

# ADVERSE PUBLICITY POLICY

## OF

# WINNS SECURITY SERVICES LTD.

### GENERAL STATEMENT

**Winns Security Services Ltd.** recognises the importance of addressing adverse publicity about the Company itself and about the Security industry in general.

The Company's policy is to ensure that as part of its normal induction and training program's, all Company representatives are made aware of the need to report any service related issues that may have an adverse effect on the reputation of the Company and therefore on the reputation of the industry in general, to the appropriate Manager.

Customer complaints are processed according to the Company's documented procedures and are kept confidential to relevant Company representatives only.

In respect of such situations / incidents that are made known to the Company by the media or by people or organisations other than the Customer / Client, only the Chairman or his designated Deputy will communicate with such parties, if any communication at all is considered necessary or appropriate.

Review of policy

Adverse Publicity Procedures and practices will be kept under review so as to ensure that this policy is being adhered to and to ensure that they do not include requirements or conditions which constitute, or may lead to, unlawful discrimination.