elite Security Services CRISIS24™ is an Equal Opportunity Employer. Family and medical leave allows up to twelve weeks unpaid leave. To be eligible, the employee must have worked for the employer for one year or 1250 hours over the previous twelve months. The employer must have fifty or more employees.

#### **Reasons for Leave:**

1. Care for child after birth, or placement for adoption or foster care
2. Care for employee's spouse, son, daughter or parent who has a serious health condition.
3. For serious health condition that makes the employee unable to perform the employee's job

#### **Advance Notice and Medical Certification:**

The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met.

1. Employee ordinarily must provide thirty day advance notice when the leave is "foreseeable".
2. Employer may require medical certification to support a request for leave because of serious health condition, and may require second or third opinions (at the employer's expense) and a "Fitness to return to work" report.

#### **Job Benefits and Protection:**

1. Upon return from Family leave, most employees must be restored to their original or equivalent position with equivalent compensation, benefits and other employment terms.



### **LEAVES OF ABSENCE:**

A leave of absence from work usually occurs for reasons of health, pregnancy, discipline or a sabbatical offered by the employer. Leave of absence can be offered with full pay, partial pay or no pay. Leave should have either a termination date or be tied to a predictable event. The only leaves that are mandatory: Pregnancy, family leave in certain circumstances, military leave and jury duty.

With the exception of mandated leaves stated above, leaves of absence are determined by the employer. The employer is not required to pay the employee's salary or benefits under either mandated or not-mandated leaves but generally is required to retain the employee's job in mandated leave so long as certain conditions are met. Employers may, however, offer employees leaves of absence with full or partial pay.

### **BEREAVEMENT LEAVE:**

There is no law requiring employers to provide employees with bereavement, funeral or similar leave. The existence of such leave is entirely a matter of the company policy. Many employers will allow employees to take this leave as sick leave subject to company imposed restrictions, or take as unpaid leave. At management discretion an employee may utilize vacation as a source for such leave.

### **TIME OFF FOR VOTING:**

Employer must grant employee time off for voting in a election, if employee does not have sufficient time outside of work, without loss of pay. Time off is limited to two hours and shall be at either the beginning or end of the normal working shift. Employees must notify employer at least two working days in advance of voting. In addition, employees may serve as election officials on election day without being disciplined, but the employer is not required to pay them for such absences.

### **SCHOOL VISITS REQUIRED OF EMPLOYEES:**

An employer having 25 or more employees must give employee who is a parent or guardian time off from work to visit his/her child in Kindergarten through grade 12.

The leave is subject to the following:

1. Employee must give reasonable notice for time off.
2. Employee must provide, if requested, proof he/she visited the school.
3. Employee may take up to four hours in each school year, per child, especially if the school requests the attendance of the parent.

An employer cannot discharge or discipline the employee (parent) who takes time off to visit his/her child's school.



**FAMILY LEAVE:**

The law requires employers with 50 or more employees to grant request by any employee with at least one year of continuous service to take up to 12 weeks in a 12 month period for family care responsibilities and for the employee’s own serious medical condition, This is addressed in the Phoenix Elite Security Services CRISIS24 Family Leave policy.

**PREGNANT LEAVE:**

Employers of five or more employees are required to provide pregnant employees with up to four months of disability leave upon a doctor’s certification of the pregnant employee’s inability to continue working. This period need not be continuous and may include periods both before and after delivery of the child. If employees have been allowed longer disability leaves in the past that benefit must also be applied to employees on pregnancy disability. Employees returning from disability leave resulting from pregnancy are entitled to their former job position, without loss of wage rate or benefits, so long as the return occurs within the time limits described above.

**HOLIDAYS**

Phoenix Elite Security Services CRISIS24™ provides services 365 days a year. Holidays are not considered paid time off. Employees are expected to work holidays. The following holidays are recognized by Phoenix Elite Security Services CRISIS24™ and employees will be paid double time. New Years, Christmas,

Date	Day	
4 Jan	Thu	Independence Day
12 Feb	Mon	Union Day
1 Mar	Thu	Full Moon Day of Tabaung
2 Mar	Fri	Peasants' Day
27 Mar	Tue	Armed Forces Day
13 Apr to 16 Apr	Fri to Mon	Thingyan Water Festival
17 Apr	Tue	Myanmar New Year
29 Apr	Sun	Full Moon Day of Kasong
1 May	Tue	<u>Labour Day</u>



Date	Day	
19 Jul	Thu	<u>Martyrs' Day</u>
27 Jul	Fri	Full Moon Day of Waso
23 Oct to 25 Oct	Tue to Thu	<u>Full Moon Day of Thadingyut</u>
21 Nov to 22 Nov	Wed to Thu	<u>Full Moon Day of Tazaungmone</u>
2 Dec	Sun	<u>National Day</u>
25 Dec	Tue	Christmas Day
31 Dec	Mon	New Year Holiday

## L. SB198 - Injury and Illness Prevention Program

Program written by: Mark Wilson, CEO

Employee Communications: Training Program

[www.phoenixlitesec.com](http://www.phoenixlitesec.com)

Standard Operations Procedures

### SAFETY POLICY

The importance of safeguarding the health and welfare of our employees is first and foremost to the Company. It is our policy to provide a safe atmosphere in the work place, and to establish safe operating practices which will result in the better safety of working conditions and efficiency of operations.

We recognize that accident prevention is everyone's business, and is also an operational responsibility to the effect that the Corporation will strongly stress that health and safety issues be considered at every aspect of the daily operations routine of the Company. All levels of leadership in the Company shall be directly responsible for the continuous effort toward the prevention of accidents. Management shall diligently carry out this policy.





We recognize that the success of accident prevention depends primarily on the corporation and active support of all employees. All employees of Phoenix Elite Security Services CRISIS24™ are expected to abide by the safety rules, regulations, policies and procedures and follow safe work practices to help insure their own safety and that of their fellow employees. Immediate reporting of all hazards and safety problems is required of all employees.

The prevention of accidents and preservation of the health and safety of all employees shall be a cooperative effort of both Management and employees for the benefit of all.

### **INJURY ILLNESS AND PREVENTION POLICY**

It is the policy of Phoenix Elite Security Services CRISIS24™ and its' subsidiaries to provide its'

employees with satisfactory equipment and information to follow established procedures, rules and regulation that will make our operations a safe place of employment. All employees are expected to use the equipment and material in a safe and acceptable manner, follow all policies, rules, regulations and common sense "rules of the trade". They are expected to comply with all laws, as well as our own safety regulations, to keep our company safe and free from accidents.

### **OBJECTIVE:**

Our objective is to complete all work without injury and loss to personnel or equipment and to eliminate or minimize all job hazards. All employees, supervisors and management are expected to cooperate to achieve these objectives. Any violation of these rules, regulation or policy procedures or unsafe activity will initiate appropriate disciplinary action.

### **RESPONSIBILITIES:**

Management shall designate a Safety Coordinator for the Phoenix Elite Security Services CRISIS24™

office and a Safety Coordinator for all field operations, with authority to coordinate all safety related activities. These Safety Coordinators shall be available to assist management, supervisors and employees in matters related to safety. Safety Coordinators duties shall include monitoring all safety activities for compliance to our safety program. Their duties shall also include conducting periodic site and equipment inspections to assure that all employees are following established safety rules. They shall have authority to initiate changes in existing programs and shall review all reported violations to safety rules, regulations and procedures. Should conflicts arise, they shall present all facts and recommendations to the Board of Directors of Phoenix Elite Security Services CRISIS24™ for resolution. All employees are required to notify Phoenix Elite Security Services CRISIS24 via the main office at 22 Thukha Street (4th Floor) Tamwe Yangon 09794 777 317 of any safety hazards.

### **PLANNING:**

The Safety Coordinators, in consultation with the Managing Director of Phoenix Elite Security Services CRISIS24™ shall be responsible for evolution and planning for the elimination of job hazards and compliance to all accepted laws. Records of all safety



activities shall be forwarded for filing to the Phoenix Elite Security Services CRISIS24™ Office.



### **TRAINING:**

The Safety Coordinators shall be required to familiarize themselves with laws concerning safety, motor vehicle safety and operation, Worker's Compensation and labor safety laws. Periodic safety presentations and training will be provided as part of the mandated security guard training courses. Safety information will be included as part of our Employee Manual and distributed to all employees upon hire. All employees certify that they have read this employee manual as part of our bi-weekly timecard procedure. All training courses and tests are kept on file electronically at Phoenix Elite Security Services CRISIS24™ Safety Coordinators will review the training plan for each employee periodically.

### **RECORDS:**

All the necessary documentation regarding safety activities will be documented in the employee and training file system. Any Worker's Compensation claim is also filed in the appropriate electronic file system.

### **WORK RELATED ACCIDENTS:**

The prompt reporting and documentation of any injuries shall be completed using the appropriate forms and reports. The first report of an injury will be phoned into the Phoenix Elite Security Services CRISIS24™ office at the time of the injury. The initial report of an injury will be processed immediately prior to a doctor's report if necessary. Serious injuries will be reported to the proper agencies within 24 hours.

### **VEHICLE SAFETY:**

Any employee operating a Phoenix Elite Security Services CRISIS24™ vehicle must obey all laws and possess a valid driver's license. Only authorized employees are permitted to operate Phoenix Elite Security Services CRISIS24™ owned or controlled vehicles. All employees must complete the necessary Vehicle checklist prior to operating any Phoenix Elite Security Services vehicle. In the event of an accident, employees should seek emergency medical care for any injured party, then obtain name, phone number, license plate number, driver's license number, insurance carrier, and policy number of all parties involved. Employees will not answer other questions regarding the accident or claim responsibility. The employee is only allowed to discuss the incident with police or other government agencies and the Safety Coordinators or management of Phoenix Elite Security Services CRISIS24™

### **SUBCONTRACTOR'S SAFETY RESPONSIBILITY:**

All subcontractors are required by Phoenix Elite Security Services CRISIS24™ to comply with our Injury and illness prevention program in addition to any policies, rules, regulations, laws and procedures and practices acceptable to the trade. It is acknowledged that Phoenix Elite Security Services CRISIS24™ seldom, if ever, utilizes subcontractors.

### **SAFETY RULES AND DISCIPLINARY ACTION:**



Phoenix Elite Security Services CRISIS24™ Employees must follow all safety rules as part of the employee manual and Standard Operations Procedures at every job site. Failure to comply with safety rules, regulations, and procedures will range from verbal and written warnings to termination of employment



Rule # 1 A good worker is a safe worker. Employees of Phoenix Elite Security Services CRISIS24™ are not expected, under any circumstances, to take unnecessary chances, risks, or to work under hazardous conditions without adequate safeguards.

Employees of Phoenix Elite Security Services CRISIS24™ should never put their life in danger. Our primary duties are to observe and report.

Rule # 2 All injuries or unsafe conditions should be reported to management or the Phoenix Elite Security Services CRISIS24™ office immediately. In addition to unsafe conditions, employees are encouraged to suggest recommendations for improving health and safety conditions.

Rule #3 Employees must follow all posted jobsite safety signs and warnings. All employees have the responsibility to inform other employees of safety rules and regulations. Special attention should be paid to new employees to insure that they are aware of unsafe conditions.

Rule #4 Lifting and other strenuous activity should be avoided unless in an emergency or with appropriate equipment. All equipment should be used for their intended purposes only. Employees should not utilize ladders at clients facilities. Employees should avoid using power tools, machinery, or other construction related tools. Security Guards should not attempt to repair jobsite facilities or equipment including electrical or plumbing facilities. Any faulty equipment should be reported to the Phoenix Elite Security Services CRISIS24™ office.

Rule #5 Employees have the responsibility of keeping all offices, guard stations, command posts, and other job sites clean, neat, and orderly. Attention should be paid to aisle ways and doorways to insure safe passage in the event of an emergency. Equipment, clip boards and log books should be replaced to the proper location after use. All spills should be cleaned up immediately. Employees should empty trash containers at the end of your shift.

Rule #6 Guard stations, guard houses, guard desks, offices and command posts are designated non smoking areas. Employees should only smoke in designated areas away from public view while on break. All employees should familiarize themselves with fire exits and the location of fire extinguishers.

Rule #7 Employees should immediately inform the Phoenix Elite Security Services CRISIS24™ office if they begin to feel ill. It is important for employees to come to work well rested with a proper meal.

Rule #8 Hand guns, rifles and other firearms are not permitted. Only security officers with baton license and approval from management can carry batons.

Rule #9 Employees may not have dogs or other pets at the job site.



## **APPENDIX A CODE OF CONDUCT FOR PRIVATE SECURITY**

### **1. Eleven General Orders**

1. To take charge of this post and all company properties in view and to protect/preserve the same with utmost diligence.
2. To walk in an alert manner during my tour of duty, keeping always on the alert and observing everything that takes place within sight or hearing.
3. To report all violations of orders I am instructed to enforce.
4. To relay all calls from posts more distant from the guard house than my own.
5. To quit my post only when properly relieved.
6. To receive, obey, and pass on to the guard relieving me all orders from company officers or officials, supervisors, post-in-charge or shift leaders.
7. To talk to no one except in line of duty.
8. To give the alarm in the case of fire or disorder.
9. To call the superior officer in any case not covered by instructions.
10. To salute all company officials, superiors in the agency, ranking public officials and officers of the Myanmar Police.
11. To be especially watchful at night and during the time for challenging, to challenge all persons on or near my post, and to allow no one to pass or loiter without proper authority.

### **2.**

#### **CODE OF ETHICS**

1. As a security agent, his fundamental duty is to serve the interest or mission of his agency in compliance with the contract entered into with the clients of the agency he is supposed to serve.
2. He shall be honest in thoughts and deeds both in his personal and official actuations, obeying the law of the land and the regulations prescribed by his agency and those established by the company he is supposed to protect.
3. He shall not reveal any confidential matter that is confided to him as security guard and such other matters imposed upon him by law.
4. He shall act at all times with decorum and shall not permit personal feelings, prejudices and undue friendship to influence his actuation in the performance of his official functions.
5. He shall not compromise with criminals and other lawless elements to the prejudice of the customer or his client but assist government in its relentless drive against lawlessness and other forms of criminality.
6. He must carry his assigned duties as security guard or watchman as required by law to the best of his ability and safeguard life and property to the establishment he is assigned.
7. He shall wear his uniform, badge, patches and insignia properly as a symbol of public trust and confidence as an honest and trustworthy security guard, watchman and private detective.
8. He must keep his allegiance first to the government, to the agency he is and to the establishment he is assigned to serve with loyalty and dedicated service.
9. He shall diligently and progressively familiarize himself with the rules and regulations laid down by his agency and that of the customer or clients.
10. He shall at all times be courteous, respectful and salute to his superior officers, government officials and officials of the establishment where he is assigned and the company he is supposed to serve.



11. He shall report to perform his duties always in proper uniform and neat in his appearance.
12. He shall learn at heart or memorize and strictly observe the laws and regulations governing the use of defensive weapons.

**3.**

**CODE OF CONDUCT**

1. To carry with him at all times during his tour of duty his license and identification card and the permit to carry defensive weapons.
2. He shall not use his license and privileges to the prejudice of the public, clients or customers and his agency.
3. He shall not engage in any unnecessary conversation with anybody except in discharge of his duties or sit down unless required by the nature of his work and at all times keep himself alert during his tour of duty.
4. He shall not read newspapers, magazines, books, etc. while actually performing his duties.
5. He shall not drink intoxicating liquor immediately during or before his tour of duty.
6. He shall know the location of the fire alarm box near his post and to sound the alarm in case of fire or disorder.
7. He shall know to operate the fire extinguisher at his post.
8. He shall know the location of the telephone / and the telephone number of the police precincts as well as the telephone number of the fire stations in the locality.
9. He shall immediately notify the police in case of any sign of disorder, strikes, riot, or any serious violation of the life and property.