

24HRS JXB SECURITY

GLOBAL SECURITY & RISK MANAGEMENT OPERATIONS

OPERATIONAL GOVERNANCE FRAMEWORK

Code of Conduct & Operating Guidelines

Organization: 24Hrs JXB Security**Scope:** UK & Pakistan Security Personnel**Contract Type:** Zero-Hour / Casual Engagement

1. CORE PRINCIPLES OF CONDUCT

All security officers engaged by 24Hrs JXB Security are required to maintain the highest standards of integrity, professionalism, and accountability while on duty. The following four pillars form the non-negotiable standard of conduct across all deployments:

1. Integrity & Honesty

Absolute prohibition of bribery, financial impropriety, extortion, or facilitating unauthorized access to protected premises. Security officers act as trustworthy custodians of client assets.

2. Professional Demeanor

Full compliance with uniform specifications, maintaining clean turnout, displaying required identification prominently, and exercising authoritative yet polite communication at all times.

3. Anti-Discrimination & Equity

Strict compliance with equal opportunity standards. Harassment, profiling, or bias based on race, gender, religion, sect, or disability will result in immediate termination of engagement.

4. Absolute Sobriety Policy

Zero-tolerance for alcohol or illicit substance consumption prior to or during shifts. Impaired personnel are subject to immediate removal from post and legal escalation.

2. DUAL-JURISDICTIONAL STATUTORY DIRECTIVES

Security officers must operate strictly within the legal parameters established by the primary security governing bodies of their respective deployment region.

United Kingdom Operations

- **SIA Licensing:** Valid Security Industry Authority (SIA) license must be visibly displayed at all times on shift.
- **Use of Force:** Force must be minimal, necessary, and strictly defensive under Section 24A PACE 1984.
- **Prohibited Items:** Batons, pepper spray, firearms, or unapproved restraints are strictly illegal and forbidden.
- **Equality Act 2010:** Mandatory non-discriminatory treatment of all members of the public and staff.

Pakistan Operations

- **Statutory Compliance:** Compliance with Private Security Companies Ordinance, 2001 & Home Dept rules.
- **Firearms Regulations:** Armed guards must carry company-registered weapons with chamber-empty protocols.
- **Police Coordination:** Duty to assist local Thana administration during investigations or security breaches.
- **Verification:** CNIC and Police clearance must remain active and registered on file.

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CODE OF CONDUCT & OPERATING GUIDELINES

3. ZERO-HOUR OPERATIONAL STANDARDS

This policy details the contractual and operational terms governing flexible, zero-hour engagements for security personnel operating within both the UK and Pakistan.

OPERATING PROVISION	UNITED KINGDOM FRAMEWORK	PAKISTAN FRAMEWORK
Mutuality of Obligation	No guaranteed minimum hours. Guards retain full freedom to accept or decline individual shift offers.	Flexible shift-based engagement governed by written casual labor agreements without guaranteed minimums.
Exclusivity Provisions	Guaranteed non-exclusivity under Section 27A Employment Rights Act 1996; guards may work elsewhere.	Personnel may engage in external employment provided no conflict of interest or duty fatigue impacts site safety.
Rest & Shift Limits	Mandatory 11 consecutive hours rest per 24 hours pursuant to UK Working Time Regulations 1998.	Shift structures adhere to rest provisions under provincial West Pakistan Shops & Establishments Ordinance.
Statutory Remuneration	Statutory holiday pay accrued pro-rata at 12.07% on all hours worked (5.6 weeks base standard).	Remuneration compliant with Provincial Minimum Wage Board notifications per shift/day worked.

4. ON-DUTY PROTOCOLS & INCIDENT MANAGEMENT

- **Shift Acceptance Commitment:** Once a zero-hour shift is formally accepted via the booking system, attendance becomes a mandatory duty commitment.
- **Cancellation Protocol:** Officers must provide a minimum of 12 hours' notice if unable to attend an accepted shift. Unjustified "No-Show" incidents lead to immediate removal from the active deployment roster.
- **Incident Logging:** Officers must record all events, visitors, and security checks in the Daily Occurrence Log (DOL). Critical incidents require an immediate Incident Report Form (IRF) submitted within 2 hours.

5. DISCIPLINARY & MISCONDUCT ESCALATION

Disciplinary actions follow a structured review process depending on the severity of the infraction:

1. **Minor Breaches (e.g., uniform defects, minor tardiness):** Verbal Warning followed by Formal Written Warning on second occurrence.
2. **Major Breaches (e.g., failure to log incidents, unauthorized shift swap):** Temporary suspension from active roster pending administrative review.
3. **Gross Misconduct:** Summary termination of engagement contract and removal from company roster.

CRITICAL MANDATE: GROSS MISCONDUCT CLASSIFICATION

Sleeping while on duty, unauthorized firearm discharge, reporting under the influence of alcohol/drugs, gross insubordination, bribery, or committing criminal acts leads to immediate removal from post, formal investigation, and potential referral to the SIA (UK) or Police Authorities (Pakistan).