



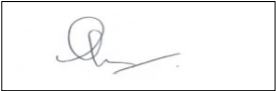
**Frontline Security Services Limited**

# Assignment Instructions

**Site No. 483**

**Authorised by;**

**Client:** \_\_\_\_\_ **(signed)**

**Frontline:**  **(signed)**

**Date: April 2018**

## 1.1 Record of Amendments

### Authorized 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.	3	AOH	02.06.16
Page 6	Emergency Contacts	Instructions from client regarding new contact names and telephone numbers	3	DC	10.06.16
Page 10	Check Calls / Welfare	Guidance inserted in relation to use of Crystal ball and Rotacloud systems	3	AOH	20.03.17
Appendix F	Risk Assessments	Revised Risk Assessments SP12 04 – 2017 inserted	4	AOH	20.03.17
All	All	Change Name	5	AOH	01.04.18

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

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## 2.1 Site Details / General Information

Client Name: Country Oven

Client Address:  
 Country Oven  
 Beech House  
 Heap Street  
 Oldham  
 OL4 1HW

Site Address:  
 Country Oven  
 Beech House  
 Heap Street  
 Oldham  
 OL4 1HW

Telephone Number: 0161 652 2376

Telephone Number: 0161 652 2376

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

Issue date: 1<sup>st</sup> April 2048

Next Review date: April 2019

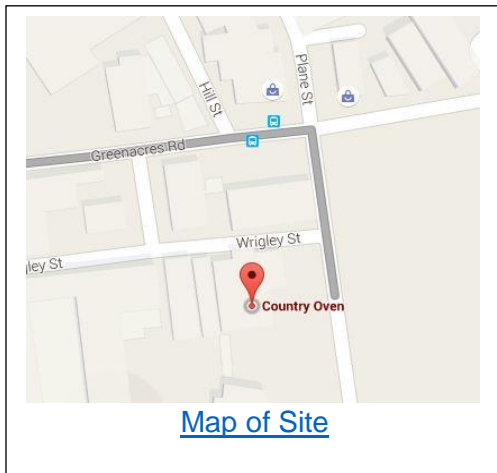
### Emergency Contacts

Contact Type	Name	Contact Number
EM1	Leo	0161 620 0301
EM 2	Mario	0161 628 8511
EM 3	Carlo	01457 829 292
EM 4	Tony	01457 237 896

Services Contacts

Contact Type	Name	Contact Number
GMP – Local Neighbourhood Office	Sgt: Danny Atherton PC: Damieon Pickles PCSO's: Anthony Riley Gary Carter, Laura McCormick, Rebecca Wright	0161 856 8927

Site Map



**Location:**

The property is located on a site sitting between Wrigley Street and Heap Street just off Greenacres Road and adjacent to the A62 approximately 1 mile from Oldham Town Centre.

The business centre has good transport links being located a short distance from A62 and the wider motorway network.

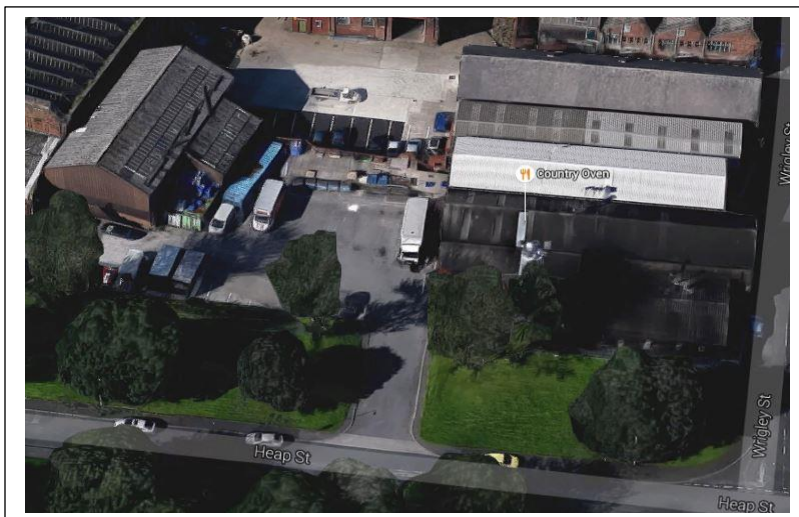
**Directions to site**

From the Acorn Centre turn right on to Barry Street and then right in to Bower Street. Turn left on to Shaw Road.

At the junction with the traffic lights turn left on to Huddersfield Road and then 1<sup>st</sup> right on to Soho Street.

At the junction with Greenacres Road turn left and then 2<sup>nd</sup> right onto Denmark Street then left into Wrigley Street. The site is situated on the right at the junction with Heap Street.  
[\(Link to route map\)](#)

### Site Description overview



The premises accommodate a Commercial Bakery with a large lorry park. The perimeter of the site is demarked by a fence to the front and by a building line on the other three sides. Pedestrian and vehicular access is via the front gates.

### Location of Security Office / Base

The static guarding for the site is based within the staff canteen.

### Site Plan(s)

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

### Staffing Levels and Hours of Duty

Single manning instruction unless a trainee is designated with the duty officer.

Saturday 1800- 0600

These hours may vary to suit the customer's site requirements and are liable to change as required.

### Meal Breaks

All meals and breaks are to be taken as and when the duty officer is satisfied that to do so will not jeopardise the security function

## Health and Safety

If supplied by the client, their Health and Safety policy will be found at **Appendix (F)**. The duty Security Officer must make themselves aware of it.

### Frontline Security Services Limited Health and Safety Policy

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](#) and at Appendix F in this document.

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

To ensure Company operations are carried out in line with this policy statement an organisational structure has been implemented and responsibilities allocated to individuals. Those individuals will ensure that all activities are carried out in line with this statement.

Ultimately the person who has most control over your environment is you, and therefore the Company insists on your commitment to the Company Health and Safety Policy.



## 3.1 Objectives

### Confidentiality

All information gained by Security Officers in the course of their duties in relation to the client's products, methods of operation, or security is Confidential. No information may be passed to unauthorised persons.

Security Officers are not to communicate with the media including; the press, TV or photographers in relation to their role or duties performed on behalf of the Frontline Security Services Limited or the client.

All enquiries should be referred to either the site management or Frontline Security Services Limited Control.

### Overall Assignment Objectives

- To protect the client property and employees against loss or damage caused by fire, theft, flood, accident or wastage as far as it is in the control of the security officers.
- To monitor the access of pedestrian and vehicular traffic on and off site.
- Prevent unauthorised access
- To provide a professional, smart and helpful image on behalf of Frontline Security Services Limited and the client at all times.
- To assist the client, as far as possible, on matters of security and safety.

### Site Specific Assignment Objectives

- As above

### **Check Calls, Remote Monitoring / Booking on and off duty**

The Company has made provision of the 'Crystal Ball' Lone Worker Protection System and the 'Rotacloud' Duty Management System. The web based systems are accessed through an Android device located at each site allows lone workers to:

- Raise a Panic Alarm with a discrete button press
- Automatically contact control in an emergency
- Set their own Timed Welfare Check-in intervals
- Provide precise location tracking that can be checked remotely
- Book on and off duty
- View future duty rota's and request leave

Guards responsibilities;

- Book on duty at or immediately prior to their scheduled start time and book off duty at the end of their shift using Rotacloud. This should be completed at their designated work location.
- At the start of their duty, set their timed welfare checks for a period of no more than 60 minutes using Crystal Ball
- In the event of failure of either system or a missed welfare check contact either the control room or mobile patrol on 0161 627 5746
- Record all visits on the site log sheet

The telephone, where provided, is for making check calls, and use in emergencies only.

Security Officers are reminded that the making of personal outgoing telephone calls, on clients or Frontline Security Services Limited equipment, is strictly forbidden.

### **Uniform**

- Full uniform to be worn at all times when on Site
- ID badge to be worn and clearly displayed
- SIA Licence and be to be worn and clearly displayed
- Hi Visibility Jacket, to be worn when patrolling the site

**First Aid**

A first aid kit is held on site in addition. Personnel have access to First Aid facilities at the Frontline Security Services Limited Control located at Unit 50.

## 4.1 Security Duties

### Maintenance of Log Books and Records

All incidents, and occurrences, security and safety recommendations etc. will be the subject of an entry in the Assignment log.

Security Officers are reminded that to make a false or inaccurate entry intentionally, could lead to subsequent disciplinary action being taken.

Do not remove or deface pages of the log book or other records under any circumstances.

Errors are to be lined through, so they may be still read, and the entry rewritten.

All incidents should be recorded on an Incident Report Form [SP 12 09](#) .

### Gates and Barriers

Gates to be padlocked as soon as the last employee has left site.

### Access Control

#### Personnel / Visitors

All persons should be challenged for proof of identity (No access until 100% verification) particularly out of normal site working times.

Anyone not known to the duty guard should be approached to ascertain reason for presence on site.

If in doubt, contact Control and/or Emergency Contact for authorisation.

#### Vehicles

#### Access Control Vehicles

Vehicles are not allowed to enter or leave the site 1800 – 0600.

#### Company ID Passes

Not Applicable

#### Employee pass out system

Not applicable

### Visitor logs

Not applicable to this site if required by the client, then details of all Visitors to the site should be recorded using a Register of Vehicles Form [SP 12 07](#) or a similar form provided by the client.

### **Search**

Searching of Vehicles and personnel and vehicle will only be authorised after consultation between the client and Frontline Security Services Limited and was assurances have been received that all appropriate measures relating to consent are in place.

A record should be kept of all persons and vehicle searched if documentation is not provided by the client then forms [SP 12 10](#) and [12 11](#) respectively.

### **Issue and Receipt of Keys**

Not applicable to this site.

### **Cash in Transit /Cash Handling**

Not applicable to this site.

### **Lost and Found Property**

Detail of lost and found Property must be entered in the site log book.

Details of found property must be entered in the logbook and the found property kept in a secure place in the gate lodge until it can be given to a responsible person at the Falcon Business Centre.

### **Receipt of Mail, Deliveries and Couriers**

Not applicable to this site.

### **Other Gatehouse Duties**

Not applicable to this site.

### **Miscellaneous Duties**

Not applicable to this site.

## 5.1 Patrols

### Number and Frequency of Patrols

Frequent irregular patrols of lorry park at least one per hour.

### Special Patrol Instructions

Check for vandalism and diesel theft

### Diester Patrols

Not applicable

### Patrol Recorder Type

Not applicable

### Patrol Logging Point Locations

Not applicable

### Emergency Calls / Welfare

The Crystal Ball System is to be used for setting and recording welfare updates and the emergency notification function used in the appropriate circumstances.

## 6.1 Systems and Equipment

### CCTV and Video

Not applicable

### Access Control Systems

None installed

### Fire Alarm Systems

Not applicable

### Sprinkler System

Not applicable

### Intruder Alarm System

### Personal Attack Alarm

To be activated only in the event of threat of violence to yourself.

### Plant and Equipment Alarms

Not applicable

### Safety Equipment

There is no specific hazard safety equipment required for the site.

### **Other Systems / Equipment**

#### Provided by the Client

**Keys** - Please return keys to Client Representative at conclusion of duty.

#### Provided by Frontline Security Services Limited

- Torch
- Phone for access to Crystal Ball system
- Log book / Assignment Instructions

## 7.1 Emergency Procedures

### Action in the event of fire

Security Officer will proceed as follows;

1. Using the '999' Emergency Services System, contact the Fire Brigade and state the name and address of the assignment, the exact location, size and type of fire (if known).

The Address is:

Country Oven  
Beech House  
Heap Street  
Oldham  
OL4 1HW

2. Confirm that the message has been fully understood before replacing the handset.

**IMPORTANT – STAY SAFE- DO NOT GO LOOKING FOR SOURCE OF ALARM**

As soon as possible, following the all clear, full details pertaining to the incident are to be entered into the Assignment Log and Incident Form completed.

### Action in the event of Intruder Alarm / Break-In

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

1. The Police shall be informed immediately and requested to attend using the '999' Emergency services system.
2. Provide the name and address of the Site, the exact nature of the incident and any other relevant information.
3. Inform Frontline Security Services Limited Control of the situation.
4. Whilst awaiting the arrival of the Police, the Security Officer shall endeavour to keep the intruder(s) under observation, recording all details such as description, vehicles registration numbers, location where last seen etc.
5. The Security Officer shall meet the Police on their arrival to report the situation and accompany them on their investigation.
6. 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.



7. Control and the clients Emergency Contact shall be informed as soon as is practicable.
8. Full details shall be recorded in the Assignment Log and an Incident Form [SP 12 09](#) completed.

### **Action in the event of Accident – Personal Injury**

The Security Officer will render whatever assistance is necessary. If appropriate an Ambulance will be sent for.

Should the Security Officer himself become injured;

- Treatment should be sought from the on-site first-aid if available.
- Control must be informed, and back-up requested as necessary.
- An Accident Report [SP 12 18](#) shall be completed and details recorded in the assignment Log.

### **Action in event of Plant / Equipment Malfunction**

Should the Security Officer discover some obvious sign of malfunction, the client Emergency Contact, and Control must be informed.

### **Telephoned Bomb Threat or Suspect Package**

Normally, any weekday telephoned bomb threat will be taken by the switchboard operator. However, should the Security Officer receive a telephoned Bomb Threat, they must obtain as much information as possible in the time available and make every endeavour to carry out the following procedure;

- Complete the Bomb Threat Alert Procedure Form [SP 12 13](#) – see **Appendix (C)**
- Notify the Police – dial/press 999 or ask a nearby member of staff to do so.
- Warn all persons on the premises by contacting senior staff member present.
- Inform Control.

**GUARDS ARE REMINDED THAT THEY MUST NOT CARRY OUT SEARCHES OF PREMISES TO ASCERTAIN IF EXPLOSIVES OR INCENDIARY DEVICES HAVE BEEN PLACED ON THEM. THEY MUST WAIT UNTIL THE ARRIVAL OF THE POLICE AND AUXILIARY SERVICES.**

Any further action must be taken under guidance of the Police at the assignment or the Senior Client Representative present.

Guards should make themselves familiar with any Bomb Threat Instructions issued by the customer to their staff and co-operate with these instructions; within the limits imposed by the above procedures.

Should a **Suspect Package** be discovered by the guard he/she should:

**UNDER NO CIRCUMSTANCES TOUCH OR MOVE THE SUSPECT PACKAGE.**

- Warn all persons in vicinity to keep clear.
- Notify the Police (Dial/Press 999) and the Senior Staff member present or ensure that someone does.
- Notify **Control** as soon as possible.

Should a **Suspect Postal Package** be received in the mail, the Security Officer, provided he/she strongly suspects that it is a letter bomb, must leave it alone and notify the Police, the senior staff member present and control.

If he/she is merely uncertain of its nature, set the package to one side and inform the Customer and/or Control.

## 8.1 Appendices

**Appendix A – Full Site Plan**





**Appendix C – Bomb Threat Alert Procedure**

**Bomb Alert / Threat Call Checklist**

**Guidance for Personnel who are in receipt of a bomb warning by phone**

1. **Complete** this form, if possible use it as an Aide Memoire whilst taking the call.
2. **Stay** calm and listen.
3. **Obtain** as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent.
4. **Keep** the caller talking, if possible.
5. **Ensure** that any recording facility is switched on.
6. **Dial 1471** when the caller rings off (if that facility operates and you have no automatic number display) to see if you can get their number.
7. **Immediately** report the incident to the client, relevant manager or site control room team to decide on the best course of action and notify the police.
8. **Inform** the police directly, if you cannot get hold of anyone, and even if you think the call is a hoax. Give your impressions of the caller and an exact account of what was said.
9. **Do not** leave your post – unless ordered to evacuate – until the police or additional security arrive. If you have not been able to record the call, make notes.

<b>Date:</b>	<b>Time:</b>	<b>Location:</b>
<b>Message Received by:</b>	(Print)	(Sign)

**Record the exact words used by the caller:**

**Ask the following Questions and record the answers**

Where is the bomb right now?		Did you place the bomb?	
When is it going to explode?		Why?	
What does it look like?		What is your name?	
What kind of bomb is it?		What is your address?	
What will cause it to explode?		What is your telephone number?	

**Language**

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Well Spoken
<input type="checkbox"/>	Irrational
<input type="checkbox"/>	Taped message
<input type="checkbox"/>	Offensive
<input type="checkbox"/>	Incoherent
<input type="checkbox"/>	Message read by threat - maker

**Background sounds**

<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Street noises	<input type="checkbox"/>	Static
<input type="checkbox"/>	House noises	<input type="checkbox"/>	P.A System
<input type="checkbox"/>	Animal noises	<input type="checkbox"/>	Booth
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Music
<input type="checkbox"/>	Motor	<input type="checkbox"/>	Factory machinery
<input type="checkbox"/>	Clear	<input type="checkbox"/>	Office machinery
<input type="checkbox"/>	Voice	<input type="checkbox"/>	Other (specify)

**Callers Voice**

<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Calm	<input type="checkbox"/>	Rapid
<input type="checkbox"/>	Crying	<input type="checkbox"/>	Deep
<input type="checkbox"/>	Clearing throat	<input type="checkbox"/>	Hoarse
<input type="checkbox"/>	Angry	<input type="checkbox"/>	Laughter
<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Familiar
<input type="checkbox"/>	Excited	Sounds like:	
<input type="checkbox"/>	Stutter		

Type of accent:
-----------------



**Appendix D – Incident Report Form**

<b>Client:</b>	<b>Site No.</b>	<b>Assignment No.</b>
----------------	-----------------	-----------------------

Site Address	Incident		
	Type of Incident: (Provide an overview or tick below)		
Date:	Alarm Activation	Intruder	
Time (Time that you received the call)	Insecurity	Criminal Damage	
Time on site:      Time off site:	CCTV Response	Theft	
Location of Incident:	Gate Closure	Other	

Officer completing the report \_\_\_\_\_ (name)

How was the incident discovered: (Circle as appropriate)?

Monitoring Stn.	FS Control Rm	On Patrol	Police	Other
-----------------	---------------	-----------	--------	-------

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 E- Site Inspection Report – Management Visit**

<b>Client:</b>	<b>Site No.</b>	<b>Name of Site</b>
----------------	-----------------	---------------------

Date	Time on Site	Time off Site	Name
------	--------------	---------------	------

		Circle as appropriate	
Officer on Duty:	Records checked	Yes / No /NA	AIO
	Duty / Patrol Log	Yes / No /NA	AIO
	Equipment Removal	Yes / No /NA	AIO
	Assignment Instructions	Yes / No /NA	AIO
	First Aid Log	Yes / No /NA	AIO
	Current version of Company Handbook	Yes / No /NA	AIO
Full Site Patrol			Yes / No

If records not checked or there are any deficiencies comment below

--

Personnel				Action Required
	Are there any immediate Welfare Issues?	Yes	No	
	Have any Security Staff requested a site transfer?	Yes	No	
	Are all Site Security Officers aware of their roster for next week?	Yes	No	
	Are there any wage queries?	Yes	No	
	Is the Officer smart in appearance?	Yes	No	
	Has the Officer been provided with an update of any new company policies?	Yes	No	
	Has a discussion taken place in relation to any on-going development plan or training?	Yes	No	

Health and Safety				Action Required
	Does the Officer wish to raise any Health and Safety concerns	Yes	No	
	Is the Security Base clean and tidy?	Yes	No	
	Do the facilities meet the requirements of Health and Safety at Work Regs 1999 and Workplace HSW Regs 1996 as outlined in <a href="#">SP 01 05 Section 8.1</a>	Yes	No	
	Have the staff on duty been correctly site trained?	Yes	No	
	Are the staff fully conversant with Site specific policies for dealing with Incidents, Violence at Work or Duress as outlined in <a href="#">SP 01 05 Section 7.1</a> and <a href="#">SP 02 03</a>	Yes	No	
	Reported incidents investigated?	Yes	No	
	Are there any Uniform requests?	Yes	No	
	Equipment issued to site Checked?	Yes	No	
	Client Supplied Site Equipment Checked?	Yes	No	
	Full site patrol carried out?	Yes	No	

Procedure				Action Required
	Are the Assignment Instructions available?	Yes	No	
	Are all the Instructions in the Assignment Instructions valid and up to date?	Yes	No	
	Has the Officer read and signed the Assignment Instructions?	Yes	No	
	Can the officer provide a short overview of the Assignment Instructions?	Yes	No	
	Were you 'Logged On Site' on arrival?	Yes	No	
	ID Card checked?	Yes	No	
	Are the Site Keys, Key Fobs or Swipe Cards Secure?	Yes	No	

Client				Action Required
	Contact made with the client or site representative?	Yes	No	
	Any new activities or risks that require a revision to the Assignment Instructions?	Yes	No	
	<a href="#">Customer Visit Form SP 10 02</a> to be completed on this occasion?	Yes	No	
	<a href="#">Customer Compliant Form SP 10 04</a> to be completed on this occasion?	Yes	No	
	General observation which need recording?	Yes	No	

Comments / Suggestions (Outline all areas where action has been shown as required above)

**Personnel**

**Health and Safety**

**Procedure**

**Client**

**All completed Management Visit Forms to be discussed at the next Management Review Meeting.**

Signed \_\_\_\_\_ Duty Officer \_\_\_\_\_ (date)

Signed \_\_\_\_\_ Manager \_\_\_\_\_ (date)

## Appendix F – Risk Assessments

### Office based activity - Risk Assessment

Date of risk assessment: 20/03/2017 **Review Date: 01/04/2018**

Risk Assessment should be reviewed on interim basis if it may be no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>• General good housekeeping is carried out.</li> <li>• All areas well lit, including stairs.</li> <li>• No trailing leads or cables.</li> <li>• Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular checks as the beginning and end of the day and upon shift change.</li> <li>• Documented reviews</li> <li>• Provision of adequate storage space and ensuring equipment is put away promptly.</li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Manual handling of paper, office equipment etc	Staff risk injuries or back pain from handling heavy/bulky objects, e.g. office furniture.	<ul style="list-style-type: none"> <li>Assistance to be requested to transport boxes of paper and other heavy items when collecting deliveries etc.</li> <li>High shelves for light objects only</li> <li><a href="#">Guidance provided</a></li> </ul>	<ul style="list-style-type: none"> <li>Remind staff that they should not try to lift objects that look or appear too heavy to handle</li> </ul>	All staff, supervisor to monitor Manager		
Working at height Filing on top shelves, putting away equipment	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> <li>All storage is accessible from the floor level</li> <li>All internal windows can be opened from the floor level.</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff that they should not try to lift objects that look or appear too high or heavy to handle</li> </ul>	All staff, supervisor to monitor Manager		



What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Stress	All staff could be affected by factors such as lack of job control, bullying, not knowing their role etc.	<ul style="list-style-type: none"> <li>• Staff understand what their duties and responsibilities are.</li> <li>• Staff can talk to manager if they are feeling unwell or at ease about things at work.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they can speak confidentially to manager or supervisors (on a no-blame basis) if they are feeling unwell or ill at ease because of work.</li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Screen equipment	<p>Staff risk posture problems and pain, discomfort or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments.</p> <p>Headaches or sore eyes can also occur, e.g. if the lighting is poor.</p>	<ul style="list-style-type: none"> <li>• <a href="#">DSE training</a> and assessments of workstation from carried out as required on induction. Any actions to be carried out asap.</li> <li>• Reassessment to be carried out at any change to work feature, e.g. equipment, furniture or the work environment such as lighting.</li> <li>• Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen.</li> <li>• Shared workstations are assessed for all users.</li> <li>• Work planned to include regular breaks or change of activity.</li> <li>• Lighting and temperature suitably controlled.</li> <li>• Noise levels controlled.</li> <li>• Eye tests provided for those who need them, company to pay for basic spectacles specific for VDU use (or portion of cost in other cases).</li> </ul>	<ul style="list-style-type: none"> <li>• Adjustable blinds at window to control natural light on screen</li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires	<ul style="list-style-type: none"> <li>• Staff trained to spot and report (to office administrator) any defective plugs, discoloured sockets or damaged cable/ equipment.</li> <li>• Defective equipment taken out of use safely and promptly replaced.</li> <li>• Staff told not to bring in their own appliances, toasters, fans etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure PAT testing takes place as scheduled.</li> </ul>	All staff, supervisor to monitor Manager		
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>• Adequate signage provided for staff and visitors, identifying route and fire exit</li> <li>• Fire extinguishers located in Kitchen and main corridor.</li> </ul>		All staff, supervisor to monitor Manager		
Lone Working	Staff could suffer injury or ill health whilst working alone in the office during the day or night	<ul style="list-style-type: none"> <li>• Measures in place to ensure that night staff have at least hourly contact calls to and from other staff.</li> <li>• Crystal ball system ensures automated system is in place to monitor contact and any lapses with an escalation process to contact management</li> <li>• Unauthorised internal access is restricted via an audible alarm on the outer door.</li> </ul>		All staff, supervisor to monitor Manager		

### Lone Worker / Mobile Patrol - Risk Assessment

Date of risk assessment: 20/03/2017 **Review Date: 01/04/2018**

Risk Assessment should be reviewed on interim basis if it may be no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff may be injured if they trip over objects or slip on spillages. This includes walking on uneven ground, passageways and floors where there is a heightened risk of fall and or injury.	<ul style="list-style-type: none"><li>• Regular site visits and assessments for fixed deployments. Doc reference SP 12 03</li><li>• Meetings with site owners to highlight any issues Document reference SP 09 02</li><li>• General good housekeeping is carried out.</li><li>• All areas well lit, including stairs.</li><li>• Use of torch or on site lighting</li><li>• No trailing leads or cables.</li><li>• Staff keep work areas clear, e.g. no boxes or equipment left in walkways, deliveries stored immediately.</li><li>• PPE – Torch and adequate footwear</li></ul>	<ul style="list-style-type: none"><li>• Regular checks as the beginning and end of the day and upon shift change.</li><li>• Documented reviews</li><li>• Provision of adequate storage space and ensuring equipment is put away promptly.</li></ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Manual handling moving equipment, opening gates etc.	Staff risk injuries or back pain from handling heavy/bulky objects, e.g. equipment and entering or locking up industrial premises.	<ul style="list-style-type: none"> <li>• <a href="#">Guidance provided</a> to all staff in addition to Site Induction regarding manual handling document reference SP 08 01</li> <li>• Avoid or eliminate heavy lifting or assistance to be requested.</li> <li>• Provide site specific guidance in relation to open and lock up procedure in the Assignment Instructions for each site.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they should not try to lift objects that look or appear too heavy to handle</li> </ul>	All staff, supervisor to monitor Manager		
Working at height  Filing on top shelves, putting away equipment  Climbing fire escapes when carrying out patrol duties	Staff risk being injured owing to falls from any height that can cause bruising and fractures or more serious injury.	<ul style="list-style-type: none"> <li>• All storage is accessible from the floor level</li> <li>• All internal windows can be opened from the floor level</li> <li>• All staff trained as part of their induction process in relation to the risks of entering hazardous environments.</li> <li>• Provide site specific guidance in relation to risks posed by high area in the Assignment Instructions for each site.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they should not try to lift objects that look or appear too high or heavy to handle</li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Risk of Attack or Physical Violence Resulting in Injury or mental trauma	Staff are at risk of injury or mental trauma having come into contact with intruders, trespassers or other persons whilst carrying out their duties.	<ul style="list-style-type: none"> <li>• All staff have undergone SIA training.</li> <li>• The company has a Violence at work Policy document reference SP 02 03</li> <li>• All Violence at work incidents are investigated immediately and in accordance with the <a href="#">HSE Guidance</a> and are collectively assessed during the Management Review process.</li> <li>• The company has a policy for the management of incidents were staff are placed under duress document reference SP 02 09</li> <li>• Controlled periodic checks take place utilising lone worker device (Crystal Ball).</li> <li>• Escalation plan is in place whereby assistance can be summed from colleagues, management or the appropriate emergency service.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Stress	All staff could be affected by factors such as lack of job control, bullying, not knowing their role etc.	<ul style="list-style-type: none"> <li>Staff understand what their duties and responsibilities are.</li> <li>Staff can talk to manager if they are feeling unwell or at ease about things at work.</li> <li>Welfare issues are a set agenda item as part of the Management Site Assessment document reference SP 12 03 (a)</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff that they can speak confidentially to manager or supervisors (on a no-blame basis) if they are feeling unwell or ill at ease because of work.</li> </ul>	All staff, supervisor to monitor Manager		
Night Working, fatigue and ill health	Staff who are routinely deployed on night duty are at risk of fatigue and potential detrimental effects upon their health.	<ul style="list-style-type: none"> <li>Health Assessment and surveillance procedure is in place and is documented in the Health and Safety Manual ref SP 01 05 is in place</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	All staff, supervisor to monitor Manager		
Lone Working heightened risk of not being able to summons help if injured or ill	Staff could suffer injury or ill health whilst working alone in site offices or on mobile patrol during the day or night.	<ul style="list-style-type: none"> <li>Measures in place to ensure that night staff have at least hourly contact calls to and from other staff.</li> <li>Crystal ball system ensures automated system is in place to monitor contact and any lapses with an escalation process to contact management</li> <li>Unauthorised internal access is restricted via an audible alarm on the outer door.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	All staff, supervisor to monitor Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Driving Company Vehicles potential risk of injury owing to being involved in collision	Staff who are driving company vehicles are at risk of injury when driving company vehicle as part of their duty should they be involved in a Collision or owing to a vehicle defect.	<ul style="list-style-type: none"> <li>• A driver's licence check register is maintained by the company to ensure competence and legal authority to drive document reference SP 06 16.</li> <li>• Vehicle maintenance logs and daily check sets are in place to ensure that vehicle are safe, road worthy and well maintained SP 14 03 and SP 14 01 refer respectively</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	All staff, supervisor to monitor Manager		



What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Screen equipment	<p>Staff risk posture problems and pain, discomfort or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments.</p> <p>Headaches or sore eyes can also occur, e.g. if the lighting is poor.</p>	<ul style="list-style-type: none"> <li>• <a href="#">DSE training</a> and assessments of workstation from carried out as required on induction. Any actions to be carried out asap.</li> <li>• Reassessment to be carried out at any change to work feature, e.g. equipment, furniture or the work environment such as lighting.</li> <li>• Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen.</li> <li>• Shared workstations are assessed for all users.</li> <li>• Work planned to include regular breaks or change of activity.</li> <li>• Lighting and temperature suitably controlled.</li> <li>• Noise levels controlled.</li> <li>• Eye tests provided for those who need them, company to pay for basic spectacles specific for VDU use (or portion of cost in other cases).</li> </ul>	<ul style="list-style-type: none"> <li>• Adjustable blinds at window to control natural light on screen</li> </ul>	All staff, supervisor to monitor Manager Client		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires	<ul style="list-style-type: none"> <li>• Staff trained to spot and report (to office administrator) any defective plugs, discoloured sockets or damaged cable/ equipment.</li> <li>• Defective equipment taken out of use safely and promptly replaced.</li> <li>• Staff told not to bring in their own appliances, toasters, fans etc.</li> <li>• Site specific guidance is provided as part of the Assignment Instructions and Site Inspection Report SP 12 03 refers.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure PAT testing takes place as scheduled.</li> </ul>	All staff, supervisor to monitor Manager Client		
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>• Adequate signage provided for staff and visitors, identifying route and fire exit</li> <li>• Fire extinguishers located in Kitchen and main corridor.</li> <li>• Fire procedures for each site contained within the Assignment Instructions and Site Inspection Report SP 12 03 refers.</li> </ul>		All staff, supervisor to monitor Manager Client		

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you already doing?</b>	<b>Do you need to do anything else to control this risk?</b>	<b>Action by who?</b>	<b>Action by when?</b>	<b>Done</b>
Plant and machinery	Patrol and static staff are at risk of injury from coming into contact with plant and machinery on various sites where deployed	<ul style="list-style-type: none"><li>Assignment Instructions and Site Inspection report include specific hazards as identified by the client's risk assessment in relation to plant and machinery.</li></ul>		All staff, supervisor to monitor Manager Client		



**Appendix H – Change to Assignment Instructions**

<b>Client:</b>	<b>Site No.</b>	<b>Assignment No.</b>
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Site Address	Invoice Address
Post Code	Post Code

Client Contact \_\_\_\_\_ Date \_\_\_\_\_

Position \_\_\_\_\_ Time \_\_\_\_\_

What is the reason for this change? \_\_\_\_\_

Details of change to instruction:       
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Operations Manager (signature) \_\_\_\_\_ Date \_\_\_\_\_

Client (signature) \_\_\_\_\_ Date \_\_\_\_\_

Accounts (signature) \_\_\_\_\_

Assignment Instructions changed \_\_\_\_\_ (date)

## Appendix I - Site Specific Log Sheets

## **Notes Page**

Use this page to make notes or reminders in relation to updates or amendments