



Media Handling Policy

1. Overview

Comet Security Services Ltd. has an excellent reputation. We are well known for providing top-notch professional security services and have strong ties with our customers, whose respect we have earned over time.

Occasionally, we may receive information inquiries about our company from news media members. News reports about our services can assist members of the public, including our customers, potential customers, and business partners, in appreciating what we do and how we serve our communities. We try to be open to media inquiries and to supply them with truthful information.

2. Purpose

This policy ensures we always strive to provide relevant, truthful, timely, and complete information in response to media inquiries.

3. Scope

This policy is intended to apply to all personnel employed by the company.

4. Designation of Company Spokesperson

The Company Director is responsible for communicating with the media on behalf of the company.

Should any staff member be involved in any incident or event that attracts media attention, they are reminded that all communications with the media are to be authorised by the director or their appointed spokesperson. Employees are reminded that they are not authorised to make any statements on behalf of the company or client to the media, nor are they permitted to answer any questions about the company or clients; any comments made by the employee are of their expression and not those of the company or clients, and the employee must ensure that the media clearly understand this.

The company has elected the company Director to be the authorised spokesperson for the business, and any requests for comment should be directed to the Director. Where appropriate, the Director will prepare a joint statement in association with the client, which may be communicated in a press release or through the company solicitors.

5. Media Communication Guidelines

If a representative of the media contacts an employee of the company, they may be seeking:

- Provide information about the company and the services that it provides.
- Information about sudden events, including legal and regulatory actions, accidents, thefts, arrests, employee or customer complaints or natural disasters.
- Comment or reaction to new developments in the security industry or concerning our services;
- Background information for more general news stories involving the communities our company serves.



Any calls from media representatives should be forwarded to corporate communications. Employees should not say they are not permitted to speak with reporters or must get permission to do that. Instead, reporters should be told that the company policy is to send all media questions to the Director.

The media representatives should be treated with the same professionalism and politeness that we show to customers and other members of the public. Their inquiries should be answered quickly and referred to the Director. This is an important part of promoting our company and its image.

Employees contacted by the media should immediately inform the Director, who may ask for your assistance in preparing a response. Do not permit a media representative to pressure you to respond immediately since a considered response is always preferable and more likely to convey relevant and correct information.

6. Photograph and Film Guidelines

When a media representative asks to take photos or film inside our premises or at a worksite, their request should be forwarded to the company Director. No such permission can be granted without the director's approval. The Director will not give approval except after consulting with the site manager.

Factors to be considered in deciding whether to grant such permission include whether it will disrupt work operations, whether the company has anything to gain from granting the request, the current condition and age of the facility, and whether the facility is currently clean and suitable for capturing images or films.

Media, including camera crews, may visit our premises or a worksite, especially in a crisis or if an external organisation or group has planned a boycott or demonstration.

Media representatives and their camera crew should be treated professionally and politely during unannounced visits. The Director should be notified immediately. The Director may want to contact the media representative's editor or supervisor. They cannot be allowed to enter without permission.

Our company has no control over taking photos or filming outside our premises or worksites on public property, such as courtyards, walkways or public parking lots, so no employee should interfere with such activities there.

Media members should not be permitted to block the entrance and exit passages to our facilities or worksites or interfere with the normal conducting of business by our company and its customers.

If our customers complain about any disruption they have caused to access to walkways or parking lots, media representatives may be notified. Employees should remain aware that anything they say to the media may be reported in print or broadcast.

7. Seeking Media Coverage

When an employee has an idea for a good news story to share with the media, they should seek permission from the Director, who is the only one authorised to approve media coverage. Do not contact the media without getting approval. Some types of news may be appropriate only for internal company promotion, such as in an employee newsletter.

Signature

Director
Position

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Date

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