



COVERDALE
SECURITY SERVICES LTD

ADVERSE PUBLICITY POLICY

The Company 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 programs, 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 a senior member of the Management Team.

Customer complaints and incidents of adverse publicity are processed according to the documented procedures and are kept confidential to 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 Managing Director or the Company legal representative will communicate with such parties, if any communication at all is considered necessary or appropriate.

Signed Suzanne Chappel

Dated 04/1/20

Version 1