



*Where this document refers to Fortel it shall mean all Fortel Group Companies including Fortel Services Limited, SkyBlue Recruitment Limited T/A SkyBlue and Nexus Security Limited, unless otherwise stated.

Mission Statement & Ethics Policy

1.0 MISSION STATEMENT

Fortel is dedicated to understanding our client's needs and offering the highest standards of service. Our pledge is to establish lasting relationships with our customers by exceeding their expectations and gaining their trust through exceptional performance by every member of our team.

2.0 VALUES

- 2.1 **Ethics** - We recognise that personal as well as organisational ethics are essential to the accomplishment of our mission.
- 2.2 **Loyalty and Trust** - We must be loyal to our duties of office, to the Department as a whole, and to the Clients we serve. Our actions are reliable, dependable, fair, and consistent.
- 2.3 **People** - Our people are passionate and form competent, compliant teams for major projects. We cultivate growth and development for sustainable careers. Our Clients, suppliers and community members are deserving of our full efforts and attention.
- 2.4 **Promise** – Our promise is to be pillars of our industry by creating a social legacy with foundations built on our activity and measurement.
- 2.5 **Progress** – Our progress is forged by the use of innovative technology, supporting our teams and collaborating with clients to drive results
- 2.6 **Professionalism** - We strive for excellence in providing quality service while maintaining a work environment that develops our members through effective, timely training and progressive leadership.
- 2.7 **Teamwork** - We encourage independent action and initiative, while realising that our success depends on a cooperative effort within the Department, Clients and throughout the community.

3.0 WORKERS CODE OF ETHICS

All workers must be fully aware of the ethical responsibilities of their position and must strive constantly to live up to the highest possible standards of professional security practices. The Fortel Management Team believes it is important that workers have clear advice and counsel available to assist them in performing their duties consistent with these standards, and has adopted the following ethical mandates as guidelines to meet these ends.



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3.1 Primary Responsibilities of allWorkers

Allworkers acts as an official representative of the clients and security agency who is required and trusted to work within the established policies and law. Statute, policies, and administrative codes confer theworkers powers and duties. The fundamental duties of allworkersinclude serving the Client; safeguarding lives and property; protecting the innocent; keeping the peace; and to monitor and report potential problems affecting the Client.

3.2 Performance of the Duties of allWorkers

A worker shall perform all duties impartially, without favour, affection, or ill will and without regard to status, sex, race, religion, political belief, or aspiration. All persons will be treated equally with courtesy, consideration, and dignity. Wokers will never allow personal feelings, animosities, or friendships to influence official conduct. Laws, rules and policies, will be enforced appropriately and courteously and, in carrying out their responsibilities, workers will serve to obtain maximum cooperation from the public. They will conduct themselves in appearance and deportment in such a manner as to inspire confidence and respect for the position of public trust they hold.

3.3 Discretion

All workers will use responsibly discretion in their position and exercise it within the laws and policies set forth. The principle of reasonableness will guide theworkers determinations and theworkerwill consider all surrounding circumstances in determining what action shall be taken. Consistent and wise use of discretion, based on professional security competence, will do much to preserve good relationships and retain the confidence of the public. There can be difficulty in choosing between conflicting courses of action. It is important to remember that a timely word of advice rather than a more server measure - which may be correct in appropriate circumstances - can be a more effective means of achieving a desired end.

3.4 Use of Force

Allworkers will never employ unnecessary force or violence and will use only such force in the discharge of duty as is reasonable in all circumstances. Force should be used only with the greatest restraint and only after discussion, negotiation and persuasion have been found inappropriate or ineffective. While the use of force is occasionally unavoidable, every workerwill refrain from applying the unnecessary infliction of pain or suffering and will never engage in cruel, degrading or inhuman treatment of any person.

3.5 Confidentiality

Whatever a worker sees, hears, or learns of, which is of a confidential nature will be kept secret unless the performance of duty or legal provision requires otherwise. Members of the public have a right to security and privacy, and information obtained about them must not be improperly divulged.

3.6 Integrity

Aworkerwill not engage in acts of corruption or bribery, nor will aworkercondone such acts by other workers. The public demands that the integrity of workers be above reproach. Workersmust therefore, avoid any conduct that might compromise integrity and thus undercut the public confidence in a Fortel Department. Workerswill refuse to accept any gifts, presents, subscriptions, favours, gratuities or promises that could be interpreted as seeking to cause the workerto refrain from performing official responsibilities honestly and within the policies and law. Workers must not receive private or special advantage from their official status. Respect from the public cannot be bought; it can only be earned and cultivated.

3.7 Cooperation with Other Workersand Agencies

Workerswill cooperate with all legally authorised agencies and their representatives in the pursuit of justice. An officer or agency may be one among many organisations that may provide law enforcement services to a



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jurisdiction. It is imperative that workers assist colleagues and law enforcement agencies fully and completely with respect and consideration at all times.

3.8 Personal/Professional Capabilities

Workers will be responsible for their own standard of professional performance and will take every reasonable opportunity to enhance and improve their level of knowledge and competence. Through study and experience, a worker can acquire the high level of knowledge and competence that is essential for the efficient and effective performance of duty. The acquisition of knowledge is a never-ending process of personal and professional development that should be pursued constantly.

3.9 Private Life

Workers will behave in a manner that does not bring discredit to Fortel or themselves. A worker's character and conduct while off duty must always be exemplary, thus maintaining a position of respect in the community, in which he or she lives and serves. The worker's personal behaviour must be beyond reproach.

Mr S. Nijjer
Chief Executive Officer