**Code of Conduct for the GIZ Country Office Security Guard**

**General Rules of Conduct**

**The security guard is obliged to perform the following:**

* To implement uninterrupted service at the entrance doorway section of the building; to leave the area only in the case of extreme need or urgency informing the responsible officer of the Company. No sleep is allowed while on duty.
* To observe activities in the surroundings of the building, and in case of identifying suspicious commotions, to interfere according to the instructions of the Company officer.
* To guard the building and the property, including the outdoor signage adjacent the entrance.
* To switch on the outdoor and the indoor lighting when dark or in the event of limited visibility.
* To maintain the table designed for security guard in a clean and tidy condition, not overload it with objects not intended for performing the duties.
* No music or movie, nor any other occupation that is not considered to be a part of the security officer’s job responsibility (particularly long lasting personal telephone conversations and/or communication with SMS messages, playing games etc.) shall be allowed while on duty.

**Interactions with visitors**

The security guard is obliged to perform the following:

* To meet the visitors of the GIZ office courteously, express willingness to receive and guide them, especially those visitors, who apparently need guidance in their actions. In such cases, whenever necessary, the security guard is obliged to approach and offer assistance. When unsure about taking actions, or if necessary, he may contact relevant employee using internal communication or simply get in touch with the **Country Office Reception** or the **Country Office Manager**, introducing himself and describe the issue, get the instructions and follow them.
* To meet the office staff in an amiable manner, even if there is no need for assistance, meet them with a smile, welcome, showing the same attitude when seeing them off.
* When meeting foreigners, if they are not the office staff, the security guard shall, at least, greet them with a smile and courtesy. If they have questions, and if the security guard has limited language knowledge, he should ask them to wait and contact the above-mentioned contact persons for further instruction or ask the guest to press the button placed at the entrance door and talk to the GIZ Reception Officer. The Reception Officer will provide guidance and unlock the door if necessary.
* To accept the letters addressed to the GIZ, even if they are received after the working hours, and hand them over to the GIZ Reception.
* It is prohibited to accept those letters addressed to the GIZ, which receipt should be confirmed by signature. Such letters shall be accepted on working hours in the Reception of the GIZ Office.

**Security and technical issues**

The security guard shall be obliged to do the following:

* In situations where his safety is compromised, to contact the responsible officer of the Company.
* In the event of a fire in the office to extinguish it with the fire extinguishers available in the corridors, and upon need, call fire department dialing 101 or 911.
* In the event of technical disruptions at the entrance and inside the building during working hours, contact the **Receptionist** or **Care Taker**.
* It is strictly forbidden to grant access to strangers not associated with the GIZ and nor with its visitors. The GIZ shall make exclusions only when it is for the purpose of delivering first aid to a person.
* For any urgent matters to reach provided contacts.

**Uniform and personal hygiene**

The security guard is obliged to perform the following:

* To come to work after having proper rest, take care of a well-tended appearance, shaved, combed, in clean and pressed uniforms. It is prohibited to perform duties in civilian clothing or to change the service uniform before the end of the shift. The security guard shall be subject to strict requirements of personal hygiene (taking bath before each shift, moderate use of perfume excluding those with strong and intensive smell).
* To keep the ventilation and air conditioning system of the location turned on, keep the entrance doorway clean, and if necessary, ask the Reception to organize the cleaning of the premises through relevant employee.

**To the visitors of Thai Consulate:**

The security guard is obliged to perform the following:

* Ask the visitors of Thai Consulate to press the button and talk to respective staff during the hours written near the button. Otherwise, do not initiate any actions. Accept the letters addressed to the Consulate only when they arrive outside the Consulate hours and afterwards hand over to the Consulate.
* It is prohibited to receive letters addressed to the Consulate, which receipt should be confirmed by signature.

GIZ Country Office Administration