

Removing Unknown Person

(WAL Security Procedure 3.7)

To maintain a secure environment, it is essential to have a clear protocol for challenging and removing unknown or unauthorized individuals attempting to access our company facilities. This document outlines the procedures to be followed when such situations arise.

Definition of Unknown Person

Any individual who does not have explicit authorization or a legitimate reason to access company facilities.



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When You Find an Unknown Person;

- Keep distance and look for following characteristics:
 - They are not wearing company issued badges.
 - They are not accompanied by anyone from the company.
 - They pretend to be on the phone.
 - Other employees do not recognize them.

Reporting Unknown Person

- Do not approach the person yourself if you suspect them of being unauthorized.
- Instead, you must immediately notify the facility manager or the Branch Head to investigate the presence of the unknown person.

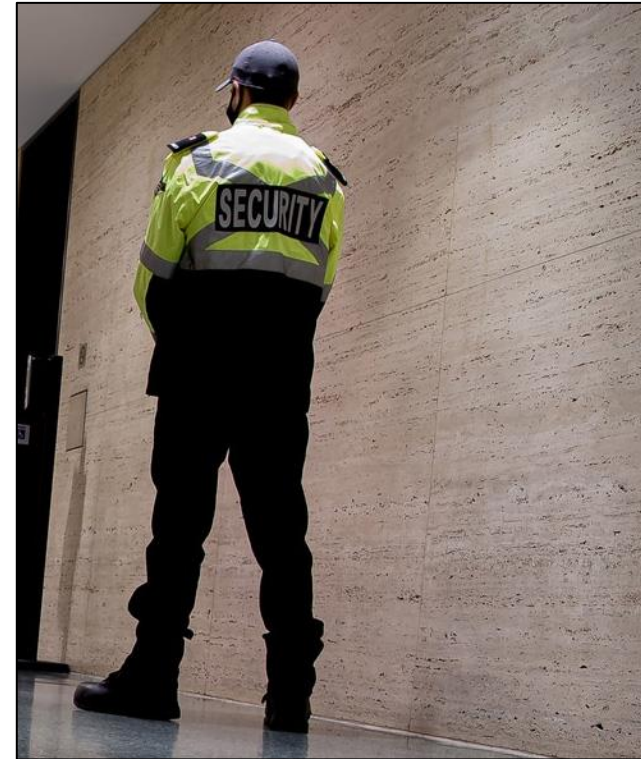


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Challenging Unknown Person

- All unknown persons should be challenged in a polite and professional manner.
- When challenging the person, maintain a safe distance from the person.
- The manager should request identification and the purpose of the visit.
- All information provided by the person, including the name of employee being visited, must be verified.
- If the person cannot provide satisfactory identification or a legitimate reason for being on the premises;
 - Before taking any action, you must inform the person that they are not authorized to access the facility.
 - Then kindly escort the person to the nearest exit.



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Removal of Unknown Person

- Removal of unknown/unauthorized persons from the facilities should be done only by a manager or a member of senior management.
- The manager must escort the unauthorized person to the nearest exit point, ensuring that the individual leaves the company premises safely.
- In case of non-compliance or if the unauthorized person poses a threat or refuses to leave, the manager should immediately contact law enforcement and follow their instructions.

