



## LINKS WORKING PROCEDURES

- All dispatch must be sent through email or in the Pre-alert WhatsApp group
- Movements between 6h00 to 17:30 hrs loaded with copper.
- The client will be updated on the movement of trucks every 45 minutes in dedicated WhatsApp groups by our 24/7 control room.
- **Links Escorts & Tracking** has zero tolerance to alcohol, all guards and Drivers must always be checked and breathalysed when on trips.
- All drivers to sign on the convoy sheet agreement before the departure of the convoy starting from mine
- All drivers to be instructed by Client management to park their trucks in client's preferred parking.
- Single truck and incomplete convoys are not allowed unless the client has made a decision to move a single truck, approval must be provided in the Incident and Pre-Alert group as well as email.
- Every time there will be a client agent in the convoy, the client's management should be updated in the Pre-alert group or via E-mail full identity of the agent (work ID or National ID) and the phone number
- Serious incidents must have a written report sent in real time within 24-48 hours.
- Client will be updated hourly on the movements of all trucks via WhatsApp group.
- All guards will be smartly dressed, in uniforms and inspection is done before deployment.





- Tracking reports to be sent to clients twice a day, by control room between 08 hrs and 10 hrs and second one between 14 hrs and 16 hrs and once over the weekend.
- Photos of Truck showing horse registration, photos of trailer showing cargo – 2 sides & back showing cargo & Trailer registration. As mentioned in the above point, the same applies if trucks are broken down & once trucks are parked in safe parking.
- Trucks standing in Queue & Photos to be shared until it crosses all countries.
- All photos to be shared using a photo stamp, unless in extreme circumstances (the escort Android phone's battery is off, the driver can help)
- For all approvals only the client management to grant.
- All conversations between two teams **Links Escorts & Tracking** and the Client to be held in relevant groups.
- Breakdowns & Any Incident happens Photos to be shared & inform the client as soon as Possible.
- Extra security or Armed security must be approved on time so that it can be easier to deploy.
- 24/7 Control room to be available for all queries and dedicated Asset controller assigned to the team for ease of communication

