




Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 360 /11

Authorised by;

Client: _____ **(signed)**

Frontline:  **(signed)**

Date: April 2018

Record of Amendments

Authorised Amendments

Amendments to these Assignment Instructions may only be authorised by the Managing Director following consultation with the Client.

All amendments to approved assignment instructions should be advised to Frontline Security Services Limited in writing or by e-mail.

Where a change has occurred, this status of the amended page will be shown in the Record of Amendments section of this document, in addition a Change to Assignment Instructions Form [SP 12 02](#) will be completed ,see **Appendix (H)**.

Page No.	Title of section	Brief details of amendment	New Issue No.	Authorised by	Date
All	All	Full review of all contents and implementation of new formatting throughout in compliance with the revised Quality Management System.	9	AOH	06.05.16
Appendix B	Incident Report	Insert Incident Report Issue 4	9	AOH	20.03.17
All	All	Change to Company Name	10	AOH	01.04.08

Copy No.	Holder	Date
1	Managing Director	1 st April 2018
2	Office Administrator	1 st April 2018
3	Client	1 st April 2018
4	Site	

1.1 General Information**RESPONSE AND KEYHOLDER ATTENDANCE**Client Name: **Beva Investments Limited**

Client Address:
 Beva Investment Ltd
 Chichester Street
 Rochdale
 Oldham
 OL16 2AE

Site Address:
 Mayfield
 Reservoir Street
 Rochdale
 OL16 2XH

Telephone Number: 01706 710740

Telephone Number:

These assignment instructions must not be reproduced or altered in any way without the permission of **Frontline Security Services Limited**.

Issue date: 1st April 2018

Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
Beva Control		01706 667762
Account Manager		

2.1 Site Details

Site Map / Location

New map here

New Image here

Directions to site

From the Acorn Centre up Shaw Road through Shaw to Milnrow Road,

Continue on Milnrow Road to traffic lights at Albert Royd Street turn right into Albert Royds Street.

Continue and turn left on to Reservoir Street at the junction after Domino's Pizza

[Map of Route to site](#)

Site Plan(s)

See Appendix (A) for Alarm Zones / Full Site Plans

Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Nil			

3.1 Site Instructions

Alarms

Alarm Access Code	N/A
Alarm Password	N/A

Hours Covered

Monday – Sunday	24 hours
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Instruction upon call out

- Respond to call and attend site.
- Make contact with the Beva Control on 01706 667 762
- Act upon the information or directions provided by the Beva Control, who can view some of the site remotely by CCTV.
- Maintain communication with Beva Control whilst you are on site and report your findings.

Check all the yard areas – there is no need to go into the building.
Respond to call and attend site. Accept instruction direct from Beva Controller on the telephone number below.

Equipment

Beva provides chain and padlocks should they be required to secure their premises. Do not use this equipment for any other customer's property. Once Beva premises are secured using the provided equipment, stand down or await further instruction, Beva Staff will still be able to gain entry if required.

4.1 Dealing with and Reporting Incidents

An Incident Report Form [SP 12 09](#) Should be completed in relation to all incidents at the site and logged prior to you finishing your shift. See Appendix B

Action in the event of Intruder Alarm / Break-In

Security Officers shall only attempt to apprehend an intruder(s) if safe to do so.

- The Police shall be informed immediately and requested to attend using the '999' Emergency services system.
- Provide the name and address of the Site, the exact nature of the incident and any other relevant information.
- Inform Beva and Frontline Security Services Limited Control of the situation.
- Whilst awaiting the arrival of the Police, endeavour to keep the intruder(s) under observation, recording all details such as description, vehicles registration numbers, location where last seen etc.
- Speak to the Police on their arrival to report the situation and accompany them on their investigation.
- Should an insecurity, break-in or damage be discovered, but no intruders found on site, the Police must still be informed and requested to attend.
- Control and the clients Emergency Contact shall be informed as soon as is practicable.

Health and Safety

It is the Company policy that all company activities are carried out in conditions that ensure the safety, health and welfare of all persons affected by the company's activities.

The Company Policy is outlined in the Health and Safety Manual [SP 01 05](#) and the Health and Safety Statement and specific policies in relation to Office Based Working and Lone Working are outlined in [SP 12 04](#) .

The Company's commitment to Health, Safety and welfare must be met by the same commitment from all Company employees. Each employee must ensure that they themselves carry out their operation in a safe and secure manner, in line with the Company codes of practise, either current as included in the Health and Safety Policy Document or purpose drafted codes of practise.

It is Company policy that employees will not be asked to carry out duties unless they are:

- Trained to carry out that duty.
- Competent to carry out that duty

Appendix A Site Plan and Alarm Zones

Appendix B – Incident Report Form

Client:	Site No.	Assignment No.		
Site Address		Incident		
		Type of Incident: (Provide an overview or tick below)		
Date:	Alarm Activation	<input type="checkbox"/>	Intruder	<input type="checkbox"/>
Time (Time that you received the call)	Insecurity	<input type="checkbox"/>	Criminal Damage	<input type="checkbox"/>
Time on site: Time off site:	CCTV Response	<input type="checkbox"/>	Theft	<input type="checkbox"/>
Location of Incident:	Gate Closure	<input type="checkbox"/>	Other	<input type="checkbox"/>

Officer completing the Report _____ (name)

How was the incident discovered: (Circle as appropriate)

Monitoring Str.	FS Control Rm	On Patrol	Police	Other
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Were the Police called? Yes / No Time _____ Date _____

What time did the Police arrive on site? Time _____ Date _____

Police Officer (s) Name (s) & Collar Nos. _____ (FWIN) _____

At what time, did you inform control? Time _____ Date _____

Is there any loss or damage? Yes / No

Is the site vulnerable? Yes / No

(Outline any loss or damage and immediate action required to secure the site)

Record here any further information or action that may be required:

Outline;

- Why did you attend: alarm call etc.
- What you found when you got there: Alarm activation, insecurity etc.
- If an alarm which zones, this information is very useful to the client
- What you did: a full check of the premises, reset the alarms etc.
- Any steps you had to take to secure the site or time you had to wait for an engineer etc.
- Anything that needs to be brought to the attention of the client or Admin

Administration Officer to complete the following section

Incident Data- base updated – Y/N

Further Action Required;

Invoice Data-base updated – Y/N

Client Informed –
E-mail to:
Fax to:

Completed by:

Date:

Appendix C – Acknowledgement of Understanding

The Assignment Understanding Sheet to be signed by all officers allocated to the site.

When a Security Officer is allocated a new site he/she must read the Assignment Instructions and sign below to indicate that the Assignment Instructions have been read and understood. The Security Officer(s) must also sign when amendments have been made to the Instructions.

Client:	Site No.	Assignment Instructions Issue date:
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Name	ID No	Signature	Date	Amendment No