## Module 2: Human Rights and Ethics

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Introduction

**Introduce** the module objective:

At the end of this module, you will be able to conduct your duties and responsibilities as security personnel according to various codes of conduct, by applying your skills and knowledge to specific scenarios.

**Explain** to participants:

- This module builds on the two previous modules.
- You have learned about human rights and rights of groups and people that we deal with. You also have a better understanding of your duties and responsibilities as security personnel and the human rights principles that apply to them.
- In this module, we address the following:
  - What is ethics?
  - Ethical dilemmas and the steps suggested to help you make ethical choices.
  - Codes of conduct that apply to your duties as a security officer.
  - The policy and procedure that deals with unethical behaviour by security personnel.
  - Sample scenarios that cover typical ethical issues that security personnel may face as part of their duties.
1. What is Ethics?  0 h 15 min

Plenary Presentation
0 h 15 min

Begin the SP: Human Rights and Ethics.

Slide 1  Company Logo

Slide 2  Human Rights and Ethics

Introduce the topic.

Slide 3  What is Ethics?

Discuss with participants their meaning of ethics, including what ethics means to them, and that ethics may be different among individuals.

Notes:

- Ethics means: being able to answer the questions: “What should I do?” aligned with “What do I do?”

- Ethics helps us do the right thing, in the eyes of ourselves or our employer.
Slide 4  Ethical Values

Explain that there are a different values linked to ethics, and that people have different values.

Briefly discuss with participants the ethical values on the slide and ask whether they align with the participants.

Notes:

- **Trustworthiness** – people can depend on you to do the right thing.
- **Fairness** – you do the right thing and do not exceed your authority.
- **Loyalty** – you do what is right for the company and the human rights of others.
- **Honesty** – always telling the truth, even if it means getting in trouble.
- **Accountability** – always taking responsibility for your actions.
- **Courage** – being willing to stand up for and protect the human rights of others.
- **Integrity** – doing your work in such a way that it respects the rights of others and they respect you.

Use the following open-ended questions to help participants link and make a positive association with the ethical values discussed.

Q  Which one of the ethical values do you think are the most important?

Q  Is one really more important than the other?

Q  Do you know someone or a person who works with you that best represents one or more of these values? Please share with us.

Q  Why does this person make you think of these values? Why does he/she represent them? Please share with us.
Slide 5  **Ethical Decision Making**

**Notes:**

- It’s all about doing the right thing and making the right decision.

- You are not only required to do your job. You are required to do your job in the best possible way and in an ethical manner that protects and respects the rights of the community and people that you deal with.

- It is also not a question of just something right once; it is about doing the right thing every day.

- As security officers, we are often confronted with situations that require difficult decisions and that ask us to look for the right decision.

- To help you make ethical decisions, we will now look at some useful tips that can help you make the right decision.

- We will now look at five simple steps for ethical decision making:
  
  - 1. Assess the situation.
  - 2. Examine the facts.
  - 3. Choices!
  - 4. Consider.
  - 5. Decide and discuss.

Slide 6  **Assess the situation**

**Notes:**

- Stop and assess the situation

- Think of what is happening.

**Explain** the process must start with careful observation of the situation.
Slide 7  **Examine the facts**

**Notes:**

- What is the dilemma?
- What rules and laws are involved?
  - Human Rights Laws
  - National Law
  - What do Company Policies and Standards say about this?
  - Who will be affected?
    - Which people?
    - The community?
    - Employees?

**Conclude** by saying:

- Every dilemma and situation is different.
- You have to look carefully at the facts for each one of them.

Slide 8  **Choices!**

**Notes:**

**Inform** participants to consider the following questions:

- Consider what choices/options you have.
- Consider the risks and benefits for each choice.
  - Is this choice legal?
  - Is it consistent with human rights laws?
- Is this choice consistent with Company policies?
- What would my family, friends and neighbours think?
- Would I prefer to keep this secret?
- Would I want my actions reported in the newspaper?

- “Doing nothing” is not acceptable.
- “Doing the wrong thing” just to say you did something is not acceptable.
- “Doing the right thing” based on the facts and the situation is more acceptable.
- “Doing the right thing” is easy when you know what the right thing is.

Slide 9 **Consider**

**Notes:**

- Consider the people and their rights
- Consider the community of their rights
- Consider Company and its commitment to protect and respect the rights of the community and persons with which they work.
Slide 10  **Decide and discuss**

**Notes:**

- Remember: Make the right choice

- Talk to others about your decision
  - Your manager or supervisor
  - Hotline

**Make** participants aware of the hotline.

**Give** participants the telephone number and contact information for their country/facility.

**Remind** them that the program is confidential and accessible 24 hours a day, seven days a week.
Note to facilitators:

Background note: Hotline

“The Company maintains an open door approach to employee concerns. Our hotline system is available to supplement other avenues of issue identification and resolution, such as speaking to a manager, or contacting a human resources representative, or a member of the legal, security, assurance or compliance teams.

The hotline generally operates as a mechanism for employees to report any type of concern or suggestion; however, in some regions (such as in the EU) it is limited to reporting serious breaches of law, such as financial irregularities, insider trading, competition law allegations, or bribery or fraud issues.

Hotline callers can choose to remain anonymous.

Slide 11  Steps for ethical choices

Use this slide to provide a brief summary of the steps that participants can use to help them make ethical choices.

Distribute MC: Ethical choices to each participant.

Explain to participants:

- This card is yours.
- Use it to help you deal with and make ethical choices.

Conclude by saying:

We will now have a look at some ethical dilemmas that will give you an opportunity to apply these steps.

Pause the SP: Human Rights and Ethics.
### 2. Activity: Doing the Right Thing 0 h 25 min

#### Preparation

**Read** the ethical dilemmas.

**Assign** one facilitator to each group to guide them in the discussion of the ethical dilemmas.

#### Note to facilitators:

Facilitators may, depending on the groups’ literacy level, be required to read each dilemma to them.

#### Introduction 0 h 05 min

**Divide** participants into three groups.

**Refer** participants to the five ethical dilemmas in the *Participant Handbook*.

**Refer** participants to *MC: Ethical choices* and inform them that they can use it during this activity.

**Inform** participants:

- You will now be introduced to five ethical dilemmas that security personnel may encounter as part of their work.

- You will first read each dilemma. Your facilitator will help you do this if needed.

- You will then think of the situation and the facts presented. See yourself in the shoes of the security officer.

- As a group, you then have to decide on how you will respond to each of the dilemmas.

- You have three minutes to discuss each dilemma.

- After fifteen minutes we will return to plenary and together share the results of our discussions.
Small group work
0 h 15 min

Dilemma 1: A very nice present

You work as a security officer at a large company mine. Your duties are to guard and control the access and exit of goods and persons from a mining area. A young man approaches you with a bag in his hand. The man looks like a company employee and he wants to exit the mining area. When you tell him you must look in his bag before he leaves, he asks you not to look inside the bag, and says he will give you a very nice present instead.

Q What is not right about this?
Q What should you do?

Dilemma 2: Help me get the job

You work in the security department at a new company mine. There is a need to build new guard houses. The operations manager tells you he is looking for someone to build the guard houses. Your brother just so happens to own a small building company. Your brother asks you to use your influence to get him hired to build the guard houses.

Q What is not right about this?
Q What should you do?

Dilemma 3: Make fun of them

In the morning, workers arrive at the mine’s main gate. Des is a security officer assigned to work there with you. Every day, he makes fun of the workers. Many of them are foreign workers from neighbouring countries. He taunts them and laughs at the way they pronounce words. He sometimes calls them bad names.

Q What is not right about this?
Q What should you do?

Dilemma 4: Long breaks
You work as a security officer at a large company mine. On the premises there is a canteen for the staff. Your colleague Peter likes to go there to buy cigarettes during his break. Breaks should only last 15 minutes, but Peter always spends at least 45 minutes on breaks. You have reminded him that the mine’s policy states that breaks are only 15 minutes. He dismissed your comments and said those rules were for “stupid people” and not for him.

Q What is not right about this?
Q What should you do?

Dilemma 5: I need some information

You work in the office of the security department at a company facility. You are a clerk who handles all the files in the office, including personnel files. One of your neighbours approached you yesterday. He owns a house that one of the guards wishes to rent. The neighbour wants to get the best price for the house, and doesn’t want to rent it to someone who will cause problems. He asks you to look in the files and find out how much the guard earns, and if he has been a trouble maker.

Q What is not right about this?
Q What should you do?

Plenary debriefing
0 h 05 min

Ask groups to reflect on the following questions:

Q Were the decisions difficult to make?

Q Are these dilemmas more difficult to answer if you are the one that have to deal with them?

Q What did you use to guide you in making your decisions?
3. Codes of Conduct 0 h 30 min

Preparation

Read *The way we work.*

Post LT: Poster – *The way we work* so that it is visible to all participants.

Note to facilitators:

When dealing with *contracted private security personnel or public security personnel (forces)*, find out if they have a Code of Conduct (COC) in place. If so, obtain a copy thereof and use it as a reference during the presentation and discussion to follow. This will help participants make the link with their own COC, as well as the company’s.

Presentation 0 h 15 min

Continue the *SP: Human Rights and Ethics.*

Slide 12 Codes of conduct (CoC)

Explain to participants:

- In the previous activity, you were asked if something was not right in the dilemmas presented to you.

- They were not right because people were violating a code of conduct.

Notes:

- A Code of Conduct (COC) is a set of rules by which we live.

- Ethics is about “doing the right thing”.

- The code of conduct is what allows you to decide “what is the right thing”

- The code of conduct helps you respect and protect human rights.
Slide 13 COMPANY CODE OF CONDUCT

Notes:

• The Company has developed codes of conduct outlining how employees and contractors are to behave.

Show participants LT: Poster – The way we work. Take a few moments to review the poster with the group, and make links with the previous activity.

Use a summarized version of The way we work in the Participant Handbook to point out and explain some of the key values and principles.

Conclude by saying:

The Company is all about the principles and values in the COC.

• The Company expects all its’ employees and everyone who provides security on its behalf to follow it.

Slide 14 INTERNATIONAL CODE OF CONDUCT FOR PRIVATE SECURITY PROVIDERS

Notes:

• In 2010 the International Code of Conduct for Private Security Service Providers (ICoC) was compiled as a set of principles for private security providers, based on the guidelines of the Montreux Document.

Note to facilitators:

In 2008 the International Community of the Red Cross (ICRC) developed the Montreux Document on Private and Military Security companies (PMSCs) to outline the obligations that they have to respect and protect HR and IHL during armed conflict.

• The document provides guidelines and minimum standards for private security providers on numerous issues ranging from training, use of force, safety, human rights, employment conditions, etc.

• International private security companies voluntary sign and commit to this Code of Conduct.
• Apart from this, private security contractors may also have their own set of company values or COC that they want their employees to practice.

**Note to facilitators:**

**Use** this opportunity to introduce and make reference to any COC applicable to the *public security personnel (forces)* supporting the Company’s security operations.

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**Slide 15  UN Code of Conduct for Law Enforcement Officials**

**Notes:**

• In 1979 the UN compiled a code of conduct for all law enforcement officials and agencies.

• If you are a member of the public security forces, responsible for law enforcement, then this applies to you.

• Apart from this, public security personnel (forces) may also have their own COC that they want their employees to practice.

**Note to facilitators:**

**Use** this opportunity to introduce and make reference to any COC applicable to the *public security personnel (forces)* supporting company security operations, and protecting human rights.

**Use** the summarized version of *UN Code of Conduct for Law Enforcement Officials* in the *Participant Handbook* (Appendix G) to point out and explain some of the key values and principles guiding the conduct of law enforcement officials.

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**Slide 16 Soldiers Rules**

• Rules have been adopted for military personnel.

• These include not torturing, stealing, and avoiding unnecessary harm or damage.
- They include respecting human rights.

- The laws of war relate to combat situations.

**Slide 17 UN Convention Against Corruption**

- In 2003, the UN compiled a code of conduct to prevent corruption.

- Each country has a code of conduct to prevent corruption by public employees. If you are a member of the public security forces, then this applies to you.

- Each country also has a code of conduct to prevent public corruption committed by private companies. If you are a member of the Company security forces, or are part of a security company, then this applies to you.

- The Company also has an anti-corruption policy that applies to you.

**Conclude** by saying:

- The Company supports the values and principles contained in the *UN Code of Conduct for Law Enforcement Officials*, and the *UN Convention Against Corruption*, and asks that *public security personnel (forces)* acting as law enforcement officials, do the same.

- The Company also asks that you comply with your organisations’ COC and anti-corruption policy.

**Pause** the *SP: Human Rights and Ethics*. 
Guide participants through a reflection on the codes of conduct and how they apply to them.

Use the following questions to guide the discussion:

Q  Do you have a COC at this site?

_Anticipated Response:_

- Company code of conduct
- Codes of conduct guiding contracted private security (specific to company)
- Codes of conduct guiding public security personnel (forces) (specific to government department or the law enforcement agency)
- International codes of conduct such as the UN Code of Conduct for Law Enforcement Officials.
- International laws on anti-corruption
- Company anti-corruption policy
- Soldiers’ rules

Q  What is the relevance of a COC for security personnel?

_Anticipated Response:_

- It is the set of rules that tell me how I should act and do my job
- Tells me what the right thing is to do
- Helps me respect and protect human rights.
- (Open-ended)
Q Who creates the COC?

**Anticipated Response:**

- The Company
- My own organization or government department
- Professional bodies and organizations of the industry
- *(Open-ended)*

Q Who ensures that the COC is implemented?

**Anticipated Response:**

- Management
- Supervisors
- Security personnel
- Me and you

Q Who is excluded from the COC?

**Anticipated Response:**

- No-one at the company is exempted from its codes of conduct.
- Codes of conduct applicable to public security personnel *(forces)* may not be applicable to the company and private security personnel.

Q Can you decide not to uphold the COC?

**Anticipated Response:**

- No
- If it applies to you then you have an obligation to uphold it.
Q Can someone order you not to follow the COC?

*Anticipated Response:*

- No
- If it applies to you then nobody can order you to violate it.

Q What do you think will happen if there is no CoC?

*Anticipated Response:*

- Unprofessional behaviour
- Lack of trust
- Questionable conduct
- Legal violations
- Human rights violations
- *(Open-ended)*

Q How does having a COC support implementing the VPSHR?

*Anticipated Response:*

- Ensures ethical behaviour is based on values of integrity and respect that helps to protect and uphold the rights of the people and community that we work in.
- If you do the right thing, then chances are slim that you will violate or disrespect the rights of others.

*Conclude* by saying:

- You have to make sure that you know and understand the codes of conduct applicable to you.
- If you are not sure, ask your supervisor.
4. **Activity: Skits on Codes of Conduct** 0 h 40 min

**Preparation**

Refer to the company COC.

*LT COC Cards* display the principles of the code of conduct. Using the cards, identify the four principles that you think are most applicable to participants. Extract these cards from the cardset.

**Note to facilitators:**

Your choice of four principles to highlight will depend on local context. Prior to the course, ensure you have discussed these principles with company managers and know if any particular concerns need to be addressed.

**Introduction** 0 h 05 min

Divide participants into five groups.

Explain to participants:

- You will prepare and present a very short skit to demonstrate one of the principles in the code of conduct.

- I will go around and secretly assign to each group a principle. The principle will be written on cards.

- Do not say out loud, or repeat the principle to members of other groups.

- You will plan and perform a skit of no longer than a minute, to demonstrate how you will apply this principle as a security officer working for or at the company.

- You have ten minutes to prepare your skit.

- After your presentation, the other groups will have to guess which principle you demonstrated.
Ensure everyone has heard and understood the time constraint.

Confirm everyone understands the instructions before they all begin.

Circulate and assign each group with a key principle from the various COC.

Note to facilitators:

Adapt your choices based on the abilities of the group. If the group is weaker, select only simple items from the company COC.

If the groups are of limited literacy, you may need to read the card to them.

Small-group Preparation  0 h 10 min

Participants prepare their skits.

Circulate among small-groups to ensure they are working well and that skits are prepared.

Skit Presentations and Debrief  0 h 25 min

Participants present their skits.

After each skit is presented, other groups attempt to guess what principle was demonstrated.

Use the following questions to debrief each skit presented.

Q  Can you give an example of acts or behaviour in your work as a security officer that goes against the principle?

Anticipated Response:

- (Open ended)
5. Dealing with Misconduct 0 h 20 min

Note to facilitators:

The next session requires of you to share the site specific policies and procedures to deal with misconduct by:

- Company and private security personnel
- Other Company employees
- Public security personnel

There may be a specific Human Resource policy dealing with this issue. Topics to be dealt with include the following:

- Company policy on misconduct
- Reporting channel and contact details
- Duty of security personnel and supervisors to report misconduct
- Rights of security personnel suspected of misconduct
- Consequences of misconduct
- Reference to local labour laws that guide disciplinary procedures and actions

Discuss these issues with the security manager, site Manager, or the Human Resource Department.

Consider using a guest speaker such as the security manager or person dealing with disciplinary matters, for this purpose.

Confirm the attendance of the guest speaker, or person assigned to present this session.
**Voluntary Principles on Security and Human Rights (VPSHR)**

Module 2: Human Rights and Ethics

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**Introduction**

0 h 03 min

**Explain** to participants:

- We will now have a look at the consequences of violating the COC.

**Ask** participants:

Q. What do you think will be possible consequence for violating the COC?

**Anticipated Response:**

- Reporting to the company and the appropriate authorities
- Investigation
- Media coverage
- Service termination
- Possible criminal charges
- Penalties, or fines
- Name and shame

**Inform** participants:

- We have touched on some of the general consequences of unethical behaviour.
- We will now have a look at how the company will deal with misconduct by security personnel.

**Introduce** the guest speaker.

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**Note to facilitators:**

The guest speaker will use this opportunity to BRIEFLY share with participants the site specific policies and procedures to deal with misconduct by:
Company and private security personnel
Other company personnel
Public security personnel (forces)

Issues that will be dealt with, include:

Company policy on misconduct
Reporting channel and contact details
Duty of security personnel and supervisors to report misconduct
Rights of security personnel suspected of misconduct
Consequences of misconduct
Reference to local labour laws that guide disciplinary procedures and actions

Thank the guest speaker for his her presentation.

Conclude by saying:

- There will be consequences for security personnel who break the COC.
- Consequences may vary depending on the seriousness of your actions.
- Why get into trouble? Just do the right thing.
6. **Scenarios on Ethical Security Issues**

**Preparation**

*Read* the scenarios.

*Assign* one facilitator to each group to guide them in the discussion of their scenario.

**Note to facilitators:**

Facilitators may, depending on the groups’ literacy level, be required to read the scenario to the group.

**Introduction**

*Introduce* the topic.

*Divide* participants into three groups.

*Explain* to participants:

- Each group will be assigned a scenario.
- Each scenario presents an ethical dilemma related to security duties and responsibilities.
- You will examine the scenario and:
  - Identify the code of conduct principles violated
  - Identify human rights violations
  - Select and explain the approach that you will follow to deal with the situation.
- You have fifteen minutes to discuss your scenario.
- After ten minutes, we will return discuss the scenarios.

*Divide* the participants into three groups and assign them their scenario cards.
Assign one facilitator to each group to guide the review and discussion of the scenario.

Scenario 1: The home

You are patrolling the buildings on your site where miners and their families are housed. It is late at night. The noise of someone crashing into something, and a man`s angry voice catch your attention. You walk to where the sound seems to be coming from.

Outside a small home, a security officer like you is standing over a woman. She seems to be sobbing. He kicks her and angrily yells at her, and she is curled up on the ground. When the officer sees you, he stops hitting the woman. You ask what is going on and who she is.

You recognise him. His name is Peter. He has been working for the mine for some time.

He tells you that this woman lives with him. He says she does not listen to him and needs to be taught a lesson. He says she used to listen to him, but needs to be “adjusted.”

The girl rolls over and you recognize her. Three weeks ago, you were guarding the infirmary and she came in for treatment for a black eye and bloody nose.

Peter tells you: “This is a private issue, so turn around and leave.” He turns to her, and says, “You are lucky to be here, and if you tell anyone else about this I will throw you out on the street.”

Scenario 2: Pay day

You have known Bob for many years. You are both cousins and very good friends. Both you and Bob work for the company’s mine security. Bob works during the day and you work at night. The mine has been expanding and many new people have been hired at security on as there are more buildings and more property to protect. Lately, Bob has been wearing nice clothes. First it was a fancy new shirt, then boots. Every time you see him, Bob is wearing new expensive clothing. Today, he has what appears to be
an expensive watch on his wrist. You both work at the same place, and you know he cannot earn much more than you.

You ask him how he can afford all those nice things. Bob winks and pulls you aside. In a whisper he says:

“Do you remember our cousin Gladys? She now works at the mine office. I have made an arrangement with her. She handles the files for all the people who are hired to work. I bring her men who are looking for work, and she puts their names on top of the list. In return, they share their salary with us. When payday comes and they come to collect their pay, I make sure I am on guard duty. On the way out, I ‘take a little something’. If you know anyone, you may want to join in.”

Scenario 3: Diamonds

Both you and Paul work for the company’s diamond mine. Paul works as an employee in the mine, and you work as a security guard at the main gate.

One day you arrive and find Paul sitting in the guard house with Ivan who is also a security officer. On the desk is a rock: you recognise it as a rough diamond. Ivan shows you the rock and tells you he has caught Paul with the diamond. He also informs you that he has called the police and that he will detain Paul until they arrive to arrest him.

You have known Paul for a long time and do not want to see him lose his job, or go to jail. Ivan then turns to Paul and asks him how much money he has on him. Paul pulls out some bills from his pocket. There is a fair amount of money there. Ivan also asks Paul for his watch.

Ivan then puts the money and the watch in his pocket. Without a word, he sweeps the rough diamond off the table, picks up a pebble from the floor, and places it on the table where the diamond was.

He turns to you and says: “Here is what we’ll do. When the police come, we will show them the pebble and say we made a mistake. I will share with you what’s in my pocket, and your friend can go free. Okay?”
Scenario 4: The Bar

It has been a very busy month for you and other company’s security officers at a Company copper mine. There were national elections, which meant that some of the local police were reassigned to the capital. The local community also gets energized by the elections, which often leads to vandalism and attacks on company property and employees.

One night, the phone rings in the security office. Bill, another security officer, takes the call. Bill has been on duty for 10 days straight, as have the other security officers at the company. Bill hangs up and says, “It was just another complaint. She said three of our security guards are at a local bar. They’ve been there for a while drinking, and now are saying they’re going beat up people up who come too close to the mine.”

You say, “Shouldn’t we go get them?”

Bill responds, “No, they’re just blowing off steam, and aren’t going to hurt anyone.” He laughs and says, “Actually, this is the fourth call this week complaining about our guys at the bar, and we always just let it go. These guys will find their way home sooner or later.”
Scenario 5: The Supervisor

You work for mine security, under the supervision of Tom. Tom has worked for the company for 7 years. Before that, he worked for the state police.

One day late in the afternoon, Tom comes back to the security office. He is clearly upset. He starts packing his bag to go home for the day. He doesn’t say much to you, but you hear something about a fight that just happened, and a local community member saying he was physically abused. He does not give you more details before walking out the door. Tom does not record or report the allegation or the details of the fight or tell anyone else about it in the office.

You know Tom and like him, and know that he is a good supervisor and security officer. You assume that if there was a fight, Tom probably didn’t do anything wrong.

Three weeks later, Tom comes back to you. He says, “Do you remember that fight I told you about a few days ago? Someone complained that there was a human rights violation, if you can believe that. I need a favor. A company investigator is coming to investigate and I need you to tell him that you were there and that I didn’t do anything wrong. Will you do that for me?”

Plenary discussion and reflection
0 h 30 min

Review one scenario at a time.

Ask a participant from each small-group to quickly read (or read it yourself if there are literacy concerns) the scenario presented to them.

Ask teams members to state their answers for the following questions:

Q What principles from the code of conduct were violated?

Q Were any human rights violated?

Q How will you deal with this situation?

Ask other participant-groups:
Q  Do you agree?

Q  What will you do different? Why?

Q  What can be done do to prevent a similar problem from occurring at your facility?

Q  What would be the consequences if this were not reported?

Move on to the next group and repeat the process.

Conclude the activity by saying:

- There are many potential scenarios, and many ethical issues and temptations that you will face as a security officer. It is impossible to cover them all, but at least we have a COC and steps that we can use to deal with them.

- Remember, you are not alone. If you are not sure what to do, ask a colleague or ask your supervisor.
Conclusion

Inform participants:

• In this module we had a look at:
  ▪ What ethics is
  ▪ Ethical dilemmas and the steps suggested to make ethical choices
  ▪ Codes of conduct that apply to your duties as a security officer
  ▪ The policy and procedure that deals with unethical behaviour by security personnel.
  ▪ Sample scenarios that cover typical ethical issues that security personnel may face as part of their duties.

Revisit the objective for this module.

Ask participants:

Q  Do you think we have achieved the objective set for this module?

Anticipated Response:

▪ Yes

Conclude by saying:

• Now that we have a common understanding of codes of conduct and how they apply to you, you have a responsibility to ensure that you behave in an ethical manner in accordance with the guidelines in the various codes of conduct.