



## VENDOR PARTNER CODE OF CONDUCT

Protos is here to support you – please lean on our staff and technology so that we BOTH exceed client expectations, TOGETHER. By adhering to the standards below, you are contributing to our shared delivery of high-quality security services while maintaining compliance with legal, safety, and operational requirements.

### PERFORMANCE



You are expected to meet the performance standards outlined in the post orders and, in some cases, customer specific vendor addendums. All assigned security officers are expected to be properly trained and capable. Being on post when required is fundamental, so punctuality is essential - tardiness or early exits reflect poorly on all of us. Your officers are required to promptly report hours and incidents through Protos Connect or our phone access system. Post orders and addendums must be understood, shared with assigned security officers, and strictly followed. Your team must follow an observe-and-report-only approach, avoiding confrontation or physical interaction with client employees or customers - including blocking their exit - unless explicitly instructed otherwise in the post orders.

### PROFESSIONALISM



Protos Security's core values are STAY CURIOUS, TAKE OWNERSHIP, BUILD RELATIONSHIPS, and BE PRINCIPLED. As our partner, you and your team must uphold the highest ethical standards. Security officers must maintain a professional appearance, wearing clean, well-maintained uniforms that meet client-specific requirements (clients often report uniform standard failures to Protos). On assignment, you and your security officers must be respectful and courteous, avoiding any actions that could damage your or our reputations. Mobile phone use is limited to clocking in/out or reporting incidents. Other phone use or distractions such as headphones, books, etc. are not permitted. In the event of a concern or conflict with client personnel, consult Protos for guidance before interacting with the client. Security officers must continue to work their post, respectfully and professionally, during any internal investigation, unless otherwise specified.

### COMPLIANCE



To maintain active assignments or receive new ones, current security company license(s) and certificate(s) of insurance must be on file with Protos. Your prompt response to renewal requests from our Compliance Specialists is expected. Commercial auto coverage is required for vehicle-based assignments, and workers' compensation insurance is required for armed work and all permanent assignments. If a temporary assignment becomes permanent, workers' compensation is required to keep that work. If your insurance policy excludes coverage for a particular type or location of assignment, we expect that you will turn down ineligible work. Compliance with any city/town/village license requirements is expected when assignments are accepted. Security officers must hold the necessary individual licenses for unarmed or armed work, in line with local regulations, and keep them on their person during work hours.

### WEAPONS



On UNARMED posts, all weapons (firearms, pepper spray, knives, batons, and the like) are PROHIBITED. Your officers should not leave any weapons unsecured in their vehicle while on an unarmed post. For ARMED posts, only legal, holstered pistols are permitted. Your officers must always maintain custody of their firearm and report any firearm related incidents to Protos immediately. Armed officers must keep all applicable firearm licenses up to date and on their person during working hours.

### ACCOUNTABILITY



Always respond promptly to Protos communications and address issues or incidents immediately. If you can no longer staff a post, note that our contract requires 30-days' notice. If a new security provider is found within the 30-day notice period, you will be released from the post at that time. You are responsible for fair treatment of your personnel and ensuring lawful wages, including holding to the agreed-upon 'guard wage rate' in the Protos work order. If legal claims, financial liens, or garnishments arise, cooperation with Protos is expected. Violations of the expectations shared in this document will be investigated and may lead to a reevaluation of our partnership.