



KINDUZ

Security Policy

Version 1.1

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KINDUZ takes the responsibility of informing and guiding its stakeholders about the dangers in their environment to ensure their physical security from malicious damage including terrorism, theft, privacy, or sabotage.

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1. SCOPE

- 1.1. This Security policy is applicable to all stakeholders of KINDUZ Globally.
- 1.2. The organization desires that all its stakeholders follow the standards set in its' working in respect of Security, and encourages the usage of these policies in their personal lives as well to create a Secure living for themselves, their loves ones and beyond.

2. DEFINITIONS

- 2.1. "Stakeholders" include but are not limited to a KINDUZ's parent, subsidiary, sister and affiliated companies, party's investors, directors, vendors, partners, suppliers, legal authorities, agents, governments, associates, employees, interns, contractors, consultants, clients and customers, communities that the party supports. The definition also covers any of the above organization's stakeholders as well.

3. OVERVIEW

- 3.1. A security policy is an essential basis on which an effective and comprehensive security program can be developed. This critical component is the primary way in which the security plan is translated into specific, measurable, and testable goals and objectives.

4. OBJECTIVE

- 4.1. The objective of this policy is to identify, define, develop, communicate and implement general methods and procedures for guiding security to all stakeholders.

5. POLICY

- 5.1. There are no guarantees of personal security in any environment. It is incumbent upon each individual to safeguard him or herself against becoming the victim of a crime or an accident. One of the best ways to maximize your safety and minimize your risk is to follow some simple security rules:

General courses of action:

- 5.2. Always be aware of your surroundings, the people around you including the equipment (Automated machines with Artificial Intelligence) around you, no matter whether it is day or night
- 5.3. Avoid lonely places, especially at night
- 5.4. Walk only on lit walkways away from shrubs and trees. Do not take short cuts
- 5.5. Choose walkways and roads mostly used by general traffic
- 5.6. Be alert and walk purposefully with confidence. Show that you are aware and in control. Body language works
- 5.7. If someone follows you, change direction and go to a place where there are other people
- 5.8. Be prepared to scream or shout if attacked
- 5.9. Consider taking a self-defence course
- 5.10. Carry a pepper-spray at all the time and be familiar on how to use it in case of emergencies
- 5.11. When you are socialising, do not drink too much; keeping a clear head makes it easier to make wise decisions when it comes to personal safety
- 5.12. Respect your intuition. Do not allow logic to override your 'sixth sense' – it could save you from danger. If someone or something makes you feel uneasy, get out or get away

6. PERSONAL SECURITY FOR ALL TRAVEL

- 6.1. Notify the HR team in the Head Office of your departure and return dates, but don't otherwise publicize your travel or vacation plans. Leave contact numbers with your Reporting Manager and your loved ones
- 6.2. Check plane, train, and bus times before you travel
- 6.3. Sit near other people or near aisles or doors. Learn the location of emergency alarms and exits
- 6.4. Stay awake and alert when using public transportation
- 6.5. Consider purchasing special clothing or accessories to hide your passport, money, credit cards and other valuables. Keep most of your funds in traveller's checks, check cards, debit cards and hidden; carry some in your wallet or handbag. Use a money clip. If you are robbed, you may lose the money in the clip but will retain important credit cards and documents
- 6.6. Keep valuables out of sight and luggage close at hand. If carrying a handbag, keep it in front of you, closed, with the fastening toward your body. Keep a wallet in your front pants pocket and never in back pants pocket
- 6.7. If your bag is snatched, let it go
- 6.8. Do research on the area of your visit. Talk to your colleagues regarding travel advisories or warnings
- 6.9. When traveling, dress casually; dress down where appropriate. Be aware of local customs
- 6.10. Don't wear excess jewellery. Reduce wallet and purse contents, particularly cards denoting affiliations, memberships, accounts, etc
- 6.11. At airports, proceed through security checks and go to the boarding area as quickly as possible. These areas are usually the most secure in the airport
- 6.12. In any crowded situation, be aware of any crowding or jostling, even if it appears innocent. This is often a ploy by pickpockets to distract you
- 6.13. Be very careful any time you use a telephone calling card. Fraudulent uses of these cards are on the rise. Look for people observing your card or your fingers as you dial your code. Avoid being heard giving the number to local telephone operators
- 6.14. Always carry a local mobile SIM card with enough calling balance and enough data connectivity for safety and emergency communication purposes
- 6.15. Always maintain checklist and keep track of your belongings in case you forgot any valuables your checklist will help
- 6.16. No two employees of KINDUZ should travel on the same flight unless approved by the Global CEO

7. TRAVELING ABROAD

- 7.1. The HR team will inform the consulate of your citizenship via an email about the following at least 2 calendar days in advance:
 - 7.1.1. Full Name of associate
 - 7.1.2. Passport Details
 - 7.1.3. Expected Entry date into the country
 - 7.1.4. Expected Travel within the country
 - 7.1.5. Expected Exit date out of the country
 - 7.1.6. Location of stay
 - 7.1.7. Reason of visit
- 7.2. Know the local country emergency dial number, and any other important short dial numbers
- 7.3. While abroad, walk in a group or with a friend wherever possible
- 7.4. Avoid routine routes and times of travel. Try not to set patterns. Be familiar with your route and have alternate populated routes. Check regularly for surveillance
- 7.5. Try to learn the language of the country you're visiting, at least a few basic sentences. This way you can easily communicate with hotel staff, shopkeepers, bartenders, and the police if need be
- 7.6. Learn about the customs and clothing of the country you are visiting so you will blend in and not stand out as much
- 7.7. Try not to look too much like a citizen of that country, as many criminals in other countries know what to look for and may try to pick you out of the crowd as their next victim



- 7.8. Be aware of pickpockets and never carry a bag with thin straps across your shoulder, as many criminals tend to cut the straps and run off with your belongings. Use guided tours if possible so that you do not get lost and remain with a group

8. PERSONAL SECURITY IN HOTELS OR PLACE OF STAY

- 8.1. Do not discuss your business or travel plans in public areas where they may be overheard. Discuss your travel plans and movements during your stay with as few people as possible
- 8.2. Selecting a hotel room on the third to fifth floor generally will keep you out of reach of criminal activity from the street but still within reach of most fire truck ladders
- 8.3. Select a hotel room without a connecting room or connecting door. This is very important.
- 8.4. Keep all doors and windows locked when you are inside or outside the hotel room
- 8.5. Do not entertain strangers in your hotel room
- 8.6. Be alert to overly friendly locals. They may have criminal intentions. They may offer to take you to a "special" restaurant. Their ruse may be to offer drugged refreshments
- 8.7. Never leave valuables in your hotel room exposed or unattended, even in a locked suitcase
- 8.8. Place valuables i.e. money, jewellery, airplane tickets, credit cards and passport--in a hotel safe deposit box or room safe
- 8.9. Familiarize yourself with escape routes in case of fire or other catastrophe
- 8.10. Use the door chain or bolt lock whenever you are in your room
- 8.11. Use the door viewer (peephole) before opening the door to visitors
- 8.12. Do not discuss your room number while standing in the lobby or leave your room key on restaurant or bar tables
- 8.13. Keep your room neat so you will notice disturbed or missing items quickly

9. PERSONAL PROPERTY

- 9.1. Never leave your wallet, bag or purse, or other items of property unsecured and unattended; it only takes seconds to disappear
- 9.2. Only carry cash for your immediate needs
- 9.3. Clearly mark your property
- 9.4. Never carry your PIN with your credit/debit cards. Never tell anyone, including a bank representative, what your PIN is
- 9.5. Never let anyone see your PIN when entering it on an Automatic Teller Machine. Always carry your bag or purse close to you
- 9.6. Do not put your bag or purse on the floor when in a public toilet cubicle
- 9.7. Do not leave keys, cash or other valuables in your desk drawers
- 9.8. Lock your home, car and office when you leave them
- 9.9. Report all thefts (including that happens in client site) to Security and to the Police immediately
- 9.10. When out shopping, don't carry large bundles or packages. It distracts you from your surroundings and makes you a potential target for a thief
- 9.11. Make copies of all documents including your passport and other ID before you leave for a vacation or trip and give it to someone you trust in case you lose yours or it gets stolen. Always carry your identification with you when you're traveling, whether it is within the country or overseas

10. RESIDENTIAL SECURITY

- 10.1. All entrances, including service doors and gates, should have quality locks, preferably deadbolt
- 10.2. Keep all doors and windows (including service doors and gates) locked at all times if possible, even when at home
- 10.3. Have window locks installed on all windows. Use them
- 10.4. Lock louvered windows, especially on the ground floor
- 10.5. Have locks installed on your fuse boxes and external power sources
- 10.6. If you have window grilles and bars, review fire safety

- 10.7. Don't block bedroom windows with permanent grilles if the windows may be used for emergency way out
- 10.8. If you have burglar or intrusion alarms, check and use them
- 10.9. Keep at least one fire extinguisher on each floor, and be sure to keep one in the kitchen. Show family members and household help how to use them
- 10.10. Periodically check smoke detectors and replace batteries when necessary
- 10.11. Keep flashlights in several areas in the house. Check the batteries often, especially if you have children in your home. (They love to play with flashlights!)
- 10.12. A family dog can be a deterrent to criminals. But remember, even the best watch-dog can be controlled by food or poison. Do not install separate "doggy doors" or entrances. They also can admit small intruders
- 10.13. Choose a location that offers the most security. The less remote, the safer your home will be, particularly in a neighbourhood close to police and fire protection
- 10.14. Know your neighbours. Develop relation with them. A neighbour can watch out for your residence while you are away, and you can do the same for them. But do not lend your keys to anyone you do not know well or trust
- 10.15. If you observe any unusual activity, report it immediately to neighbourhood police station
- 10.16. Establish safe family living patterns. If you understand the importance of your contribution to the family's overall security, the entire household will be safer
- 10.17. Educate family members and domestic help in the proper way to answer the telephone at home, in an emergency
- 10.18. Vary daily routines; avoid predictable patterns
- 10.19. Know where all family members are at all times
- 10.20. Use these same guidelines while on leave or in travel status
- 10.21. Always lock the doors and windows when you leave, even if it is only for a short time
- 10.22. Don't leave keys "hidden" outside the home. Leave an extra key with a trusted neighbour or colleague
- 10.23. Keep your house keys and car keys on separate key chains
- 10.24. Do not attach your address to your key chain
- 10.25. Never open the door to a stranger, even one who says that they are a service person. Ask for identification. Do not rely on a chain lock to prevent entry. It is insufficient protection
- 10.26. If a stranger comes to your door and asks to use the telephone, do not open the door or let them in. Offer to place the call for them
- 10.27. Don't leave your wallet, purse, check book, cash, or jewellery in open view. Keep them locked away or in a drawer or cabinet
- 10.28. Hang up immediately on any harassing or obscene phone call. Report the incident to Security/ Police Station
- 10.29. While you are away or in vacation:
 - 10.29.1. Leave the front porch light and any back lights on the entire time so it gives the illusion that there is always someone home
 - 10.29.2. Lock all doors and windows and if someone is watching your home for you have them bring the newspaper inside each day. This will make it appear to potential criminals that you are there
 - 10.29.3. If you have a home security system, be sure to arm it and give the code to your house sitter so that they can re-arm it when you leave
 - 10.29.4. If you have security cameras, make sure that your DVR is set to record while you are away
 - 10.29.5. If possible, have someone stay in your home for you while you're gone

11. OFFICE SECURITY

- 11.1. Always lock your office, even when you are leaving it only for a short while
- 11.2. Never leave valuable items of property unsecured and unattended
- 11.3. Never lend anyone your office keys or ID card or access card. Keys and combinations should not be left in desk drawers
- 11.4. Ensure your office personal computer is secure
- 11.5. Do not wedge doors open



- 11.6. Ensure all confidential information and data is secure
- 11.7. Large sums of cash should be banked at the end of the day and safes locked at all times
- 11.8. Report suspicious persons/activity in your area to Campus Security immediately
- 11.9. Turn off light, air-conditioning, heaters and fans when leaving work
- 11.10. If working or studying after hours, please advise Campus Security when you arrive and when you leave

12. VEHICLE SECURITY

- 12.1. Always lock your car and take the keys, even if you are only stopping for a couple of minutes
- 12.2. Make sure the windows are closed
- 12.3. Park in a well-lit, busy area. Make sure your surroundings are safe prior to getting out of your car
- 12.4. Consider installing an anti-theft device in your vehicle such as:
 - 12.4.1. A car alarm that activates when someone tampers with the car
 - 12.4.2. A steering lock device
 - 12.4.3. A secondary "kill switch" shutting off the ignition or fuel line
 - 12.4.4. A vehicle tracking system that will assist the police in finding your car if it is stolen
- 12.5. Do not leave valuables in your car
- 12.6. Walk confidently to or from your car with your keys held ready to open the door
- 12.7. Check the back seat or hatch for intruders before getting into your car
- 12.8. Once inside, lock all doors and if always leave windows up until you have reached your destination
- 12.9. If a passing motorist indicates that you should stop, keep driving to a service station. If you decide to stop, stay in the car with the doors locked and the window partly open to speak through. Drive away if you feel threatened
- 12.10. Any time you drive through areas containing stoplights, stop signs, or anything that significantly reduces vehicular speed, keep your windows up and all doors locked
- 12.11. If you are approached by suspicious persons while you are stopped, do not roll down windows; drive away quickly
- 12.12. If you are being followed or harassed by another driver, try to find the nearest police station, hotel, or other public facility. Once you find a place of safety, don't worry about using a legal parking space. Park as close as you can, and get inside fast
- 12.13. If another driver tries to force you to pull over or to stop, keep driving and try to get away. Try to note the license plate number of the car and a description of the car and driver. If this effort places you in danger, don't do it. The information is not as important as your safety
- 12.14. If you are being followed, never lead the person back to your home. Drive to the nearest police station.
- 12.15. If you are traveling alone and a car "bumps" into you, don't stop to exchange accident information. Go to the nearest service station or other public place to call the police
- 12.16. If you have car trouble on the road, raise your hood. If you have a radio antenna, place a handkerchief or other flag there. When people stop to help, don't get out of the car unless you know them or it's the police. Ask the "Good Samaritan" to stop at the nearest service station and report your problem
- 12.17. If you are in a parking lot or parked on the street and have trouble, be wary of personal assistance from strangers. Go to the nearest telephone and call a repair service or friend for assistance. If you feel threatened by the presence of nearby strangers, lock yourself in your car and blow the horn to attract attention of others

13. PUBLIC TRANSPORT

- 13.1. Know the timetables of their run to avoid long waits
- 13.2. Keep to open, populated areas while waiting, in full view of ferry, bus or train
- 13.3. Avoid empty carriages, and where possible, take an aisle seat
- 13.4. Phone for taxi rather than hiring them in running

14. ATM SAFETY

- 14.1. Keep your card ready when you approach the ATM
- 14.2. Stand back from the ATM to allow some privacy for a person using the ATM when you arrive



- 14.3. Stand directly in front of the ATM when using it so that no one sees you enter your PIN
- 14.4. Memorize your PIN. Do not write it on your ATM card or carry it in your wallet
- 14.5. When making a deposit, have the deposit ready for insertion into the ATM. Fill out the paperwork before you arrive to make the transaction
- 14.6. Be alert. Do not use the ATM if you notice anything suspicious. If you have already started your transaction, cancel it, secure your card, and leave. Act as if you cannot get money from the machine
- 14.7. After the transaction, pocket your card and the money. Never walk away counting your money
- 14.8. Keep your account information confidential. Always take your card and receipt with you

15. LETTER AND PARCEL BOMBS

- 15.1. Letter and parcel bombs generally are "victim activated" meaning that a victim or intended target must activate the device by opening it. They do not normally contain timing devices
- 15.2. Bombs can range from the size of a cigarette package to a large parcel. Letter and package bombs have been disguised as letters, books, candy, and figurines. Delivery methods have included mail systems, personal delivery, or placement at the recipient's site
- 15.3. A letter or parcel bomb might have some of the following indicators:
 - 15.3.1. Suspicious origin--especially if the postmark or name of sender is unusual, unknown, or no further address is given
 - 15.3.2. Excessive or inadequate postage
 - 15.3.3. Off-balance or lopsided letter or package
 - 15.3.4. Unusual weight for the size of the letter or package. Letters also may be unusually thick
 - 15.3.5. Stiffness or springiness of contents (When checking, do not bend excessively)
 - 15.3.6. Protruding wires or components; unusual grease or oil stains on the envelope
 - 15.3.7. Strange smell, particularly almond or other suspicious odours
 - 15.3.8. Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient
 - 15.3.9. Common words or names are misspelled
 - 15.3.10. Rub on or block lettering
 - 15.3.11. Restrictive markings such as "confidential" or "personal" or an honorific title appended to the name of the addressee
 - 15.3.12. Small hole in the envelope or package wrapping that could be a provision for an arming/safety wire
 - 15.3.13. Rattling inside the envelope or package--possibly loose components of a device
 - 15.3.14. Visual distractions (i.e., currency, pornography)
- 15.4. If you identify a letter or package as suspicious, don't let anyone near it. Notify your nearest Police Station immediately, and leave the letter or package in an open area, such as a courtyard, where it is easily accessible to bomb squad personnel. Never submerge it in water

16. WOMEN'S SAFETY

- 16.1. Women should be especially aware of certain travel safety rules. Never go anywhere alone, and always bring someone with you when you venture out, particularly at night
- 16.2. Bring some mace or pepper spray in the event you have to defend yourself in a dangerous situation
- 16.3. Do not wear flashy jewellery, as this will only tempt a robber to try and steal from you
- 16.4. Walk briskly and with your head up and eyes moving around, so that you look confident and aware of your surroundings
- 16.5. Do not drink too much while you're out unless you can stay close to your trusted travel companion
- 16.6. Know the local laws and guidelines for women, as it may conflict with your native culture

17. CULTURE AND LOCAL LAWS

- 17.1. Do some basic research on local culture and their customs
- 17.2. Don't laugh at things you find strange or abnormal as culture may vary from place to place
- 17.3. Never talk or try to act in a disrespecting manner as it can provoke conflicts



- 17.4. Racist comments should be avoided at all the time
- 17.5. Secrecy of information of your clients, relative, colleagues, friends should be maintained all the time as they may consider it as damage to ones dignity and lead to law suit or criminal actions
- 17.6. Learn the local laws and cultural differences as it changes with state to state and culture to culture
- 17.7. Understating the power distance and cultural tolerance is important. Avoid discussions around religion, politics, dictators, sensitive issues

18. VIOLATION REDRESSAL MECHANISM

Please refer to the Violation Redressal Policy for details.

19. DOCUMENT CONTROL

Version Number	Date	Modification	Approved By
1.0	1 st November 2015	Released	Global Value Head
1.1	10 th December 2017	Additions: <ul style="list-style-type: none">• Definition• Overview• Objective• Culture and Local Laws Modifications: <ul style="list-style-type: none">• Personal Security for all travel Deletions: <ul style="list-style-type: none">• No deletions made	Global Value Head
