

THE KSS PLEDGE



MERIT BASED RECRUITMENT

POSITIVE WORKING ENVIRONMENT

CLIENT ACCOUNTABILITY

ABOLISHING THE ABUSE OF POWER

OVERVIEW

At King Safety and Security, we are committed to creating a working environment where all close protection operatives feel valued, respected, and supported. We understand the challenges and injustices prevalent in the close protection industry, and we are dedicated to setting a new standard of fairness and inclusivity for others to follow, through the KSS Pledge.

Objectives:

- To promote safety and wellbeing for all
- To set industry standards for others to follow
- To encourage greater diversity in the CP space



MERIT-BASED RECRUITMENT

KSS will always prioritise merit and qualifications when recruiting new team members, ensuring a level playing field for all candidates regardless of background or connections.

Merit-based recruitment is a fair and transparent process that focuses on the qualifications, skills, and abilities of candidates rather than personal connections or biases of the recruiter. By emphasising merit, KSS can ensure that the most suitable individuals are selected for positions, leading to a more competent and diverse workforce. This approach helps to avoid nepotism and favoritism, creating a level playing field for all applicants.

One of the key benefits of merit-based recruitment is that it promotes diversity and inclusion within the workplace. When hiring decisions are based on merit, individuals from different backgrounds and experiences have an equal opportunity to succeed. This not only benefits the organization by bringing in fresh perspectives and ideas but also fosters a more inclusive and equitable work environment.

POSITIVE WORKING ENVIRONMENT

Creating a positive working environment is crucial for the well-being and productivity of employees. To ensure this, KSS has implemented several systems and processes to combat bullying in the workplace. We have clear policies in place that define what constitutes bullying behavior, provide avenues for reporting incidents, and outline the consequences for such actions. Training sessions and workshops are also conducted to raise awareness and educate employees on the importance of respectful interactions.

In the event of discord within a team, our company is committed to promoting mediation as a means of resolving conflicts. Mediation allows parties to express their concerns in a safe and structured environment, with the goal of finding a mutually acceptable solution. This approach emphasises

open communication, active listening, and compromise, fostering a culture of understanding and cooperation among team members.

KSS maintains a zero-tolerance policy towards sexual harassment and discrimination. We firmly believe that every individual has the right to work in an environment free from harassment, whether from colleagues, clients, or management. Any allegations of such behavior are thoroughly investigated, and appropriate disciplinary actions up to contract termination are taken to address the issue. By upholding these standards, we aim to create a workplace where all employees feel respected, valued, and safe.

ABOLISHING THE ABUSE OF POWER

KSS is committed to fostering a workplace that is free from any form of discrimination. As an industry that has historically faced challenges with the abuse of power, we recognise the importance of creating a culture of respect, equality, and inclusivity for all employees.

Our company strictly prohibits any behaviour, language, or actions that are demeaning, disrespectful, or discriminatory towards individuals based on their gender, age, sexual orientation, ethnicity, or any protected characteristic. This includes but is not limited to hurtful remarks, inappropriate jokes, unwanted advances, or any other form of harassment. Any employee found engaging in such behaviour will be subject to remedial or disciplinary action, up to and including termination.

We encourage all employees to speak up if they witness or experience any form of poor behaviour in the workplace. We have established confidential reporting mechanisms to ensure that all concerns are taken seriously and addressed promptly. By working together, we can create a safe and supportive environment where everyone can thrive and succeed based on their merits and contributions.

CLIENT ACCOUNTABILITY

KSS is dedicated to upholding the highest standards of client accountability. In an environment where clients are sometimes given free rein due to fear of repercussions, KSS stands firm in its commitment to ensuring accountability for all actions. Our company policy dictates that any claims of wrongdoing by a client will be thoroughly investigated, and appropriate action will be taken to address and rectify the issue promptly.

At KSS, the safety and wellbeing of our staff are paramount. We prioritise the safeguarding of our team members above all else, and any behaviour that compromises their safety will not be tolerated. Our zero-tolerance policy towards any form of misconduct ensures that our employees can perform their duties with confidence and peace of mind. By upholding a culture of accountability and transparency, we strive to maintain a professional and ethical working environment that reflects our core values of integrity and respect.

MENTAL HEALTH SUPPORT

KSS understand that mental health challenges can affect anyone, and we are committed to providing a supportive environment for all our personnel. To maintain good mental health, we encourage our employees to take regular breaks, practice self-care, and seek help when needed. We believe in removing the stigma associated with mental health issues by fostering open and honest conversations.

In line with our commitment to supporting our employees, we offer referrals to services that can provide qualified assistance if necessary. These services may include counseling, therapy, or mental health resources in the community. We believe that seeking help is a sign of strength, and we encourage our employees to reach out for support whenever they need it. By promoting a culture of understanding and acceptance, we aim to create a work environment where everyone feels valued and supported.

SUMMARY

By making the KSS Pledge, we are not only committing to the well-being of our own close protection operatives but also challenging our industry peers to prioritise fairness, equality, and respect in their own practices. Together, we can create a more just and equitable future for all individuals working in close protection.

Key Metrics:

The success of the KSS pledge will be measured by the ongoing quarterly external audit of grievances raised by personnel. The audit will assess the following key areas:

- Was the CPO aware of how to raise the grievance/request for support?
- Was the process followed appropriately by their line manager?
- Was the issue resolved?
- Was the process sufficient?
- Did the CPO feel their issue was adequately dealt with, and a suitable outcome reached?
- What could have been improved in the process?

2025 Targets:

- Zero discriminatory and/or bullying grievances raised.
- Significant reduction in team clashes requiring mediation and remedial support.
- Significant increase in the reporting and support offered around mental health.
- 100% approval rating from personnel via anonymous feedback forms, when asked about the support available from KSS and the promotion of the importance of well being within the company ethos.

Personnel Resources:

- The KSS CPO handbook and guide to resources
- Anonymous feedback forms
- Grievance procedures
- Line management
- Senior management
- Links to external support