



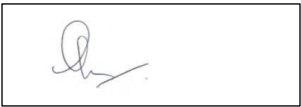
Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 371

Authorised by;

Client: _____ **(signed)**

Frontline:  **(signed)**

Date: April 2018

1.1 General Information

MOBILE PATROL, RESPONSE AND KEYHOLDER ATTENDANCE

Client Name: Pilgrim International Limited

Client Address:
 Pilgrim International Limited
 Southlink Business Park
 Hamilton Street
 Oldham
 OL4 1DE

Site Address:

 Southlink Business Park
 Hamilton Street
 Oldham
 OL4 1DE

Telephone Number: 0161 785 7700

Telephone Number: 0161 785 7700

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

Issue date: 1st April 2018

Next Review date: April 2019

Emergency Contacts

Please contact Martin

Contact Type	Name	Contact Number
EM 1	Martin Orme	T:0161 626 7242 M:07843 355 147
EM 2	David Charles	M:07590 227 701 M:07986 761 556

2.1 Authorised Amendments

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

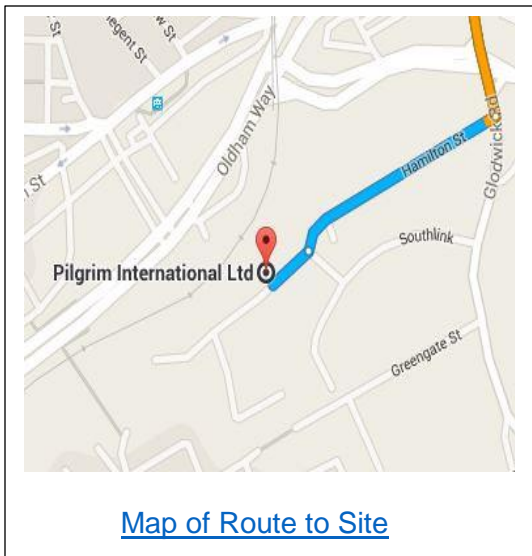
All amendments to approved assignment instructions should be advised to Frontline Security Services Limited in writing or by e-mail.

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

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.	2	AOH	24.05.16
Page 2	Emergency Contacts	Removal of name	2	AOH	11.01.16
Appendix B	Incident Report Form	Insert Incident Report Form V4	2	AOH	20.03.17
All	All	Change to Company Name	3	AOH	01.04.18
Page 2	Emergency Contacts	Removal of name	4	AOH	16.07.18
Page 6	Alarms	Telephone numbers	4	AOH	16.07.18
Page 7	Hours Covered	Updated opening and closing hours	4	AOH	16.07.18

3.1 Site Details

Site Map / Location



Directions to Site

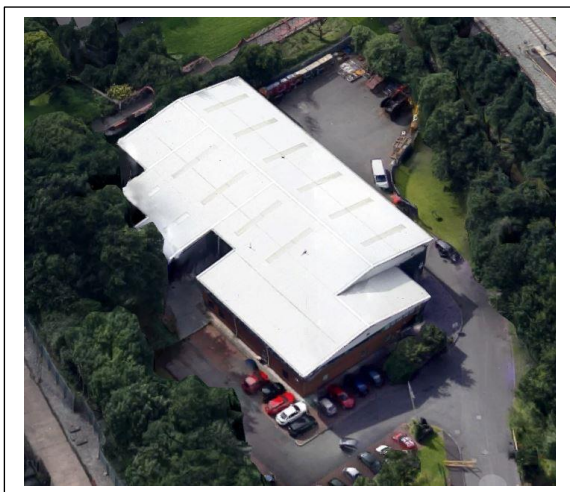
From the Acorn Centre turn right on to Barry Street and then right in to Bower Street. Turn left on to Shaw Road.

Proceed across the junction the traffic lights on to Cross Street and across the junction with Lees Road onto Glodwick Road.

Hamilton Street is the first turning on your right hand side, follow Hamilton Street into Southlink the Site is located at the last premises located at the head of Southlink

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Padlock Key		Gate Padlock	
Latch type		Access Front Door	
Padlock Key		Barrier	
Sofi *	B3113	Door offices stairwell	
Key Card Fob*	A P Security	Electronic Access Doors	

* See Section 3.1 – Door entry system

4.1 Site Instructions

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.

Any employee found divulging matters confidential to the organisation or customer, either past or present without permission will be dealt with under the Company Discipline Code as outlined in the Company Handbook [SP 01 03](#) .

Alarms

Alarm Access Code(s)	To Unset 8562 (Do Not Press Enter)
	To Set 8562 + Enter + 0(Zero)
Keypad Access Code	Use the Fob provided

Alarm Activations

Custodian Monitoring (False Activations)	01093954
Tel Number	0844 879 1703
Password	BOLTS

Alarm Engineers:	1st City Fire & Security
Tel Number:	0844 809 9990/0161 406 8532

Door entry system

An electronic fob system is installed at the premises.

The system utilises a Proximity Fob which upon being presented to the sender plate adjacent to the doors of the building will release the locking mechanism in order to open each of the protected doors.

To leave via internal doors or to leave the main entrance you need to press the green release button located on the wall near to the door.

We have been provided with 2 Fobs:

- AP 1 – this will be the primary fob to be used by the mobile patrol
- AP 2 – this will be retained at base within the secure key store and may be used if required in the event of a call out

Open up

Open main entrance doors using both the Key and the fob. The internal door at the bottom of the main stairwell will also need unlocking with the key.

Lock up

Once you are satisfied that all persons have left the building lock the internal door at the bottom of the stairwell and the main entrance.

Points to note

- The loss of a fob must be reported to base asap and arrangements will be made to inform the client.
- All authorised Pilgrims staff will have been issued with a card allowing them access to their respective parts of the building.
- Do not use your fob to allow access for other persons.
- All fob usage is recorded on a data base which tracks the time and location that each individual card is used.

Hours Covered

Monday – Friday

- 0530 hrs - Open Factory for 0600 hours set alarms to access mode
- 1800 hrs - Secure Factory and offices arm the alarm systems
- 2300 / 0500 hrs - 6 Random mobile visits

Saturday

- By request - Open up and set alarms to access mode
- 0700 / 0700 hours - 8 Random mobile visits

Sunday

- By request - Open up and set alarms to access mode
- 0700 / 0600 hours - 8 Random mobile visits

Instruction upon call out

Respond to call and attend site follow alarm instructions outlined above and guidance shown at **Section 4.1**

Gate Operation

Gates are manually operated.

5.1 Dealing with and Reporting Incidents

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

Action in the event of Intruder Alarm / Break-In

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

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

Health and Safety

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

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

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

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

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

Appendix A Site Plan and Alarm Zones

Appendix B – Incident Report Form

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

Officer completing the report _____ (name)

How was the incident discovered: (Circle as appropriate)

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

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

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

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

Is there any loss or damage? Yes / No

Is the site vulnerable? Yes / No

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

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

Outline;

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

Administration Officer to complete the following section

Incident Data- base updated – Y/N

Further Action Required;

Invoice Data-base updated – Y/N

Client Informed –
E-mail to:
Fax to:

Completed by:

Date:

Appendix C – Acknowledgement of Understanding

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

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

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