CODE OF ETHICS & PROFESSIONAL CONDUCT

MINOAN GUARD SECURITY SERVICES

1. Introduction and Purpose

This Code of Conduct defines the fundamental principles, values and rules of conduct that govern the operation of **Minoan. Guard Security Services** . It applies unconditionally to all company personnel, management, executives, static guards, patrol car crews, security escorts and technicians, during the performance of their duties and in their relations with customers, the public and the authorities.

2. Fundamental Principles and Values

- **Integrity and Professionalism:** We always act with honesty, responsibility and a high sense of duty. Our behavior reflects the prestige and credibility of the company.
- **Legality:** We strictly comply with Greek and European law, the legislation governing Private Security Service Providers (P.S.S.P.Y.A.), as well as with labor provisions.
- **Respect for Human Rights:** We recognize and respect the dignity, rights and freedoms of all individuals without any discrimination (race, gender, religion, nationality, age or sexual orientation).

3. Rules of Conduct for Security Personnel

- **Use of Force and Deterrence:** The use of physical force is permitted **only** in cases of legitimate defense, as a last resort and always within the framework of the principle of proportionality. The primary goal is always de-escalation and prevention.
- **Professional Appearance and Attitude:** Each employee is required to wear the prescribed, clean and complete company uniform along with their official identification. Their posture and speech must exude calm, politeness and stability.
- **Prohibition of Substance Use:** It is strictly prohibited to come to work or perform duties under the influence of alcohol, drugs or other substances that affect judgment and reflexes.

4. Special Article: Use of Technological Means (Cameras, CCTV & Drones)

The use of modern surveillance systems is a critical tool in our work and requires the utmost attention to privacy protection:

- **Closed Circuit Television (CCTV):** Surveillance through cameras is carried out exclusively to ensure the protection of persons and property. Intentional focusing on areas where privacy is violated (e.g. adjacent private homes, public rest areas) is strictly prohibited.

- **Use of Unmanned Aerial Vehicles (Drones):** Aerial surveillance is carried out exclusively by certified company pilots, in accordance with the regulations of the Hellenic Civil Aviation Authority (HCAA). Videotaping or photographing persons and property outside the strictly defined boundaries of the surveillance mission is prohibited.
- **Audiovisual Material Management:** Any type of recorded material (video, photos, logs) is considered highly confidential. It is prohibited to copy, store on personal devices or leak it to third parties or on social media. The export of material is permitted only upon official request from police or judicial authorities.

5. Special Article: VIP Escort & Event Security (Events)

Specialized high-demand services are governed by special rules of discretion and readiness:

- **VIP Protection (Escort of Natural Persons):** Security escorts act with absolute confidentiality regarding the program, movements and personal life of the protected person. Their presence must be effective but at the same time discreet, avoiding provocative behavior towards the public or journalists.
- **Event and Mass Gathering Security:** When guarding events, staff focus on crowd management with composure and courtesy. Event rules (e.g. ticket control, prohibited items) are enforced firmly, avoiding verbal confrontations and emphasizing the smooth running of the event.

6. Customer Relations, Confidentiality and GDPR

- **Data Protection and Confidentiality:** The staff handles sensitive information on a daily basis (security systems, passwords, customer schedules). Sharing any information with third parties is strictly prohibited. We fully comply with the European General Data Protection Regulation (GDPR).
- **Quality of Services:** We are committed to providing high-standard services, responding quickly, accurately and consistently to our contractual obligations.

7. Relations with Authorities

- with **Security Forces:** Minoan Guard operates in support of the Hellenic Police, the Coast Guard and the Fire Service. Our staff must cooperate directly, honestly and respectfully with them, providing all possible and legal assistance when requested.

8. Conflict of Interest and Bribery

- **Zero Tolerance for Corruption:** The acceptance or offering of sums of money, gifts or kickbacks from and to customers, suppliers or third parties for the purpose of preferential treatment or the circumvention of security procedures is expressly prohibited.

9. Enforcement, Reports and Sanctions

- **Reporting Obligation:** Any employee who becomes aware of a violation of this Code or illegal activity has a duty to report it immediately to the company's Management.
- **Consequences of Violation:** Failure to comply with the Code of Conduct constitutes a serious disciplinary offense and may lead to sanctions, including termination of employment and/or legal action.

This Code is an official document of Minoan Guard Security Services , is posted on corporate media and co-signed by each member of staff.

MINOAN GUARD SECURITY SERVICES O.
E. DISTINCTION TITLE : MINOAN GUARD
SECURITY SERVICES
VAT number : 803396790
HEADQUARTERS : HERAKLION CRETE , AVENUE KNOSUS NO . 7 ZIP
Code 71306 TEL : 2810-310145, MOBILE : 6937091420
MAIL: MinoanGuardsecur@outlook.com
SITE: www.minoanguard.com