G2S GROUP
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SECURITY OPERATIONS POLICY

POLICY STATEMENT

G2S-SOMS-POL-001
Version 2.0 | Effective 23 July 2026

Security Operations Management System (SOMS) / Integrated Management System

Conforms to ISO 18788:2015, ANSI/ASIS PSC.1-2022 and ISO 9001:2015

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DOCUMENT CONTROL

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AMENDMENT HISTORY

Version	Date	Summary of Change	Author	Approved By
1.0	10-03-2026	Initial issue.	Compliance Officer	CEO / Security Manager
2.0	23-07-2026	Full revision for conformance with ISO 18788:2015, ANSI/ASIS PSC.1-2022 and ISO 9001:2015: added scope/context of the organization, interested parties, RACI table, measurable KPIs, client-satisfaction mechanism, and document-control framework.	Compliance Officer	CEO / Security Manager

DISTRIBUTION

Distribution	Method
All employees, contractors, subcontractors and agency personnel	Induction pack; intranet; site notice boards; annual refresher training
Clients and prospective clients	Available on request; published on the G2S public website where indicated
Board of Directors and Senior Management	Management review pack; governance portal
Regulators and auditors	Provided on request for compliance verification

1. PURPOSE

This Policy sets out Gorgor and Goodir Security's ("G2S", "the Company") commitment to delivering professional, reliable, and ethical private security operations that protect clients' personnel, assets, and operations, while upholding the highest standards of integrity, human rights, and respect for the law. It is the foundation document of the G2S Security Operations Management System (SOMS) and gives effect to the requirements of ISO 18788:2015, ANSI/ASIS PSC.1-2022, and, for the general quality-management elements of the business, ISO 9001:2015.

2. SCOPE AND CONTEXT OF THE ORGANIZATION

This Policy applies to all G2S personnel — employees, officers, directors, managers, team leaders, guard supervisors, security guards, instructors, support staff, and personnel engaged on a temporary, agency, interim, subcontractor, or consultancy basis — across all current and future operational sites.

2.1 INTERESTED PARTIES

G2S has identified the following interested parties whose needs and expectations are relevant to the SOMS: clients and their beneficiaries; G2S personnel and their families; subcontractors and suppliers; local communities and affected persons in areas of operation; the Government of Somaliland and its regulatory bodies; the International Code of Conduct Association (ICoCA); and certification/audit bodies.

2.2 INTERNAL AND EXTERNAL ISSUES

G2S operates in an environment shaped by: the security, political, and economic conditions of Somaliland; the requirements of international humanitarian and development-sector clients (e.g., UN agencies); the availability of trained security personnel; applicable Somaliland law; and international standards and voluntary commitments including the Montreux Document and the International Code of Conduct for Private Security Service Providers (ICoC). These issues are reviewed at least annually as part of the SOMS management review (see Section 9).

3. POLICY STATEMENT AND COMMITMENTS

3.1 PROFESSIONAL SECURITY DELIVERY

G2S will deliver security services through competent personnel, robust planning, effective controls, and systematic risk management, guided by international best practice and tailored to the Somaliland operating environment.

3.2 RESPECT FOR HUMAN RIGHTS

G2S will conduct all operations with full respect for internationally recognized human rights, in accordance with the ICoC, the Montreux Document, and the UN Guiding Principles on Business and Human Rights, as set out in the Human Rights Policy (G2S-SOMS-POL-002).

3.3 LEGAL AND REGULATORY COMPLIANCE

G2S will comply with all applicable Somaliland laws, ISO 18788:2015, ANSI/ASIS PSC.1-2022, and all contractual obligations, and will maintain valid licenses, permits, and certifications, including firearms authorizations where applicable.

3.4 RISK-BASED APPROACH

G2S will systematically identify, assess, treat, and monitor security and human-rights risks through a documented Risk Register, maintained by the Security Manager and reviewed at minimum quarterly, ensuring threats are managed proactively and proportionately.

3.5 ETHICAL CONDUCT AND INTEGRITY

G2S will operate with integrity, honesty, transparency, and impartiality, maintaining zero tolerance for corruption, bribery, fraud, discrimination, and misconduct, as detailed in the Code of Ethics (G2S-SOMS-POL-003) and Anti-Fraud, Bribery and Corruption Policy (G2S-SOMS-POL-004).

3.6 CLIENT FOCUS

G2S will understand and meet client needs, delivering services that enhance client security, operational efficiency, and peace of mind. Client feedback is actively sought via the mechanism set out in Section 7.2 and used to drive continual improvement.

3.7 PERSONNEL WELFARE AND COMPETENCE

G2S will ensure personnel are competent, professionally trained, fairly treated, and provided with safe working conditions, investing in their development and well-being consistent with the Health & Safety Policy (G2S-SOMS-POL-007).

3.8 USE OF FORCE

G2S will use force only when strictly necessary, proportionate, and lawful, in accordance with the approved Rules for the Use of Force (RUF). G2S prioritizes de-escalation, verbal negotiation, and non-lethal options, reserving firearms only as a last resort to protect life. All use-of-force incidents, regardless of outcome, are reported within 24 hours and reviewed by the Security Manager and Human Rights Focal Point.

3.9 ACCOUNTABILITY AND TRANSPARENCY

G2S will take responsibility for its actions, maintain transparent reporting, and provide accessible grievance mechanisms for personnel, clients, and affected communities, as set out in the Whistleblowing Policy (G2S-SOMS-POL-006) and Human Rights Policy (G2S-SOMS-POL-002).

3.10 CONTINUAL IMPROVEMENT

G2S will continuously review and improve the SOMS through performance monitoring, internal audits, lessons learned, and management reviews, adapting to evolving security challenges, technology, and client needs.

4. ROLES AND RESPONSIBILITIES

Role	Responsibility under this Policy
Chief Executive Officer	Holds ultimate accountability for the SOMS and this Policy; provides leadership, resources, and demonstrates top-management commitment (ISO 18788 Cl. 5.1); chairs the annual management review.
Security Manager	Responsible for operational implementation of this Policy, day-to-day SOMS administration, the Risk Register, and integration of security controls into all sites.
Site Supervisors	Ensure that work at their site is conducted safely and lawfully, that personnel are briefed and trained, and that hazards, incidents, and use-of-force events are reported without delay.
Human Rights Focal Point	Oversees human-rights due diligence and monitors use-of-force reporting for human-rights implications (see Human Rights Policy).
Compliance Officer	Monitors conformance with this Policy and coordinates internal audits of the SOMS.
All Personnel	Comply with this Policy and supporting procedures; report concerns, hazards, and incidents through the designated channels; complete required training.

5. CLIENT FEEDBACK AND SATISFACTION

G2S measures client satisfaction through: (a) an annual client satisfaction survey administered by the Compliance Officer; (b) a standing client complaints log reviewed monthly by the Security Manager; and (c) quarterly account-review meetings with contracted clients where feasible. Results are reported to the CEO and factored into the annual management review and continual-improvement actions.

6. MEASURABLE OBJECTIVES AND KEY PERFORMANCE INDICATORS

The following objectives are set for the current review period and are monitored as described in Section 9.

Objective	Measurable Target / KPI	Review Frequency
Zero substantiated human rights violations	0 substantiated cases per quarter	Quarterly
Personnel training completion	≥ 95% completion of induction and annual refresher training	Quarterly
Client satisfaction	≥ 85% satisfaction score on annual client survey	Annually
Incident reporting and investigation timeliness	100% of incidents reported within 24 hours; investigations closed within 30 days	Monthly
Unauthorized use of firearms	0 incidents	Continuous / reported immediately
Valid licenses, permits and certifications	100% of sites and armed personnel hold current, verifiable authorizations	Quarterly

7. COMMUNICATION, GRIEVANCE, AND NON-COMPLIANCE

7.1 COMMUNICATION AND IMPLEMENTATION

This Policy is communicated to all personnel during induction and through annual refresher training, posted at all operational sites, and made available to personnel, clients, and stakeholders on request. It is published on the G2S public website to demonstrate transparency, consistent with ISO 18788:2015.

7.2 GRIEVANCE MECHANISM

Personnel, clients, and affected communities may raise concerns about security operations through the channels described in the Human Rights Policy and Whistleblowing Policy, including the confidential hotline (+252-634-000290) and secure email (grievances@g2sgroups.com).

7.3 NON-COMPLIANCE

Any breach of this Policy is treated seriously and may result in disciplinary action, termination of employment or contract, or legal referral. All personnel are expected to report suspected violations through the Whistleblowing Policy.

8. DOCUMENTED INFORMATION

This Policy is controlled in accordance with Section 10 of this document set's common Document Control framework. Records generated under this Policy (risk assessments, incident reports, training records, client feedback, audit findings) are retained for a minimum of five years and are accessible to authorized personnel and auditors.

9. MONITORING, INTERNAL AUDIT AND MANAGEMENT REVIEW

The SOMS is subject to: (a) internal audit at least annually, conducted by or on behalf of the Compliance Officer, sampling conformance with this Policy and its supporting documents; (b) quarterly performance reporting to the CEO on the KPIs in Section 6; and (c) an annual management review chaired by the CEO, considering audit results, incident trends, client feedback, risk-register changes, and the continuing suitability, adequacy and effectiveness of the SOMS. Outputs are documented and tracked to closure.

10. RELATED DOCUMENTS

- G2S SOMS Manual
- G2S-SOMS-POL002- Human Rights Policy
- G2S-SOMS-POL003- Code of Ethics / Code of Conduct
- G2S-SOMS-POL004- Anti-Fraud, Bribery and Corruption Policy
- G2S-SOMS-POL005- Conflict of Interest Policy
- G2S-SOMS-POL006- Whistleblowing Policy
- G2S-SOMS-POL007- Health & Safety Policy
- Rules for the Use of Force (RUF)
- G2S Risk Register and Risk Assessment Procedure

APPROVAL AND ENDORSEMENT

This document has been reviewed and approved by G2S Group leadership and is effective from the date shown below. It forms part of the G2S Security Operations Management System (SOMS) / Integrated Management System and is maintained in conformance with ISO 18788:2015, ANSI/ASIS PSC.1-2022, and ISO 9001:2015.

Approved By	Date
Abdishakur Hassan Kayd Security Manager, G2S Group	23-07-2026

Approved By	Date
Kader Abdi Daher Chief Executive Officer, G2S Group	23-07-2026

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