



ECOMMERCE FULFILMENT CENTRE LTD (EFCL)

SECURITY POLICY:

Policy Reference: EFCL-SEC-001

Version: 1.0

Effective Date: 02/02/2026

Review Date: 02/02/2027

Approved By: Director

Review Frequency: Annual

COMPANY DETAILS

Ecommerce Fulfilment Centre Ltd (EFCL)

Platinum House

12 Bailey Road

Trafford Park

Manchester

M17 1SA

Company Registration Number: 14944665

VAT Registration Number: GB455908364

Telephone: 0161 624 0375

Website: www.efcluk.com

POLICY STATEMENT

Ecommerce Fulfilment Centre Ltd (EFCL) is committed to maintaining a safe, secure, and controlled environment for employees, customers, visitors, suppliers, contractors, and company assets.

This policy establishes the security measures and responsibilities required to protect:

- Employees and visitors
- Customer goods and inventory
- Company assets and equipment
- Information and data

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- Premises and facilities
- Vehicles and operational equipment

All employees are required to comply with this policy and always support the security of the business.

1. POLICY OBJECTIVES

The objectives of this policy are to:

- Protect company property and assets.
- Protect customer inventory and goods.
- Prevent theft, loss, damage, and unauthorised access.
- Maintain secure warehouse and office operations.
- Protect confidential business information.
- Ensure compliance with legal and contractual obligations.
- Promote a culture of security awareness.

2. ACCESS CONTROL

Employees

- Employees may only access authorised work areas.
- Access cards, keys, alarm codes, and security credentials must not be shared.
- Employees must challenge or report unknown individuals in restricted areas.

Visitors

- All visitors must report to reception or an authorised company representative.
- Visitors must sign in and sign out where required.

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- Visitors must be accompanied by an authorised employee when accessing operational areas.

Contractors

- Contractors must obtain authorisation before commencing work.
- Contractors must comply with site safety and security procedures.

3. SITE SECURITY

EFCL will implement appropriate security measures including:

- Controlled site access
- Locked premises when unattended
- Intruder alarm systems
- CCTV monitoring (where installed)
- External perimeter security
- Key management procedures

Employees must ensure that doors, gates, and access points remain secure.

4. CUSTOMER GOODS AND INVENTORY SECURITY

EFCL recognises the importance of protecting customer inventory.

The company will:

- Maintain stock control procedures.
- Restrict access to storage areas.
- Monitor stock movements.
- Investigate discrepancies promptly.

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- Secure customer goods within designated warehouse locations.

Any loss, damage, or suspicious activity must be reported immediately.

5. KEYS, LOCKERS AND COMPANY PROPERTY

Employees issued with:

- Locker keys
- Building keys
- Access cards
- Security codes
- Company equipment

are responsible for their safekeeping.

Lost keys, access cards, or security devices must be reported immediately.

Employees may be charged for replacement locker keys in accordance with company procedures.

6. CCTV AND MONITORING

Where CCTV is installed, it may be used for:

- Crime prevention
- Security monitoring
- Asset protection
- Incident investigation
- Health and Safety monitoring

CCTV systems will be operated in accordance with applicable data protection legislation.

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7. INFORMATION SECURITY

Employees must protect confidential information relating to:

- Customers
- Suppliers
- Employees
- Business operations
- Financial information

Confidential information must not be disclosed without proper authorisation.

Passwords, login credentials, and company systems must be protected at all times.

8. MOBILE PHONES AND PERSONAL PROPERTY

Personal mobile phone use during working hours is restricted in accordance with company policy.

EFCL is not responsible for:

- Personal belongings
- Cash
- Mobile phones
- Valuables
- Items stored in employee lockers

Employees are responsible for securing their own personal property.



9. INCIDENT REPORTING

Employees must immediately report:

- Theft
- Attempted theft
- Suspicious behaviour
- Security breaches
- Unauthorised access
- Lost keys or access cards
- Missing inventory
- Damage to company property

All incidents will be investigated appropriately.

10. CYBER SECURITY

Employees must:

- Use company systems responsibly.
- Protect passwords and access credentials.
- Avoid sharing confidential information.
- Report suspicious emails, phishing attempts, or cyber incidents immediately.

Unauthorised access to company systems is strictly prohibited.



11. EMPLOYEE RESPONSIBILITIES

All employees must:

- Follow security procedures.
- Protect company assets.
- Maintain confidentiality.
- Report concerns promptly.
- Cooperate with investigations.
- Support site security measures.

Failure to comply with security requirements may result in disciplinary action.

12. MANAGEMENT RESPONSIBILITIES

Management is responsible for:

- Implementing security controls.
- Monitoring compliance.
- Investigating incidents.
- Maintaining security systems.
- Reviewing risks and vulnerabilities.
- Providing security awareness training where appropriate.



13. POLICY REVIEW

This policy will be reviewed annually or earlier where operational, legal, or security requirements change.

POLICY APPROVAL

This Security Policy has been reviewed and approved by the Director of Ecommerce Fulfilment Centre Ltd.

Director Name: Adeel Ashraf

Date:02/02/2026