



MTUNZINI GROUP: BUSINESS CODE OF ETHICS & CONDUCT

Our Commitment to Integrity, Security, and Innovation

Effective Date: 7 January 2026

Status: Official Public Policy

A Message to Our Clients and Partners

At Mtunzini Group, we recognize that the biggest challenge in the security industry today is unprofessional conduct. We believe that technical skill is worthless without moral character. This Code of Ethics is our binding promise that we do not just provide security; we provide a standard of behavior that you can rely on.

1. ETHICAL FOUNDATIONS: ZERO TOLERANCE

Unprofessional conduct is the single greatest threat to safety and trust. At Mtunzini Group, unprofessionalism will not be tolerated in any shape or form—from our frontline security guards to our executive management.

- **Zero Tolerance:** Any act of dishonesty, negligence, or lack of discipline is met with immediate corrective and disciplinary action.
- **Uniformity of Standard:** We hold our leadership to the same rigorous ethical standards as our field staff. No one is above the Code.
- **Reliability:** Our "Skilled & Trained" philosophy means showing up on time, staying alert, and always acting with the utmost decorum.

2. RESPONSIBLE TECHNOLOGY: AI-INTEGRATED SECURITY

As users in AI-integrated security, we ensure technology is used responsibly to enhance—not replace—human integrity:

- **Ethical AI Deployment:** Our AI surveillance and analytics tools are used strictly for threat detection and safety. We ensure these tools are applied with care to respect the privacy of the public.
- **Human-in-the-Loop:** We guarantee that no critical security action is taken by a machine alone; a professional human officer provides the final oversight.

- **Data Integrity:** We adhere to strict POPIA (South Africa) and international data standards.

3. PROFESSIONALISM & CLIENT TRUST

- **Total Confidentiality:** Client protocols and site vulnerabilities are treated as classified information. Disclosing these details is a fundamental breach of our contract.
- **Discreet Conduct:** Our staff is trained to be a calm, professional presence. We avoid aggressive or confrontational behavior unless it is legally required to protect life and property.
- **Conflict of Interest:** We do not accept any incentives or engage in side-deals that would compromise our loyalty to our clients.

4. DIGITAL INTEGRITY & SOCIAL MEDIA

To combat the unprofessional spread of information online:

- **Operational Privacy:** Employees are strictly prohibited from sharing any work-related content, photos of client sites, or security movements on personal social media platforms.
- **Brand Representation:** Any employee who brings the Mtunzini Group name into disrepute through digital misconduct will be held accountable.

5. ACCOUNTABILITY & WHISTLEBLOWING

We encourage our clients and staff to help us maintain these standards. If you witness any form of unprofessionalism or ethical breach, we provide a direct channel to our compliance team:

- **ETHICS HOTLINE:** 060 276 7383
- **Direct Email:** compliance@mtunzinigroup.com

OUR GUARANTEE

By partnering with Mtunzini Group, you are choosing a firm that treats unprofessionalism as a security breach. We remain dedicated to serving you with honour, technical precision, and unwavering discipline.

Signed: Managing Director, Mtunzini Group
7 January 2026