



Black Flag Security – Client Communication Policy

1. Purpose

This policy establishes the expectations for all communication between Black Flag Security personnel and clients. The goals are professionalism, accuracy, consistency, confidentiality, and strong client relationships.

2. Scope

This policy applies to all Black Flag Security officers, supervisors, managers, dispatch personnel, and any employee who communicates on behalf of the company.

3. Communication Principles

Professionalism:

- ✓ Courteous and respectful communication
- ✓ Neutral and non-political tone
- ✓ Clear, concise language

Accuracy:

- ✓ Report only verified facts
- ✓ Avoid assumptions or speculation
- ✓ Document communication when required

Confidentiality:

- ✓ Do not disclose sensitive information
- ✓ Do not discuss student/staff details
- ✓ Do not reveal tactical or investigative information

4. Communication Channels & Roles

Officers May Communicate About:

- Daily greetings and basic interactions
- Routine safety observations
- Immediate safety concerns
- Incident notifications through the proper chain of command

Officers May NOT:

- ✗ Discuss internal investigations
- ✗ Share tactical security details
- ✗ Make promises or commitments for the company
- ✗ Engage in emotional or argumentative conversations

Supervisor Responsibilities:

- Provide incident summaries
- Address post order issues
- Liaise between officers and clients

Management Responsibilities:

- Handle contracts, billing, staffing changes
- Provide follow-up for major incidents
- Communicate legal or policy-related matters

5. Incident Communication Protocol

Immediate Notification:

- Officers notify Dispatch and Supervisor first
- Supervisor determines how and when to notify the client

Approved Terminology:

- ✓ "There was an incident involving..."
- ✓ "The situation is contained at this time..."
- ✓ "Law enforcement/EMS has been notified..."

Avoid:

- ✗ Exaggerations
- ✗ Emotional phrasing
- ✗ Speculation or unverified statements

Post-Incident Updates:

- Officer → Supervisor → Client

6. Daily Communication Expectations

Professional Greetings:

- “Good morning, how can I assist you today?”

Daily Safety Updates:

- Unsecured doors
- Maintenance hazards
- Suspicious activity
- General safety status

Documentation:

- All important conversations must be recorded in logs or reports

7. Communication Boundaries

Officers must not:

- Discuss employee discipline issues
- Discuss staffing shortages or internal problems
- Share sensitive security vulnerabilities
- Provide personal opinions or gossip
- Engage in debates or emotional exchanges

8. Client Feedback & Requests

Receiving Feedback:

- Listen respectfully
- Avoid defensiveness
- Thank the client
- Inform a supervisor

Handling Requests:

Officers may fulfill requests only when authorized by post orders.

Otherwise say:

“I will notify my supervisor to ensure this is handled correctly.”

9. Complaints Handling Process

If a client complains about an officer:

1. Supervisor acknowledges the concern
2. Complaint is documented
3. Supervisor conducts internal review
4. Follow-up is provided to the client

Escalation Levels:

- Level 1: Minor issues → Supervisor

- Level 2: Behavioral concerns → Supervisor + Management
- Level 3: Legal/safety concerns → Executive Leadership

10. Emails, Reports & Written Communication

All written communication must be professional, factual, and grammatically correct. Slang, emotional language, and personal comments are prohibited. Incident reports must not be sent to clients without management approval.

11. Social Media & Public Communication Restrictions

Employees may NOT:

- ✗ Post about client sites or incidents
- ✗ Share photos of campuses or staff
- ✗ Comment on public events involving clients
- ✗ Speak to the media without executive authorization

12. Violations & Disciplinary Action

Disciplinary action for violations may include:

- Coaching or retraining
- Written warnings
- Suspension or reassignment
- Termination for serious breaches

13. Employee Acknowledgment

All employees must acknowledge that they:

- Understand the Client Communication Policy
- Agree to comply with all requirements
- Understand consequences for violations
- Know how to request clarification when needed