




**Frontline Security Services Limited**

# Assignment Instructions

**Site No. 370**

Authorised by;

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

Frontline:  **(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
All	All	Full review of all contents and implementation the revised Quality Management System.	2	AOH	24.05.16
App L	Fob re-programming	Instructions for fob re-programming	2	AOH	20.02.16
Page 11	Check Calls / Welfare	Insert guidance relating to Crystal Ball and Rotacloud	2	AOH	20.03.17
Page 29	Appendix D	Insert revised Incident Report SP 12 09 Issue 4	2	AOH	20.03.17
Page 6	Client & Contact details	Insert contact details for new Client; Vine Prop. Management	3	AOH	21.07.17
All	All	Full Review of Contents	4	AOH	21.11.17
All	All	Change to Company 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: Vine Property Management

Client Address:  
 Vine Property Management  
 3 Vine Terrace  
 High Street  
 Harborne  
 Birmingham  
 B17 9PU

Site Address:  
  
 Oldham Business Centre  
 Cromwell Street  
 Oldham  
 OL1 1BB

Telephone Number: 0161 359 3385

Telephone Number: 0161 627 5986

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Issue date: 1<sup>st</sup> April 2018

Next Review date: April 2019

### Emergency Contacts

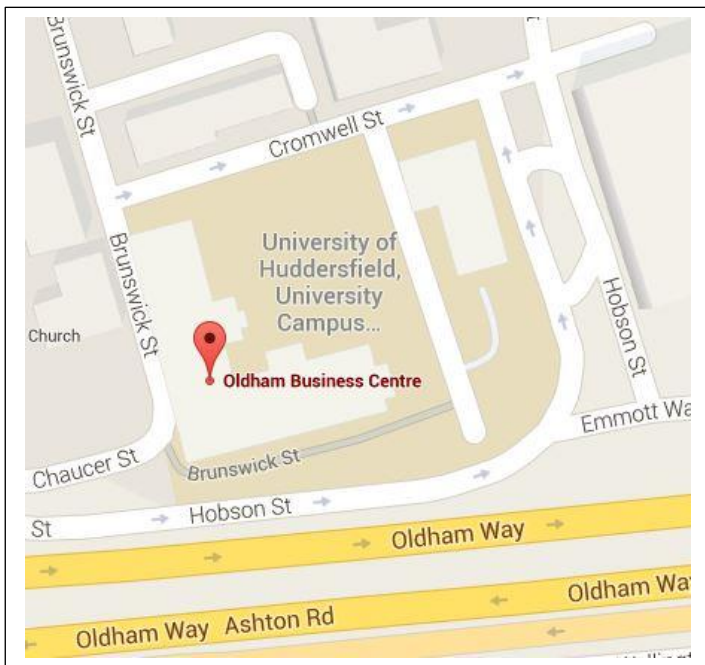
Contact Type	Name	Contact Number
Frontline Security Services Limited 24 hrs contact number	Duty Officer	0161 627 5746
Vine Property Management: Property Manager	Mr Cameron Mitchell	07870 636216

**Services Contacts**

Contact Type	Name	Contact Number
GMP – <a href="#">Local Neighbourhood Office</a>	Sgt: Danny Atherton PC: Zahid Iqbal PCSO's: Mohammed Waseem Pauline Caulcott Rhiannon Ashworth Simon Kazmarski Suzanne Pealin	0161 856 8927

**Site Map**

**Location**



[Route Map to the Site](#)

Oldham Business Centre is situated on Hobson Street within the commercial centre of Oldham and just off Oldham Way (A62) which provides dual carriageway access to both the M60 and M62 motorways.



Located just off Union Street which is the main thoroughfare of Oldham town centre, the property sits next door to a multi-storey car park

### **Directions to site**

From the Acorn Centre turn right on to Barry street and then right in to Bower Street turning left on to Shaw Road at the junction. Follow the A62 turning right into Prince Street and then left in to Union Street on the one-way system before turning left into Brunswick Street and left into Cromwell Street and right into Longley Street, the entrance to the site is on your right.

### **Site Description overview**



[View of Access Road and Car park](#)

The premises are situated over four floor levels, to accommodate administration units on the West Wing and tutorial and administrative units in the South Wing. There is additionally a roof space area to facilitate the buildings plant units.

Car park spaces for visitors may be reserved provided there is space available.

Students may use the car park after 1630 hours providing there are spaces available.

There are 4 car park spaces reserved for disabled visitors, these must not be used by able bodied persons.

See **(Appendix I)** for Car Park Allocation list.

### **Location of Security Office / Base**

Security is to be based at the front reception desk from where the CCTV system can be monitored. The CCTV system equipment is in the office behind reception.

### **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.

Monday to Friday	0700-2130
Saturday	1000-1400 (or as requested)
Sunday	By request

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 practice.

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

### 4.1 Daily Shift Duties

These duties are outlined in addition to the site Assignment instructions, to facilitate the effective site Security / Reception duties management.

As SIA Licence Holder, you are expected to understand and enforce them so please read carefully and liaise with your Supervisor or Manager to clarify areas you don't understand.

The objectives of the specific site instruction are to help you manage your shift effectively and these instructions are subject to continuous changes and modifications.

Although this instruction is designed to be as concise as possible, you will be expected to make decisions on situations that may arise outside of these guidance notes. Where you are not sure, please contact your supervisor or Frontline Security Services Limited office.

These site instructions are binding and failure to enforce or implement them may result in disciplinary procedures.

#### **Site Overview:**

Oldham Business Centre is managed by Vine Property Management. We secure the site on behalf of the management company.

The site is divided in two sections, SOUTH WING, entirely occupied by Oldham University Campus and WEST WING occupied by various Tenants.

The building across the road to the right of the reception is also part of Oldham University Campus, although we don't have access.

#### **Morning Shift**

Morning shift is usually between 07.00am and 21.00pm. The main objective is to Prepare the site for the day ahead, by ensuring that all accessible areas are open, unlocked and unalarmed for Tenants, Contractors, Staff and Site Visitors.

#### **Starting your shift**

As a Business Centre this site operates an open-door policy between 07.00 and 21.00 Monday to Friday and some Saturdays. Few of the Main Challenges on this site are:

- Managing the designated parking spaces effectively
- Understanding the needs of the different Tenants
- Be Vigilante always.

**Opening Site**

This site will be open when you arrive. Cleaners usually arrive at about 06.00, please ensure that;

- The Blue main entrance doors are set to Automatic to enable access for disable students and visitors. (Key, at Reception no 21 Green Tag).
- Unset alarm for 2<sup>nd</sup> floor on west wing (KIER. Fob needed is on Black tag, labelled 297. Alarm fob. Swipe the fob on left hand side of alarm panel to unset/set)
- Switch on lights on 2<sup>nd</sup> floor on West Wing. (Light switch is your right as you enter, press and hold for 5 sec).
- Back in Reception, Set cameras 1 and 2 to day position. You can do this using the grey panel to your left. Press 1 or 2 hard and camera button under 3 and use the round Knob to move camera to desired position. (Car Access Barrier).
- External Site Patrol, to ensure that all fire exit doors are not blocked.
- Read site log book and resolve any pending issues.
- Cleaner for SEETEC arrives about 08.00. (No keys to issue).
- Check parking request and make provisions by reserving areas using cones outside.
- Catering staff for canteen behind reception arrives about 07.30 and is open from 08.30.
- Be prepared for the morning rush. Between 07.30 and 09.30 Staff, Students arrive on site. Allow access to cars by pressing the bottom button on the intercom to your right to lift barrier for access. (On Exit, the lifts automatically).
- Be as helpful as possible can to all staff, students and visitors ESPERCIALLY the disabled. NOTE: A visually impaired staff works on the WEST WING (KIER) and a few disable students may frequently arrive in special taxis.
- Ensure that UCO Staff only use their designated parking spaces.
- Ensure that disable parking spaces are reserved and only used by blue badge holders.
- Oldham University Campus (UCO) reception opens at 09.00.
- Identify and direct all enquiries regarding students to UCO reception.

- Identify and direct all other enquires to the appropriate areas.
- Review CCTV
- Log all events and activities
- Parcel and post arrive between 09.00 and 14.00. Direct accordingly. DO NOT SIGN FOR ANY PARCELS OR POST.
- Enforce no Smoking on site policy. (Smoking shelter is to the right across the road.
- Although we are not responsible for managing the parking outside the main premises, be helpful within your possibility. (use the CCTV always as a backup evidence to log events).

### **Finishing your shift.**

If your shift is split and you are finishing, you must prepare the log and handover note for your Colleague. Ensure that;

- All pending issues are logged and communicated
- All Master Keys, fob and site phone is Handed in.
- The reception is left tidy.

If your shift continues, please note the following;

- UCO cleaner arrives on site at 14.00 (No keys to issue)
- Parcels may arrive. please direct as appropriate.
- Catering staff leaves site between 14.00 and 15.00
- Staff on WEST WING 2<sup>ND</sup> and 3<sup>rd</sup> Floors may start leaving site from 16.00.
- Post arrives at about 17.00.
- UCO reception closes at 17.00
- Evening Classes arrive (only on specific days)
- UCO Staff may start leaving site at 17.00 or earlier. Cleaner leaves site.
- Cleaner for kier on 2<sup>nd</sup> floor arrive at approx. 17.30 and leaves at about 18.30
- Library on 1<sup>st</sup> floor South Wing is open till 20.45pm
- UCO students can park on site from 16.00, please allow access.

**Locking site.**

Site lock-up commences from approximately 20.00, after check call from Frontline Security Services Limited Office.

An acceptable lockup practice is start by doing the following;

- Start by Rotating Camera 6 to cover your security desk. (use small black console to your left)
- checking SOUTH WING 3<sup>rd</sup> floor is clear of staff and students. Use stairs if possible.
- Check and shut windows
- Switch off lights and lock all doors (Master Key needed)
- Check toilets, Staff kitchen for running taps and open windows.
- DO NOT SWITCH COMPUTERS OFF.
- Switch off projectors if left on. (Projectors remote control usually on the table).
- Do the same on 2<sup>nd</sup> floor.
- WEST WING cleaner usually inform you if 2<sup>nd</sup> floor is clear and alarmed. When unsure, access 2<sup>nd</sup> floor with fob and check windows, toilets, taps. When satisfied, swipe the fob on the left of alarm and leave immediately. Switch of lights.
- At 20.45, Library should be closing and leaving site. (Librarian is responsible for locking this area, however when unsure you can access this area with master keys.
- When you are certain that site is totally clear please ring Frontline Security Services Limited office or Frontline Security Services Limited Mobil Officer to conduct site lock up.
- Prepare your log, CCTV and tidy your work area while you wait for lockup team.
- Do not leave site until AP Mobile Patrol Officer arrives and conduct the lockup. This will usually be between 21.00 and 21.30.

## 5.1 Intruder alarm, Fire alarm and Keys,

### Intruder Alarm and Fire Alarm.

Intruder Alarm located behind your security desk next to fire panel, controls fire alarms as well.

During term time students or visitor may use fire exit doors accidentally and trigger a fire alarm. In such case:

1. Swipe your master fob to silence alarm.
2. Identify the zone displayed on alarm panel (See Security Zones Under Alarm Panel)
3. Check and close fire exit door properly and alarm panel will reset.

### Action in the event of fire

The fire alarm will sound automatically if a smoke detector is activated and all fire exit doors including the car park barrier will open automatically. This will alert the fire service and they will arrive under normal traffic.

If its reported and confirmed that there is fire you can

1. You can escalate by dialling **999**, Contact the fire Brigade.
2. Evacuate the reception area, taking with you the **fire folder** and position yourself in a safe vantage point where you can prevent people from re-entry.
3. Clearly state your name, address of assignment, the exact location, size and type of fire (if known).
4. Confirm the message has been fully understood before replacing the handset.

The full address of this site is; OLDHAM BUSINESS CENTRE  
Cromwell Street,  
Oldham.  
OL1 1BB.

5. Call Frontline Security Services Limited office and report the situation.
6. Meet the fire Brigade, Report the situation, and Surrender your master key/fob to the Fire Officer in charge and direct them to fire location.



7. Unless otherwise instructed by the Fire Officer in charge or Client Management, remain in safe place preventing access to all persons other than the Emergency Services
8. Liaise with the fire marshals from both south and west wing to account for persons on site, including the fire refuge point.

**Site Fire Marshals are:**

- I. SEETEC (WESTWING 3<sup>RD</sup> FLOOR), Richard Purkhardt and Barti Mistry.
- II. KIER (WESTWING 1<sup>ST</sup> AND 2<sup>ND</sup> FLOORS), Jackie Andrews.
- III. UCO (SOUTH WING ALL FLOORS) Marshal 1 and 2.
- IV. All other areas are unoccupied

**Give the evacuation sheet to the senior Fire officer.**

Upon the “all safe to re enter premises” authorization from Fire Services, retrieve your master key / fob and proceed to reset alarm panel by silencing alarm, check and lock all fire exit doors and the rest alarm panel.

## **6.1 CCTV Management.**

### **1. To Review CCTV.**

- Right Click, using the mouse and select SPECIFIC on the drop-down menu.
- Choose date, time and click ok
- Double click anywhere on screen to show all cameras.
- You can fast-forward up 64 times.

### **2. To Tag and reserve Recorded for Future use.**

- Review as above, select the specific desired time frame and pause.
- Click on MENU (bottom left of screen).
- Ensure displayed time frame is correct and click on QUERY
- Select specific camera or all cameras and click on RESERVE (bottom right of screen).
- Write a TAG name to identify recordings for future reference. Double click on tag space to write tag name.
- Click on ok and DATA IS RESERVE SUCCESFULLY will show on screen.
- Click ok and close to return to live screen.

### **3. How to Burn a Tagged Recording to USB Pen drive.**

- Insert USB pen drive to USB port on DVR in back office. (spare USB Pen drive is in the key cabinet).
- Click MENU (bottom left of screen).
- Select 2<sup>nd</sup> option (ARCHIVING).
- Click on RESERVE DATA MANAGEMENT (Middle top)
- Choose TAG from list and click EXPORT.

### **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**

- A smart shirt or blouse should be worn together with smart dark coloured skirt or trousers.
- 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**

Personnel have access to First Aid facilities at the

**Fire Alarm Test**

A fire alarm test will be carried out at 1400 hours on Monday each week. Telephone central control (0161 627 2435) to confirm the system is off fire-watch. An alarm point will be chosen at random and the caretaker will activate the alarm.

## 7.1 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**

Barriers are to be kept in the down position. Some tenants have fob keys to open the barrier. At the discretion of the security officer on duty and space permitting, student will be allowed to use the car park after 1630 hours.

## **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.

The college areas currently operate an open house policy. Therefore, guards should be vigilant for any person who looks out of place, unsure as to where they need to be going and offer assistance where required.

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

### Access Control Vehicles

Monitor all vehicles entering and leaving the site.

Car Parking spaces are restricted, with limited spaces available for visitors these spaces are allocated on a first come first served basis. There may be requests to reserve spaces for selected guests these reservations are similarly designated.

Students are not permitted to park on site until after 1630 hours, and as spaces become available. There are four disabled car parking spaces and these are to be similarly allocated to and including students throughout the duty.

### Meeting and Greeting

When visitors arrive at the Business Centre they should be greeted in a helpful, polite and courteous manner. Where possible any immediate enquiries should be dealt with or they should be directed to the most appropriate source of assistance.

### Shift changeover

The staff changeover will take place at 1400 hours, the incoming guard should receive keys from officer going off duty, and during verbal hand over confirm visitors and contractors on site. Make note of any special instructions to be implemented during the shift.

**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**

A register of the number and type of keys for held for the site are shown at **Appendix (B)**

**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 Oldham Business Centre.

**Receipt of Mail, Deliveries and Couriers**

Enquiries relating to deliveries to customers on the site should be directed towards the University Reception Staff.

**Other Gatehouse Duties**

Not applicable at this site.

**Miscellaneous Duties**

The Security Officer is to make his/her presence known to any tenant who is working late or out of hours.

## 8.1 Patrols

### Lock-Up Procedure

These instructions are to be carried out on all floors:

- Check all windows and fire doors are secure
- Check all toilets and kitchens turn off taps and ensure that sink drains are not obstructed. Turn off lights on secured floors (Toilet lights will go off automatically).

#### Ground Floor

- All blinds where fitted are to be closed,
- All individual offices to be locked and lights switched off.

All actions and faults discovered are to be entered in the logbook

### Number and Frequency of Patrols

- 2100 hours - External patrol, check all fire doors and windows. Enter in log.
- 2130 hours - Full external patrol

### Special Patrol Instructions

### 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. (See page 11)

## 9.1 Systems and Equipment

### **CCTV and Video**

Observe and monitor the CCTV system. In the event of an incident occurring the police should be informed that the client can provide copies of footage if required. Instructions on how to capture images from the system are outlined in (Appendix K)

### **Access Control Systems**

There is electronic access control to each floor on the West Wing.

### **Fire Alarm Systems**

The Fire Panel is situated at reception.

The actions to be taken in respect of a Fire Evacuation are outlined in Section 7.1 below.

### **Sprinkler System**

Not applicable

### **Intruder Alarm System**

To set the alarm, hold fob to alarm and press yes.

### **Personal Attack Alarm**

This is situated under reception desk right hand side. To reset use, the Black on the key cabinet ring.

### **Plant and Equipment Alarms**

Not applicable at this site.

### **Safety Equipment**

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

### **Other Systems / Equipment**



See below

## 10.1 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:

Oldham Business Centre  
Cromwell Street  
Oldham  
OL1 1BB

2. Confirm that the message has been fully understood before replacing the handset.
3. On hearing fire alarm evacuate the building,
4. Each department has its own Fire Marshal.
5. Ensure that the Barrier is set in the open position to allow access for the emergency services.
6. The Duty Security Officer will upon the activation of the Fire alarm proceed, with the Fire evacuation pack, to a point of safety in the area of the car park where the access doors can be monitored to prevent persons re-entering the building.
7. He/she will complete the evacuation sheet as the Fire Marshals report that their department has been evacuated.
8. Check whether or not any disabled persons have been taken to the fire escape to await rescue.
9. Give the evacuation sheet (**Appendix J**) to the Senior Fire Officer and proceed to a place of safety.
10. Do not allow anyone back into the building until authorised to do so by the Senior Fire Officer.
11. Upon, "the all safe to re-enter the premises" is given, proceed to check that all the opened fire exit doors are secured, and that the intruder alarms panel is reset.

**IMPORTANT** – Stay safe do not go looking for the source of the alarm.  
Keep evacuated personnel away from the entrance to the car park to allow access for the emergency services

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 ASSERTAIN 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.

## **11.1 Appendices**

**Appendix A – Full Site Plan**







<b>Emergency Contractors and Telephone Numbers</b>				
Contractor	Trade Name	Addresses	Telephone Number	System Email
<b>First Response Service</b>	Internal Department	VIP Centre	0161 785 3114/ 0161 770 5490	
<b>A &amp; B Drain Services</b>	Drains / Sewers	Seville House	0161 633 6455	info@aandbdrainservices.co.uk
<b>Advanced Security Systems Uk Ltd</b>	Security Systems	The Europa Centre	0161 785 8000	Admin@advancedsecuritysystems.net
<b>Coolair Services Ltd</b>	Specialist (air con)	Coolair Services Ltd	0161 343 6000	
<b>Corlett Elec Engineering Co - 1981 Ltd</b>	Electrical Specialist	208 Gidlow Lane	01942 241 333	Gary.Freeman@corlett-elec.com
<b>Maxigiene Environmental Services</b>	Water Treatment	12 Green Drive	01253 825987	maxigiene@btinternet.com
<b>Procyon Fire &amp; Security Ltd</b>	Fire Alarms/Detectors	Electra House	01270 270016	
<b>Rourke Environmental Service Ltd</b>	Air Conditioning	Unit 14 Crown Point	08707 581 130/0161 337 9798	<a href="mailto:khiggins@resaircon.co.uk">khiggins@resaircon.co.uk</a>
<b>Total Lift Care</b>	Specialist (Lifts)	Suit 6	08450542876/017 04 549600/ 01695 571490	<a href="mailto:sales@totalliftcare.com">sales@totalliftcare.com</a>
<b>Tudor Northwest Ltd</b>	Specialist (plumbing)	104 - 108 Wallgate	01942 236592	<a href="mailto:marka@tudorgroup.net">marka@tudorgroup.net</a>

**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.

Date:	Time:	Location:
Message Received by:	(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

Background sounds

<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

Callers Voice

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Street noises
<input type="checkbox"/>	House noises
<input type="checkbox"/>	Animal noises
<input type="checkbox"/>	Crockery
<input type="checkbox"/>	Motor
<input type="checkbox"/>	Clear
<input type="checkbox"/>	Voice

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Static
<input type="checkbox"/>	P.A System
<input type="checkbox"/>	Booth
<input type="checkbox"/>	Music
<input type="checkbox"/>	Factory machinery
<input type="checkbox"/>	Office machinery
<input type="checkbox"/>	Other (specify)

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Calm
<input type="checkbox"/>	Crying
<input type="checkbox"/>	Clearing throat
<input type="checkbox"/>	Angry
<input type="checkbox"/>	Slurred
<input type="checkbox"/>	Excited
<input type="checkbox"/>	Stutter

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Disguised
<input type="checkbox"/>	Slow
<input type="checkbox"/>	Lisp
<input type="checkbox"/>	Accent
Type of accent:	

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Rapid
<input type="checkbox"/>	Deep
<input type="checkbox"/>	Hoarse
<input type="checkbox"/>	Laughter
<input type="checkbox"/>	Familiar
Sounds like:	

**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	<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 attended: 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**

Client:	Site No.	Name of Site
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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: 01/04/2016 Review Date: 01/04/2017

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: 01/04/2016 **Review Date: 01/04/2017**

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		

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
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**

Client:	Site No.	Assignment No.
---------	----------	----------------

Site Address	Invoice Address
Post Code	Post Code

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

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

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

<p>Details of change to instruction:</p>       
--

Operations Manager (signature) \_\_\_\_\_ Date \_\_\_\_\_

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

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

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

## **Appendix I - Site Specific Log Sheets – Car Park Allocations**

### **Oldham Business Centre – Car Park Allocations**

There are 41 spaces and 4 disabled spaces on the car park.

Bay 20 is occupied by the bins.

This leaves 20 spaces per wing.

Bays - 1, 1a, 2, 3, 4 are unallocated and are on a first come first served basis.

Bays - 5, 6, 7 - Seetec

Bays - 8, 9, 10, 11, 12, 13, 14 – Mouchel

Bays- 15, 16 are unallocated and are on a first come first served basis.

Bays - 17, 18, 19 - University

Bay - 20 – Currently for the Bins

Bays - 21 to 33 and 33a – University

Bays - 34, 35, 36 - Disabled (Divided into 2 bays)

Bays - 37, 38, 39 – University

Bays - 43, 44, 45 – Disabled (Divided into 2 bays)

**Appendix J – Fire Evacuation Check Sheet**

**Oldham Business Centre – Fire Evacuation Check Sheet**

**WEST WING**

**Ground Floor**

Checked Clear.....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No....

If Yes to above, where?.....

Reporting Fire Marshall Name

**1<sup>st</sup> Floor**

Checked Clear.....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No....

If Yes to above, Where?.....

Reporting Fire Marshall Name

**SOUTH WING**

**Ground Floor**

Checked Clear .....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No....

If Yes to above, where?.....

Reporting Fire Marshall Name

**1<sup>st</sup> Floor**

Checked Clear .....

All Staff & Visitors counted.....

Are there any stranded persons in building.....Yes/No.....

If Yes to above, Where?.....

Reporting Fire Marshall Name

**WEST WING**

**2<sup>nd</sup> Floor**

Checked Clear.....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No...

If Yes to above, where?.....

Reporting Fire Marshall Name

**3<sup>rd</sup> Floor**

Checked Clear.....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No...

If Yes to above, Where?.....

Reporting Fire Marshall Name

**SOUTH WING**

**2<sup>nd</sup> Floor**

Checked Clear .....

All Staff & Visitors counted.....

Are there any stranded persons in building?.....Yes/No...

If Yes to above, where?.....

Reporting Fire Marshall Name

**3<sup>rd</sup> Floor**

Checked Clear .....

All Staff & Visitors counted.....

Are there any stranded persons in building.....Yes/No.....

If Yes to above, Where?.....

Reporting Fire Marshall Name

## Appendix K - Instruction to Copy Images to CD-R or DVD-R

1. Press and hold COPY KEY until Copy Images window displays on the monitor screen.
2. Use the joystick to select options from menu.
  1. Enter times and date (From)
  2. Enter times and date (To)
3. Select cameras to copy using camera numbered keys. (More than one camera may be copied simultaneously).
4. Press menu button
5. When selection to copy is complete highlight the menu option ADD NEXT and press enter key.
6. To add further selections to copy, press ◀ key to return to copy images window.
7. When all images required are selected press enter and they will appear listed on screen, select "Archive and Verify" then "Confirm" (Menu button)
8. You may be asked to enter Password "6518"
9. Screen will then display curser bar with 'preparing images to copy'  
This can take over 5 minutes.
10. The next menu reads Transfer and Verify Successful.
11. Press MODE/MENU to continue.
12. Screen returns to DISK ARCHIVE list and disc is ready to be ejected.
13. Press and hold MODE/MENU button to clear and return monitor to live recording.

## Appendix L – Fob re-programming procedure

16/02/2017

# OBC. FOB PROGRAMMING AND RE-PROGRAMMING PROCEDURE.

### **VIA ALARM PANEL :**

Any programming or Re-programming of access fobs are done by CIA2000 in conjunction with the alarm panel manufacturer ( CASTLE FIRE ).

If and when an Engineer from Cia 2000 arrives on site and is unsure what to do , the previous engineers details are :

**MR JASON EVERALL .**

07786311452

## Notes Page

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