



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 537

Authorised by;

Client: (signed)

Frontline Security Services Limited



_____ (signed)

Date: April 2018

1.1 General Information

RESPONSE AND KEYHOLDER ATTENDANCE

Client Name: Direct Home Living & Allseas Global Logistics

Client Address:

Adelaide Mill
Gould Street
Oldham
OL3 3LL

Site Address:

Adelaide Mill
Gould Street
Oldham
OL3 3LL

Telephone Number: 0161 272 8989

Telephone Number: 0161 272 8989

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	Chris Wright	07762 010597
EM2	Phil Hanley	07812 141480
EM 3	Darren Wright	07775 123123

2.1 Record of Amendments

Authorised Amendments

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

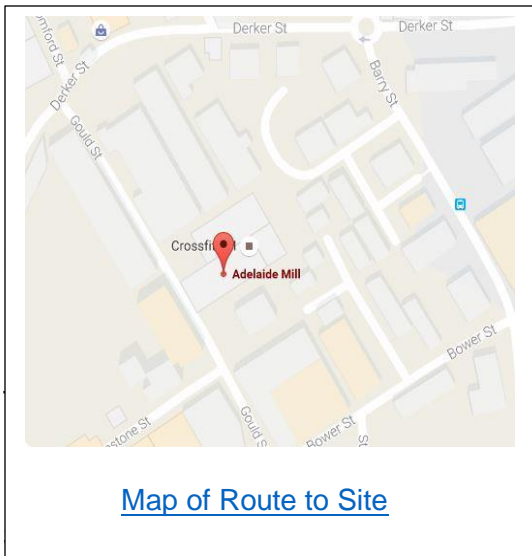
All amendments to approved assignment instructions should be advised to Frontline Security Services Limited in writing or by e-mail.

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 of new formatting throughout in compliance with the revised Quality Management System.	3	AOH	06.06.16
16	Appendix B	Insert revised Incident Report SP 12 09 Issue 4	3	AOH	02.05.17
All	All	Change to Company Name	4	AOH	01.04.18
2	1.1	Change of Emergency Contacts	5	AOH	25.04.18

3.1 Site Details

Site Map / Location



The premises are a 4 storey former mill which is currently undergoing considerable redevelopment. It is in an area predominately given over to light industrial premises located within similar buildings and other commercial premises.

The site is largely contained within a secure perimeter with adjacent premises on three sides, the inner perimeter being protected by a 2.4m metal palisade type fence.

Front (West elevation) of the premises are fronted a small car park face and face out on to Gould Street and are protected by two metal gates and a wall mounted palisade fence.

Rear (East elevation) of the premises face onto a rear carpark and are separated for the adjacent Acorn Business Park by a palisade fence.

Side (North elevation) vehicular and pedestrian access can be gained along the side of the premises having entered through the front car park.

Side (South elevation) vehicular and pedestrian access can be gained through the gates to the adjacent premises, this route gives access to the side of the premises and the external fire escape.

The primary routes for pedestrians are by the gates at the front of the premises, this leads to the main entrance of the warehouse building or by the door from Gould Street leading to the Allseas Offices.

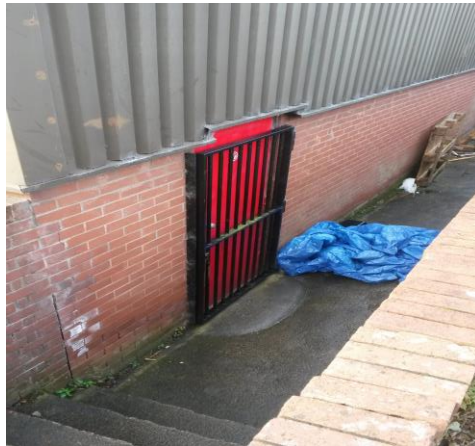
Access to Direct Home Living / Main Warehouse



[Aerial View](#) (Fig 1)



Access route North side and to the rear (Fig 2)

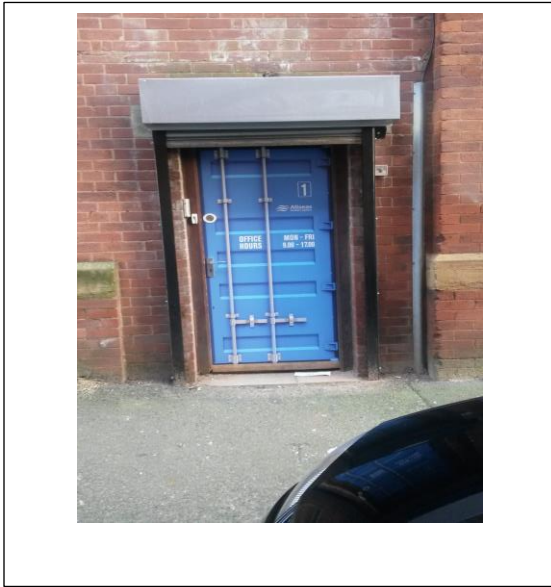


Rear door to be used for access (Fig 3)



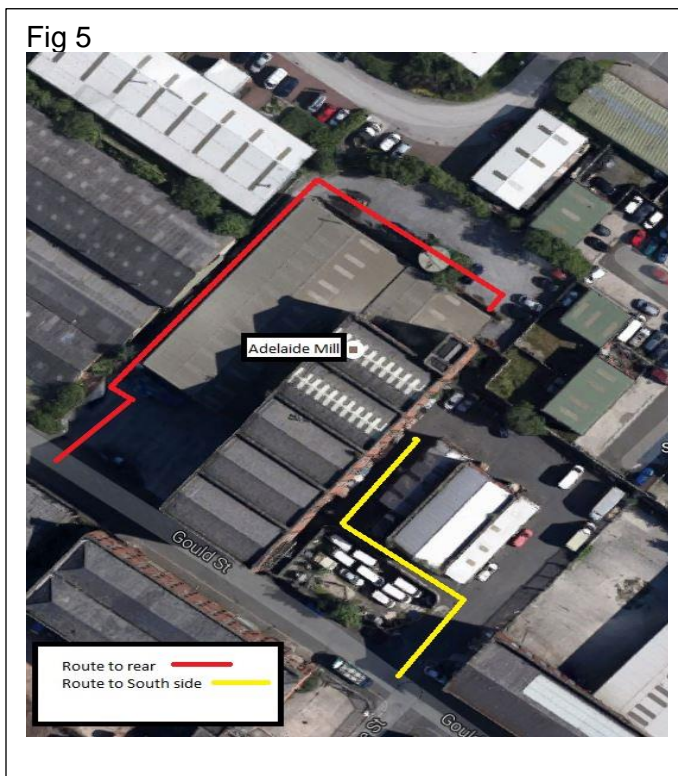
Route to South side of the site (Fig 4)

Access to Allseas Global Logistics



Site Plan(s)

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



Keys Issued by Client**Main Warehouse / Direct Home Living**

Key Type	ID Number	Application	Returned to client
Padlock	CIDL	Front Gate	
Padlock	MAS3D	Front Gate	
Silver Yale Type	JMAN	Gate over rear door	
Brass Yale Type	36M	Rear door	

Allseas Offices

Key Type	ID Number	Application	Returned to client
Brass Mortice	AE	Main Door Mortice	
Silver Mortice		Main Door Mortice	
Silver Yale		Main Door Yale	
Silver Shutter	JMA	Shutter	
Fob	No. 3	Alarm Fob	

4.1 Site Instructions

Alarms

Direct Home Living Furniture Warehouse and first floor

Alarm Access Code(s)	
Master Alarm Code –	Set: 01910A
	Unset:01910 ENT2ENT
Ground Floor	112015A (Zone1)
Warehouse and rest of mill	112015A (Zone 2)
Alarm Password	N/A
Alarm Engineer Contract Number	
Combination Locks etc.	N/A
Monitoring Station	See below
Upon activation of the alarm message will be passed to Frontline Security Services Limited and CCTV monitored from the Acorn Control.	

Allseas Global Logistics - Gould Street Entrance

Alarm Access Code(s)	Use Fob
Master Alarm Code –	Set / Unset 147/147
<p>Notes</p> <ul style="list-style-type: none"> • Hold the fob over the 'Prox' indicator on the alarm panel situated next to the door. • This should be used on entry and exit • Warning if you proceed through the white UPVC doors into the main building from the Overseas office you will activate the alarm in the main warehouse. 	
Alarm Password	N/A
Alarm Engineer Contract Number	
Combination Locks etc.	N/A
Monitoring Station	See below
Upon activation of the alarm message will be passed to Frontline Security Services Limited and CCTV monitored from the Acorn Control.	

Hours Covered

Alarm Response only

	Main Warehouse	Allseas
Monday – Friday	1800hrs – 07000hrs	1800hrs – 07000hrs
Saturday	1800hrs – 07000hrs	1800hrs – 07000hrs
Sunday	1800hrs – 0700hrs	24hrs
National and Bank holidays	All quiet hours	All quiet hours

Alarm response throughout the above timetable.

Mobile visits to externally check yard area and building is and remains secure.

Instructions for mobile patrol

The warehouse is currently used for storage, distribution and office facilities.

Check all external areas prior to accessing the mill, the outside of the mill is illuminated by security lighting.

Furniture Warehouse

Access to premises following alarm call

See **Appendix 'A'** for Intruder Alarm Plan

- Access through pedestrian gates from Gould Street as shown on (fig 5).
- Proceed along the side of the building and around the rear to the caged Fire door as shown at (Fig 3).
- Alarm panel is located to your left on the wall inside the door. The alarm panel when armed or disarmed will apply to all areas of the mill with the exception of the Allseas Offices.
- Access the ground floor warehouse is gained from here.
- Access to the basement and Upholstery workshop in the basement is gained via a door in the front left hand corner of the warehouse.

Proceed from the rear door into the fire escape stairwell for access to the other floors.

Light switch panels are located adjacent to the alarm panel and within the fire escape stairwell on the first floor.

- Ground Floor
This is used as a furniture warehouse attention to be given to the fire doors and roller shutters.
- Basement
This is used as an upholstery workshop furniture attention to be given to the fire doors and roller shutters.
- Level 1
This is partially empty, the Allseas Office accommodation is located at the far end of the floor through the UPVC doors, which will remain unlocked. This area is on a separate alarm system
- Level 2
Separate Alarm System
- Level 3
Vacant

Allseas logistics

Access to premises following alarm call

See **Appendix 'A'** for Intruder Alarm Plan

- Access through the door on Gould Street
- Alarm panel is located to your left on the wall inside the door. The alarm panel when armed or disarmed will only apply to the Allseas Offices.

The offices are located at the top of the staircase.

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.

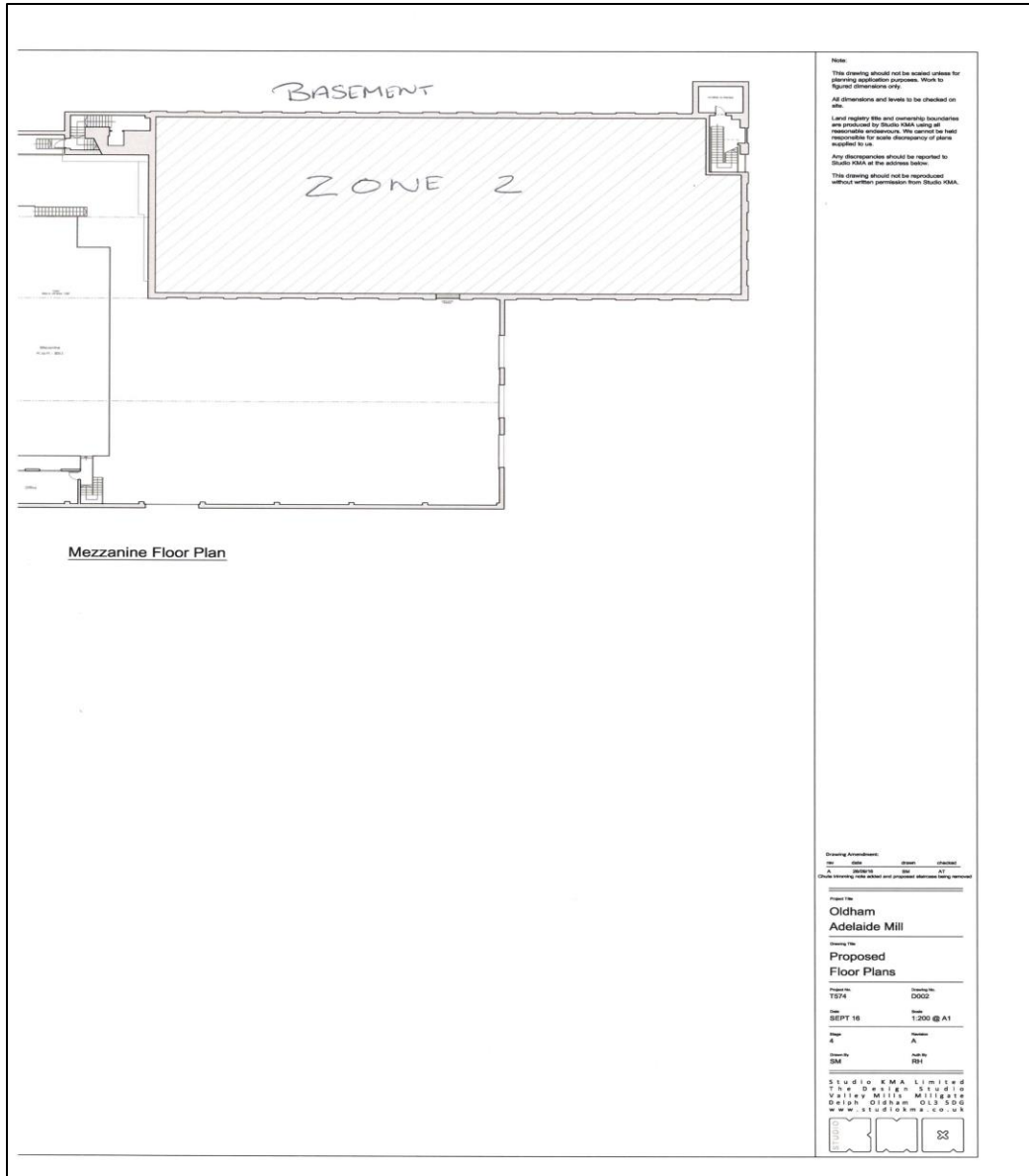
It is Company policy that employees will not be asked to carry out duties unless they are:

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

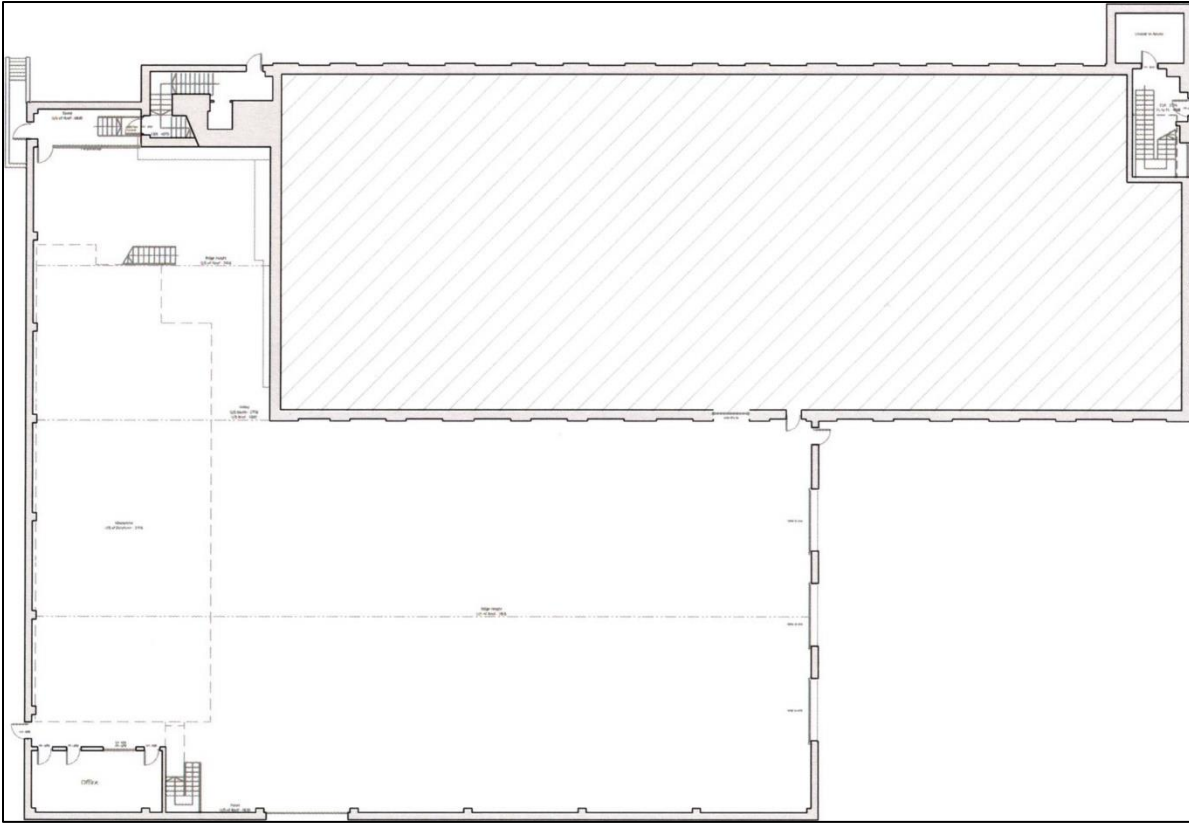
Appendix A Site Plan and Alarm Zones

[Intruder Alarm Plan](#)

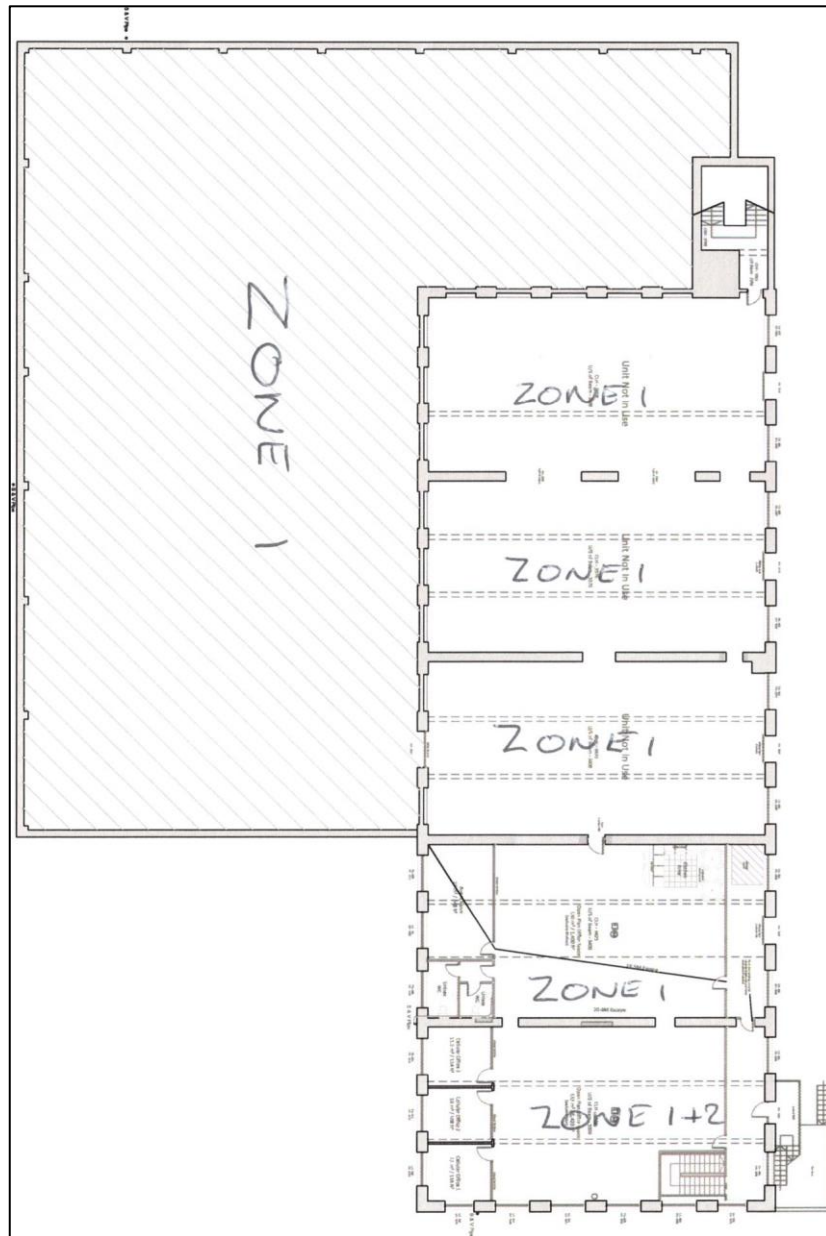
Basement



Ground Floor



Level 1



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 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 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