



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 360 /03

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 of new formatting throughout in compliance with the revised Quality Management System.	2	AOH	17.05.16
Appendix B	Incident Report	Insert Incident Report Issue 4	2	AOH	20.03.17
Page 7	Gate Opening Procedure	Revised Gate opening procedure wef 06.04.17	2	AOH	06.04.17
Page 7	Gate Opening Procedure	Revised Gate opening procedure wef July 2017	3	AOH	07.8.17
Page 7	Gate Opening Procedure	Revised Gate opening procedure wef July 2017	3	AOH	14.8.17
All	All	Change to Company Name	4	AOH	01.04.18

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

2.1 General Information

RESPONSE AND KEYHOLDER ATTENDANCE

Client Name: Beva Investments Limited

Client Address:
 Beva Investment Ltd
 Chichester Street
 Rochdale
 Oldham
 OL16 2AE

Site Address:
 Buckley Road Industrial Estate
 Buckley Road
 Rochdale
 OL12 9EF

Telephone Number: 01706 710740

Telephone Number:

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Issue date: 1st April 2018

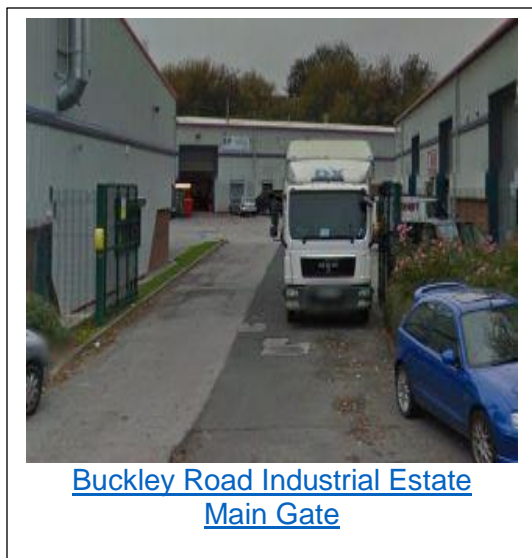
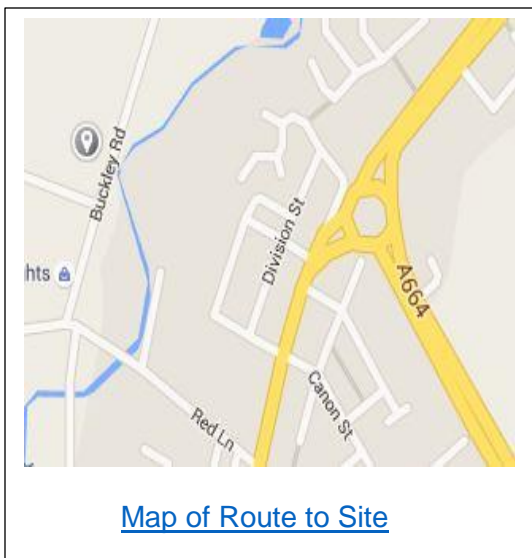
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
Beva Control		01706 667762
Account Manager		

3.1 Site Details

Site Map / Location



Directions to Site

From the Acorn Centre up Shaw Road through Shaw to Milnrow Road.

Continue on Milnrow Road to traffic lights at Albert Royd Street turn right into Albert Royd Street continue to roundabout turn left at roundabout take second right into Red Lane and second right into Buckley Road.

The first access gates on the left (Green Gates) this is Buckley Road Industrial Estate.

Site Plan(s)

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

Keys Issued by Client

Key Type	Identifying Number	Application	Returned to client
Silca	VI 086	Black covers over the ram	

Padlock Codes

Pedestrian Gate Combination Lock	01706
Site Key Box Combination Lock	1818

4.1 Site Instructions**Alarms**

Alarm Access Code	N/A
Alarm Password	N/A

Hours Covered

Monday – Friday	1900 – 0700
Saturday and Sunday	24hours
Public Holiday Cover	24 hours

Instruction upon call out

- Respond to call and attend site.
- Make contact with the Beva Control on 01706 667 762
- Act upon the information or directions provided by the Beva Control, who can view some of the site remotely by CCTV.
- Maintain communication with Beva Control whilst you are on site and report your findings.

Gate Operation

Emergency procedure for access to site.

This procedure is to be used when the main hinged gate cannot be opened remotely by the CCTV controllers.

Updated July 17

Opening the pedestrian gate

Unlock the padlock on the pedestrian gate which is located to the right-hand side of the main hinged gate. Enter the site.

The code for the padlock is 01706

Opening the main gate

Open the key box on the left-hand gate post
(to the left after you enter the pedestrian gate, above the gate fuse boxes.)



The code for the key box is 1818 – remove the keys

Put the Main gate into Manual

- Rams- Use the smaller key to unlock the black cover which is on top of the ram.
- Turn the red knob under the black cover
- The direction to turn to disengage the ram is indicated on the knob

Repeat the process on the opposite side.

The magnetic locks should release and the gates should both move freely (If they don't move freely; double check the rams are disengaged then follow further instructions below to release magnetic locks)

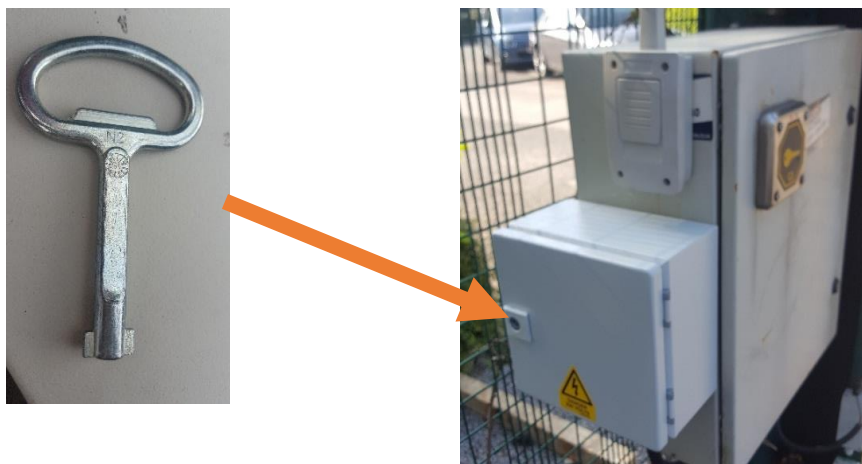
Push back the gates to the fully open (or closed) position as required. The magnetic locks should re-engage to prevent the gates moving freely

DO NOT FORCE THE GATES

Magnetic Locks / Power

If the rams have been disengaged but the magnetic locks have not released, the power to the gate must be switched off.

Use the large key to open the Isolation Box and switch off the Power Switch inside.



The switch turns off all power to the gates and will disengage the magnetic locks

Push back the gates to the fully open (or closed) position as required.

Switch the power switch back on in the Isolation Box

The magnetic locks should re-engage to prevent the gates moving freely (If the magnetic lock does not re-engage it is very important to inform Beva on the numbers below ASAP)

After Opening or Closing Manually

Close the ram covers (and isolation box)

Put the keys back in the key box – turn the number dial to a random number

Close the pedestrian gate and replace the padlock – turn the dial to a random number

Occupiers

If you disengage the rams or switch off the power for any reason

You MUST inform

Beva Head Office on 01706 710 740 or Out of Hours CCTV Control on 01706

667762

Please ensure you put the keys back into the key box and turn the numbers to secure it

(Since the installation of the Isolation switch there is now no need to disengage the rams or open the gate fuse box)

Equipment

Beva provide chain and padlocks should they be required to secure their premises. Do not use this equipment for any other customer's property. Once Beva premises are secured using the provided equipment, stand down or await further instruction, Beva Staff will still be able to gain entry if required.

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 Beva and 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.
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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 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:

