



# AK9 SECURITY AND FM SOLUTIONS LTD



# MEDIA HANDLING POLICY



## ADDRESS

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## **Media Communication Guidelines**

If a representative of the media contacts an employee of the company, they may be seeking:

- Particular information about the company and the services that it provides;
- Information about sudden events, including legal and regulatory actions, accidents, thefts, arrests, employee or customer complaints or natural disasters;
- Comment or reaction to new developments in the security industry or concerning our services;
- Background information for more general news stories involving the communities our company serves.

Any calls from media representatives should be forwarded to Head Office. Employees should not say that they are not permitted to speak with reporters or that they must get permission to do that. Instead, reporters should be told that the Company Policy is to send all media questions to the company Director.

The media representatives should be extended the same professionalism and politeness that we show to customers and other members of the public. Their enquiries should be answered with a referral to the Director quickly. This is an important part of promoting our company and its image.

Employees contacted by the media should immediately inform the Director who may ask for your assistance in preparing a response. Do not permit a media representative to pressure you to immediately respond to questions, since a considered response is always preferable and more likely to convey relevant and correct information.

## **Photograph and Film Guidelines**

When a media representative asks to be allowed to take photos or film inside our premises or at a worksite, their request should be forwarded to the company Director. Without the Director's approval, no such permission can be granted. The Director will not give approval except after consulting with the client or manager of the site.

Factors to be considered in deciding whether to grant such permission includes whether it will disrupt work operations, the company has anything to gain from granting the request, the current condition and age of the facility, and whether the facility is currently clean and suitable to be pictured or filmed.

Media including camera crews may show up at our premises or a worksite, especially in a crisis situation or if some external organisation or group has planned a boycott or demonstration at our premises or a worksite.

Such unannounced visits by media representatives and their camera crew should be treated professionally and politely. The Director should be notified immediately. The Director may want to contact the media representative's editor or other supervisor. They cannot be allowed to enter without permission.



Our company has no control over the taking of photos or filming outside our premises or worksites on public property, such as courtyards, walkways or public parking lots, so no employee should interfere with such activities there.

Members of the media should not be permitted to block the entrance and exit passages to our facilities or worksites or interfere with the normal conducting of business by our Company and its customers.

Media representatives may be notified if our customers complain about any disruption they have caused as to access to walkways or parking lots. Employees should remain aware that anything that they say to the media may be reported in print or broadcast.

### **Seeking Media Coverage**

When an employee has an idea about good news story to provide to the media, they should seek permission to do so from the Director, who is the only one authorised to approve seeking media coverage. Do not contact the media without getting approval. Some types of news may be appropriate only for internal company promotion, such as in an employee newsletter.

Signed: The signature is handwritten in black ink, appearing to read 'Faisal Ali'.

**Name:** Faisal Ali

**Position:** Managing Director