



# Comprehensive Training



## Our Policy

KAW Protection Group (referred to as "KAW" in this policy) is committed to maintaining a highly skilled and professional workforce in the security services industry. This policy establishes the framework for comprehensive training and certification programs for all security personnel employed by KAW. The purpose of this policy is to ensure that our employees possess the necessary knowledge, skills, and qualifications to deliver exceptional security services to our clients.

### 1. Our Objective

The objective of this policy is to outline the procedures and requirements for training and certification of security personnel at KAW. It aims to:

- a. Ensure that all security personnel receive comprehensive training to perform their duties effectively and safely.
- b. Ensure compliance with applicable laws, regulations, and industry standards.
- c. Foster a culture of continuous learning and professional development.
- d. Enhance the reputation and credibility of KAW as a leading security services provider.

### 2. Our Scope

This policy applies to all security personnel, including but not limited to security officers, supervisors, managers, and executives employed by KAW.

### 3. Our Training & Certification Programs

#### Initial Training:

KAW shall provide comprehensive initial training programs for all newly hired security personnel. The training programs shall cover essential topics, including but not limited to:

- Security principles and practices: Security personnel will be trained on the fundamentals of security, including access control, surveillance, patrol procedures, and incident reporting.
- Emergency response procedures: Security personnel will receive training on emergency preparedness, evacuation protocols, first aid, and crisis management.
- Conflict management and de-escalation techniques: Training will focus on effective communication, conflict resolution, and strategies for handling challenging situations.
- Legal and ethical responsibilities: Security personnel will be educated on relevant laws, regulations, and ethical considerations governing their roles, including privacy, confidentiality, and use of force.
- Customer service skills: Recognizing the importance of client satisfaction, security personnel will receive training on providing excellent customer service and maintaining positive interactions with clients and the public.

The initial training shall be conducted by qualified trainers and subject matter experts who possess relevant experience and expertise in the security services industry.

### Ongoing Training:

KAW recognizes the importance of continuous professional development and shall provide ongoing training programs for all security personnel. This training shall focus on emerging security trends, technological advancements, and industry best practices to ensure that security personnel stay updated with the latest knowledge and skills.

Training sessions may include workshops, seminars, online courses, and on-the-job training opportunities, as appropriate. Security personnel shall undergo regular refresher training sessions to reinforce their knowledge, enhance their skills, and stay current with changing industry requirements.

### Certification:

KAW shall facilitate the certification process for security personnel where applicable and required by law.

Certifications may include, but are not limited to, the following:

- Security license/certificate issued by relevant regulatory authorities: Security personnel will obtain the necessary licenses or certificates as mandated by the regulatory bodies responsible for overseeing the security services industry.
- First Aid and CPR certification: Security personnel will be trained and certified in first aid and cardiopulmonary resuscitation (CPR) techniques to provide immediate medical assistance in case of emergencies.
- Fire safety certification: Security personnel will receive training and certification in fire safety procedures, including fire prevention, evacuation protocols, and the use of firefighting equipment.
- KAW shall maintain accurate and up-to-date records of employees' certifications, ensuring that certifications remain valid and are renewed in a timely manner.

## **4. Training Needs Assessment**

- a. KAW shall conduct regular training needs assessments to identify knowledge gaps and skill requirements among security personnel.
- b. The assessment process shall consider changes in laws, regulations, industry standards, technological advancements, and client-specific needs.
- c. Training plans shall be developed based on the identified needs, and resources shall be allocated accordingly to address those needs effectively.

## **5. Training Evaluation**

- a. KAW shall implement a comprehensive evaluation mechanism to assess the effectiveness of training programs.
- b. Evaluation methods may include assessments, quizzes, practical exercises, and feedback from trainees.
- c. Evaluation results shall be collected, analysed, and used to refine and improve training programs continually.

## **6. Compliance and Documentation**

- a. KAW shall ensure compliance with all relevant laws, regulations, and industry standards regarding training and certification in the security services industry.
- b. Documentation of training activities shall be maintained and readily accessible, including but not limited to attendance records, training materials, assessment results, and certification records.
- c. Regular audits shall be conducted to ensure compliance with this policy and applicable legal and regulatory requirements.

## **7. Training Evaluation**

- a. The Human Resources Department shall be responsible for coordinating and overseeing the implementation of training and certification programs.
- b. Managers and supervisors shall actively encourage and support their team members' participation in training and certification activities, ensuring that sufficient time and resources are allocated for their professional development.
- c. Security personnel shall actively engage in training programs, demonstrate commitment to continuous learning, and actively seek opportunities to enhance their knowledge and skills in the security services industry.

*KAW Protection Group.*