



Frontline Security Services Limited

**Mobile
Assignment Instructions**

Site No. 545

Authorised by;

Client: _____ **(signed)**

 **(Signed)**

Frontline Security Services Limited

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	Initial documentation of all contents including updated contracted services and procedures	1	AOH	29.06.17
5/6	Summary of Keys Alarm Activations	Details of Keys held documented. Revised alarm codes and contact details	2	AOH	17.07.17
All	All	Change to Company Name	03	AOH	01.04.18

2.1 General Information

Keyholding / Mobile Response / Open & Lock Up

Client Name: Oldham College (Block G)

Client Address:

Campus Management
Oldham College
Rochdale Road
Oldham
OL9 6AA

Site Address:

Block G
Oldham College Campus
Rochdale Road
Oldham
OL9 6AA

Telephone Number: 0161 785 5437

Telephone Number: 0161 785 5437

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

Issue date: 1st April 2018

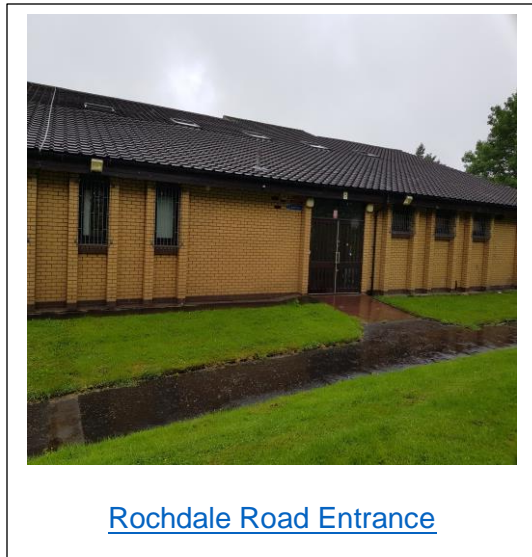
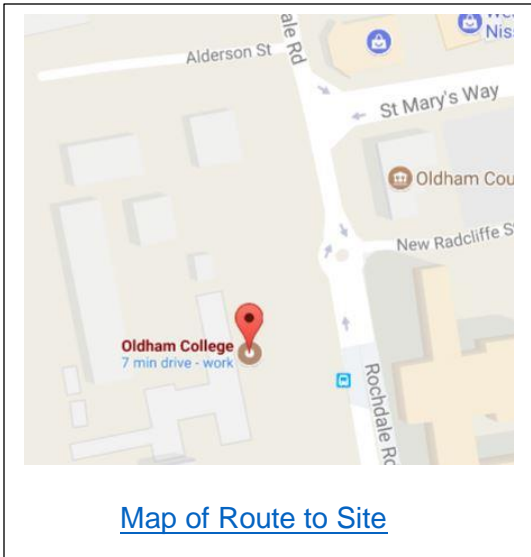
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
EM 1	CBRE (Oldham Council Control)	Out of hours 07940 475 114

3.1 Site Details

Site Map / Location

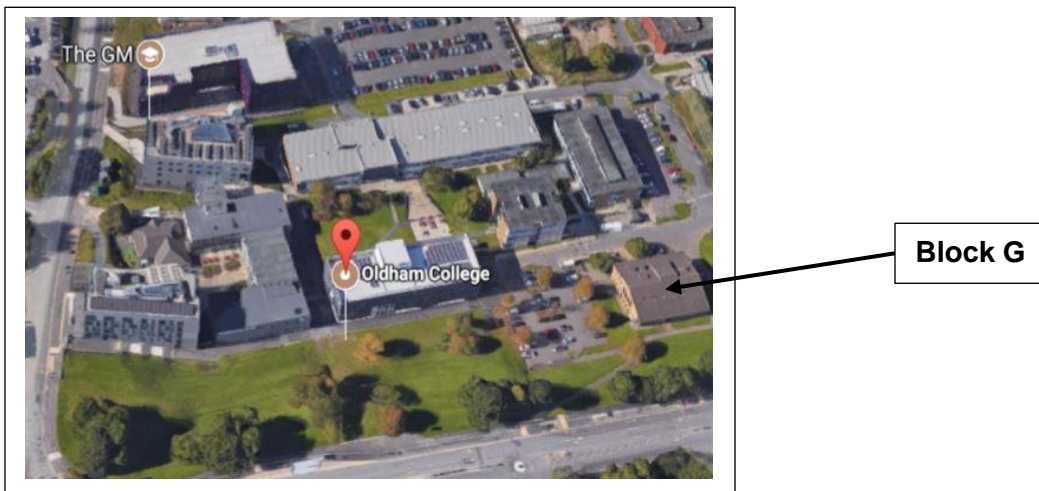


Directions to Site

From the Acorn Centre turn left on to Barry street and then left in to Derker Street turning right on to Shaw Road at the junction. At the junction with Egerton Street turn left and follow until the roundabout at the junction with St Marys Way. At the junction with Rochdale Road turn right and then left on to Alderson Street the premises are on your left.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Mortice	151 Union	Front – Outer / Inner and Rear Doors	
Yale	Lancashire Lock	Front Door	
Yale	Orion	Front Shutter Inside	
Mortice	Plain	Rooms G12 /G19 and downstairs toilets	
Mortice	HD	G9 /G10 Offices	
Yale	BMA	Rear main door	
Yale	Heritage	Back Gate Padlock	
Yale (Spare)	Heritage	Master Padlock Key	

4.1 Site Instructions

The premises form part of the overall estate of the Oldham College and are located on the main Oldham College Campus Site on Rochdale Road in the town center.

The facilities are used at the weekend and evenings by organisations for activities on which occasions Open-up and Lock-up will be required.

Guards should contact the nominated representative of the organisation using the premises when they open and close the premises. It may be necessary to facilitate access to the rooms booked for use in accordance with the specific booking instructions. Under no circumstances should access be allowed to other parts of the building without specific instruction from a representative of Oldham College Campus Management.

Keyholding / Response – Open /Lock Up

- Weekdays open-up and lock up as indicated below.
- Weekends standby to respond upon call, from Oldham College Campus Management, for open-up / lock-up.
- If requested open-up, the request will include also to secure premises at specified time.
- Keyholding and alarm response

Mon - Fri	As requested between 1800 and 21:30
Weekends	Between Fri 1800 – Mon 0700

5.1 Alarm Activations

Attend alarm activation by request from monitoring station and or Oldham College campus support personnel.

Incident Reports to be forwarded by Frontline Security Services Limited Admin to Oldham College Campus Management CampusManagement@oldham.ac.uk


Engineer Call- Out

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

The Alarm system is monitored by Custodian on Key-holder response.

- Custodian 08448791715
- Username – TA04375976
- Password – Oldham

Arming the alarm: Enter via rear of the building

- Ensure rear turnstile is closed and slide bar secured (fig. 6 /7)
- Enter building via the rear doors (fig. 5) and lock
- Follow the stairs into the main office / class room space on the first floor, checking that premises are empty.
- The main light switches are located to the right as you enter the classroom / office
- Alarm panel is in locked area located in the kitchenette (fig. 3/4)
- To arm the alarm press 
- Then **246852** and **Enter** wait for approx. **20 seconds** and red light
- Exit the premises by the defined exit route. (Through the front door)
- Secure the shutter using switch (fig. 2) and then secure the outer door.

Disarming the alarm: Enter via the front of the building (Rochdale Road)

- Unlock the outer doors
- Enter the premises by opening the shutter using the switch (fig. 2)
- Proceed to the main office, the entry time will start and the keypad buzzer will sound an intermittent tone.
- If the time expires before disarming the system the alarm will activate.
- Alarm panel is in locked area located in the kitchenette (fig. 3)
- To disarm the alarm, press **246852** and **Enter**
- Follow the stairs down to the ground floor
- Unlock the rear doors (fig. 5)
- Unlock the rear gate using the slide bar in order that fob access can be used (Fig 7).
- If called to an out of hour's alarm, in the first instance check the perimeter before entering the building.

Conditions that prevent the setting of the alarm

- AC Mains Fail.
- Battery Fail.
- Telephone Line Fail.
- Movement Detector Masked
- Engineer Reset Lockout.

All of which need to be reported to the installation engineers.

If the building needs to be secured, either doors or windows broken. Emergency contact to be requested of building services.



Fig 1 - Front Door



Fig 2 - Shutter Switch



Fig 3 - Alarm Panel Location



Fig 4 - Alarm Panel
Use ^ and ENTER button as instructed



Fig 5 - Rear Door



Fig 6 - Turnstile



Fig 7 - Fob and Slide-bar

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.

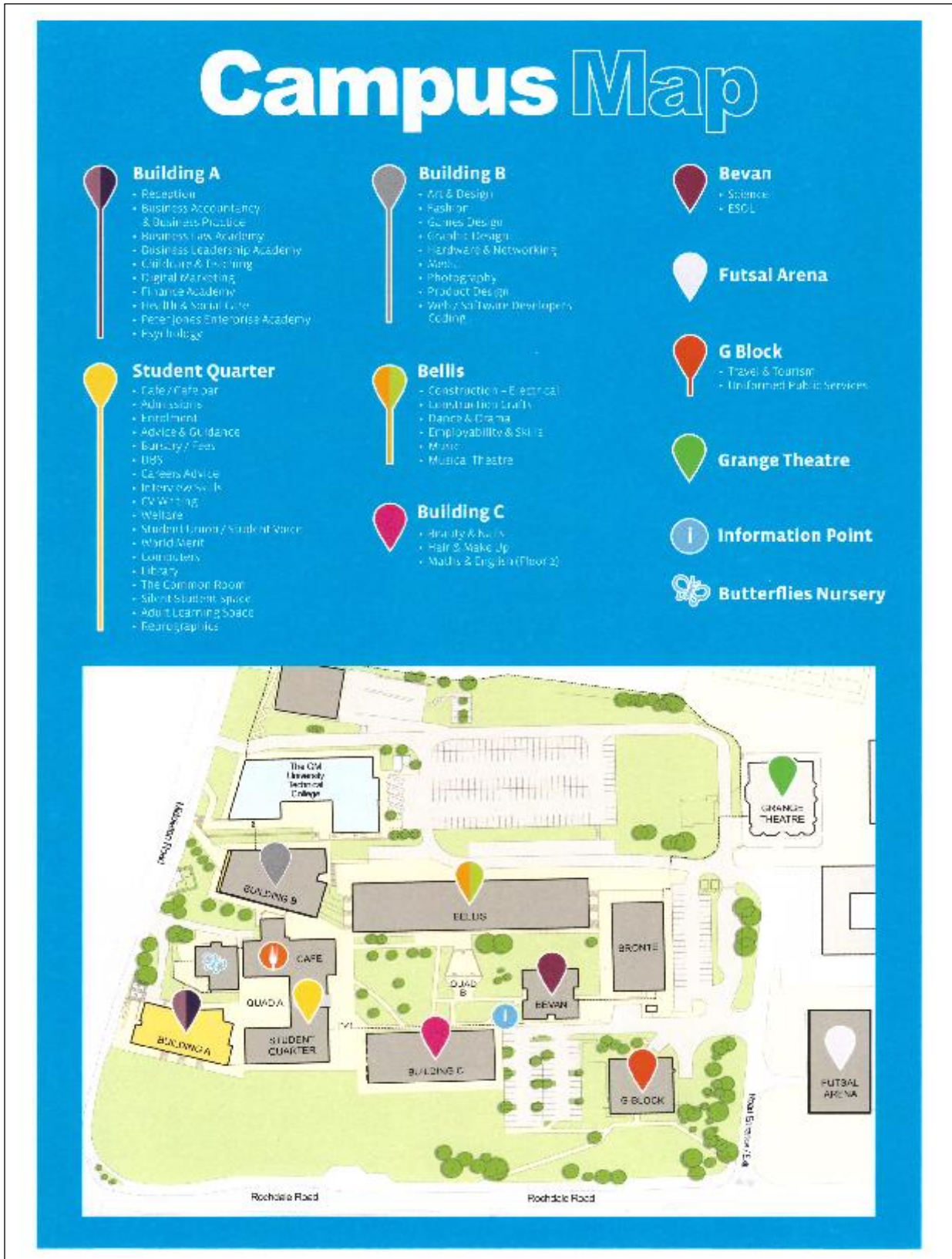
The Company Policy is outlined in the Health and Safety Manual [SP 01 05](#) and the Health and Safety Statement and specific policies in relation to Office Based Working and Lone Working are outlined in [SP 12 04](#) .

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



Appendix B – Incident Report Form

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

Officer completing the report _____(name)

How was the incident discovered: (Circle as appropriate)

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

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

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

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

Is there any loss or damage? Yes / No

Is the site vulnerable? Yes / No

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

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

Outline;

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

Administration Officer to complete the following section

Incident Data- base updated – Y/N

Further Action Required;

Invoice Data-base updated – Y/N

Client Informed –
E-mail to:
Fax to:

Completed by:

Date:

