



Frontline Security Services Limited

**Mobile
Assignment Instructions**

Site No. 547

Authorised by;

Client: _____ **(signed)**



Frontline Security Services Limited **(signed)**

Date: April 2018

1.1 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
4	Key Issued	New Front Door – issued new key	01	D Collinge	13.02.18
All	All	Change to Company Name	02	AOH	01.04.18

2.1 General Information

Keyholding / Mobile Response

Client Name: Beulah Baptist Church

Client Address:

Beulah Community Church
Withins Road
Hollinwood
Oldham
OL8 3QD

Site Address:

Beulah Community Church
Withins Road
Hollinwood
Oldham
OL8 3QD

Telephone Number: 0161-681-6152

Telephone Number: 0161-681-6152

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

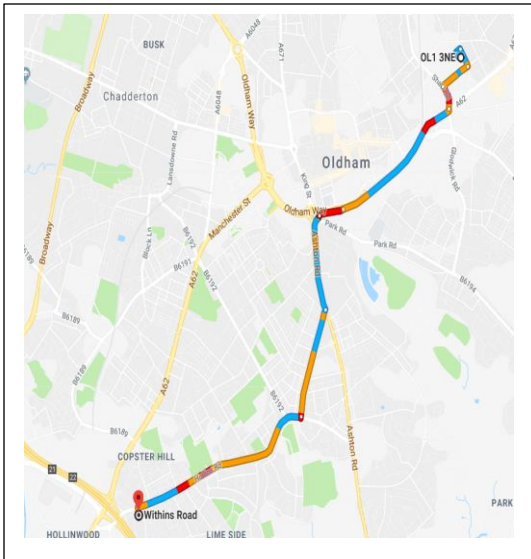
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
Mobile Phone	Ian Whitehead	07519 663700
Mobile Phone	Alison Cheetham	07961 611774

3.1 Site Details

Site Map / Location



Directions to Site

Turn Right onto Barry Street, then right onto Bower Street and Left onto Shaw Road, at traffic lights turn right onto A62, exit at junction for A627 take second exit from roundabout heading towards Park Cakes, turn right onto Hollins Road, Withins Road is 1 mile on left hand side, as you turn into Withins Road the Church is on the left, be aware this is a dead end street

Keys Issued by Client

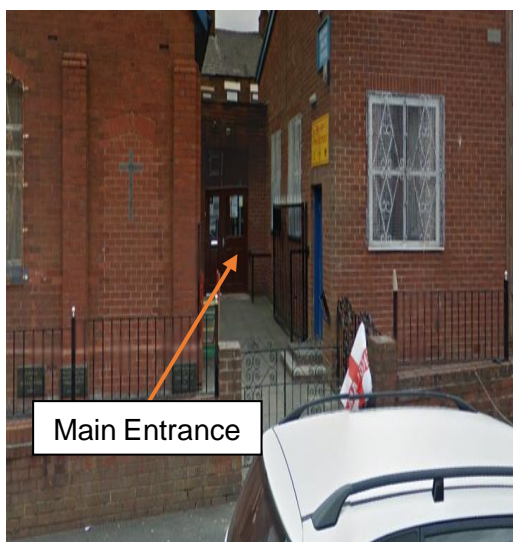
Key Type	ID Number	Application	Returned to client
Silver	Blue Tag	Front gate padlock	
Brass Chubb	Blue Tag	Front Door	New front door invalid
Silver	Green Tag	Side Gate Padlock	
Sliver Chubb	Green Tag	Side Entrance	
Sliver Chubb	Blue Tag	Internal door to Church	
Silver	JMA	Front Door	

4.1 Site Instructions

The premises are a Baptist Community Church and with a community Centre which is used daily as a children’s early Learning facility.

Frontline Security Services Limited provide Key holding and Alarm Response Services between 1800 & 0700 with additional cover during weekend days and Bank Holidays.

Access is gained via the metal gate secured with a padlock, then through the main door straight in front, the building is protected on all sides by 6ft railings and at both ends of the street residents have access to the rear of domestic properties via a locked gate.



Keyholding / Alarm Response

Mon - Fri	Between 1800 & 0700
Weekends	Between Fri 1800 & Monday 0700

5.1 Alarm Activations

Attend alarm activation by request after receiving an electronic call stating "Hollinwood Youth Centre" has an activation.

Incident Reports to be forwarded by Frontline Security Services Limited

ianwhitehead@gmail.com

Engineer Call- Out

In the event of there being a fault on the system or an engineer is required to reset the system, follow the process outlined below;

The Alarm system serviced by CIA 2000.

- CIA 2000 0161 624 8500
- Username –
- Password –

Arming the alarm:

- Ensure all doors are closed and the detectors are not obstructed.
- Exit the premises by the defined exit route. (Through the front door)
- Secure the Door
- Lock the gate with padlock & chain.
- Contact CIA 2000 who will arm the system remotely

Disarming the alarm:

- On arrival to site CIA 2000 will notify you of the zone which has activated, the alarm panel is located in the helper's room which is next door to the kitchen, once zones have been checked CIA will advise you to leave the building when they will arm the system remotely, remain on site until you have confirmation that the system is armed.

6.1 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 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

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 Stn.	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:

