



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 259

Authorised by;

Client: _____ **(signed)**



Frontline Security Services Limited **(signed)**

Date: April 2018

1.1 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, 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.	2	AOH	14.05.16
Appendix B	Incident Report	Insert Incident Report Issue 4	2	AOH	20.03.17
All	All	Change of name to Frontline Security Services Limited	3	AOH	01.04.18

Copy No.	Holder	Date
1	Managing Director	April 2018
2	Office Administrator	April 2018
3	Client	April 2018
4	Site	April 2018

2.1 General Information

MOBILE PATROL, RESPONSE AND KEYHOLDER ATTENDANCE

Client Name: Oldham Engineering Ltd

Client Address:
 Oldham Engineering Ltd
 Castle Iron Works
 Overens Street
 Oldham
 OL4 1LA

Site Address:
 Oldham Engineering Ltd
 Castle Iron Works
 Overens Street
 Oldham
 OL4 1LA

Telephone Number: 0161 627 5822

Telephone Number: 0161 627 5822

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Issue date: 1st April 2018

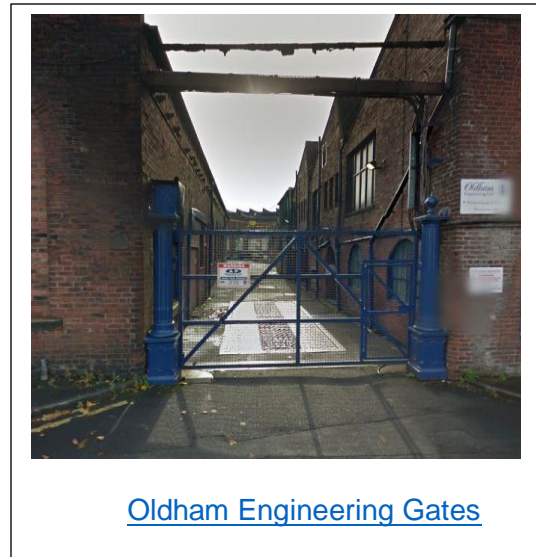
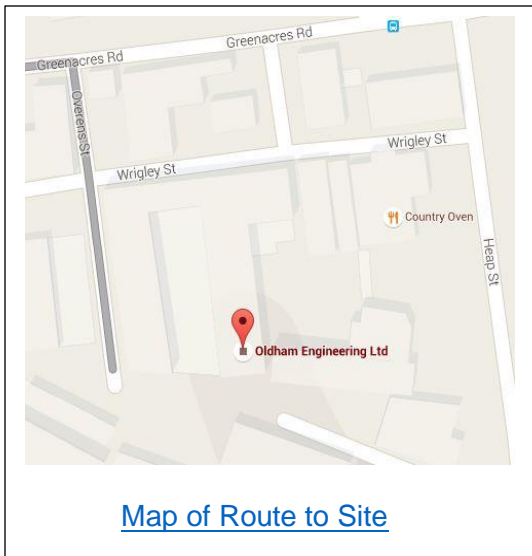
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
EM 1	Mr Ian Atkinson (Operations Director)	07538 832 227
EM2	Mr David Boardman (Commercial Manager)	07984 125 271
EM 3	Mr Martin Walsh (Senior Projects Manager)	07711 829 237
EM 4	Martyn Fieldsend (Welding Engineer)	07825 879 367
Alarm Company	SAS	0161 338 8897

3.1 Site Details

Site Map / Location



Directions to Site

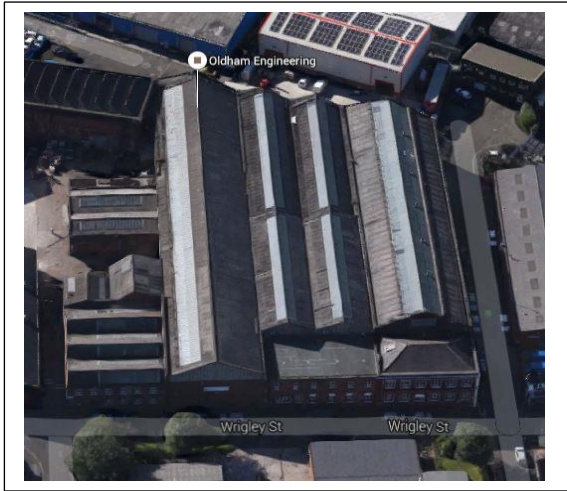
From the Acorn Centre turn right on to Barry Street and then right in to Bower Street. Turn left on to Shaw Road.

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

At the junction with Greenacres Road turn left and then 2nd right onto Denmark Street then left into Wrigley Street. The site is situated on the right.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Mobile Patrol			
2 Mortise Keys		Gate-Lodge Access Door	
1 Latch Key			
1 Padlock Key		Gate-Lodge to Yard area Double Leaf	
Keyholding			
1 Yale		Outer Door	
1 Yale		Outer Door	
1 Yale		Inner Door	
1 Yale		Door to Office Suite	
1 Fob		Office Shutter	

4.1 Site Instructions

Alarms

Alarm Access Code(s)	2535
Alarm Password	N/A
Alarm Company	SAS – Tel 0161 338 8897

Hours Covered

Alarm Response only

Monday – Friday	1800 – 0700 hours
Saturday	1200 – 0600 hours
Sunday	0600 – 0600 hours
National and Bank holidays	0700 – 0700 hours

Mobile Random Visits

Friday:	Only on request	
Saturday:	1200 – 0600 hours	6 Visits per period
Sunday:	0600 – 0600 hours	6 Visits per period
Holiday Periods:	Per 24- hour period	6 Visits

Alarm response throughout the above timetable.

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

Instructions for mobile patrol

- Check front office reception doors and windows on Overens Street.
- Check windows and grills on Wrigley Street, also check roller shutter access and workshop window grills from the area at the rear of the site.
- Report any obstruction that may be apparent.
- Also observe the number of CCTV cameras all of which should have a protective cage.
- Enter the yard area through the Gate Lodge access door and the double leaf door to access the yard. Patrol the yard and buildings.

- Log all visits, and state of site in logbook, which is maintained in the gate lodge.
- Ensure the main gate is secure, bolted and locked, also chained and padlocked.
- The bolt lock is inside the Gate Lodge.

Access to premises following alarm call

- Fob is for office shutter. Keys are for front door x 2, inner door and main doors to ground floor offices. There are some digi-locks in use (see below).
 - Ground floor offices are alarmed
 - First floor offices are not alarmed
- Unlock top and bottom locks on office outer doors. Middle lock is latched open (won't unlatch)
- Fob buttons (concealed) will open and close inner shutter.
- Disarm alarm panel on left hand wall. Alarm code no 2535 (when re-arming use same number + yes)
- Unlock inner door
- Reception desk is straight ahead to the left
- 4th key is for double doors to right of reception desk. This accesses the ground floor offices (which are alarmed).
- There is a staircase which accesses first floor offices, these overlook the main workshop and are not alarmed. Digi-lock number is C935.
- There are 2 small offices to the left as you enter the inner door,
 - The first one has an inner door – Digi lock no is C0615Y.
 - The second office (has poster on door <Swallow>) – Digi lock is C1975Y.
- Also see floor plan with zone plan and Digi lock numbers.

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](#) .

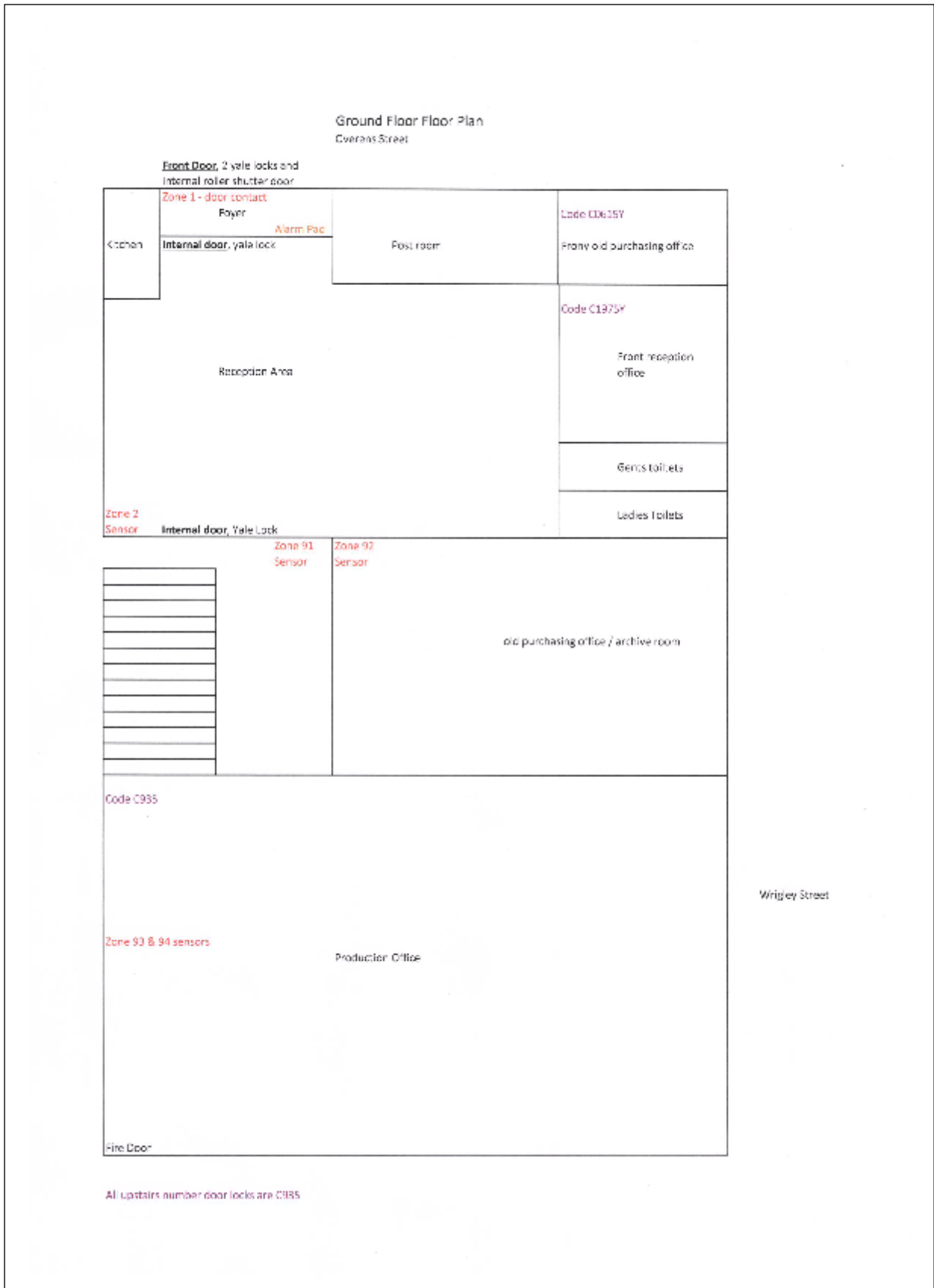
The Company's commitment to Health, Safety and welfare must be met by the same commitment from all Company employees. Each employee must ensure that they themselves carry out their operation in a safe and secure manner, in line with the Company codes of practise, either current as included in the Health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

Burglar Alarm Floor 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
Time (Time that you received the call)		Insecurity	<input type="checkbox"/>	Criminal Damage
Time on site:	Time off site:	CCTV Response	<input type="checkbox"/>	Theft
Location of Incident:		Gate Closure	<input type="checkbox"/>	Other

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:

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