



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 801/1

Authorised by;

Client: _____ **(signed)**



(signed)

Frontline Security Services Limited

Date: April 2018

1.1 General Information

MOBILE RESPONSE/ KEYHOLDING

Client Name: Lock Inspections Systems Ltd (LOMA)

Client Address:

Cranbury Drive
Denton
M34 3UL

Site Address:

Cranbury Drive
Denton
M34 3UL

Telephone Number: 0161 785 5893

Telephone Number: 0161 785 5893

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	Hitesh Hirani	M:07798 523428 T:0161 345 9590

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.

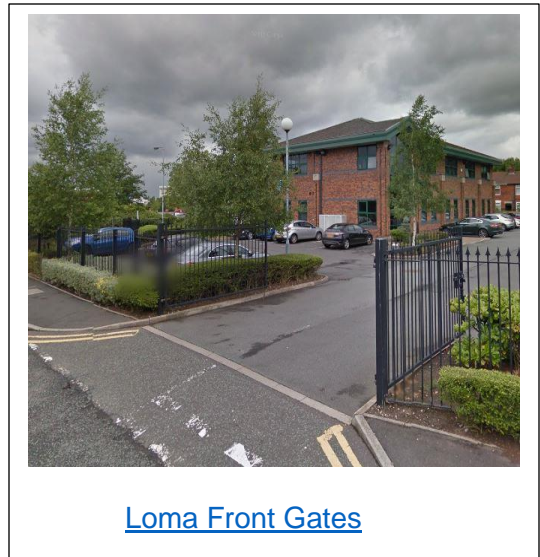
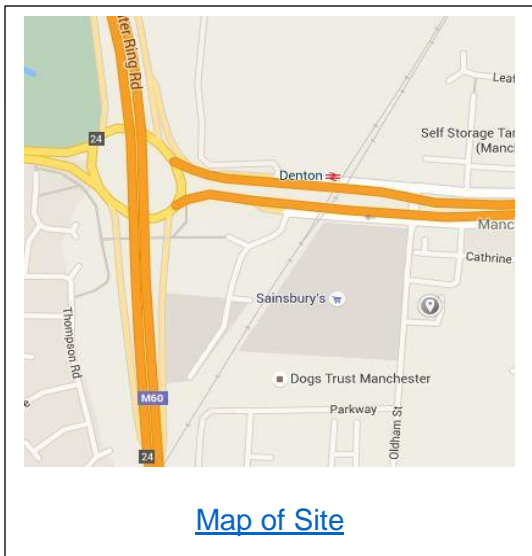
All amendments to approved assignment instructions should be advised to Frontline Security Services Limited in writing or by e-mail.

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.	2	AOH	06.06.16
Page 9	Appendix B	Insert revised Incident Report SP 12 09 Issue 4	3	AOH	20.03.17
All	All	Change to Company Name	04	AOH	01.04.18

3.1 Site Details

Site Map / Location



Directions to Site

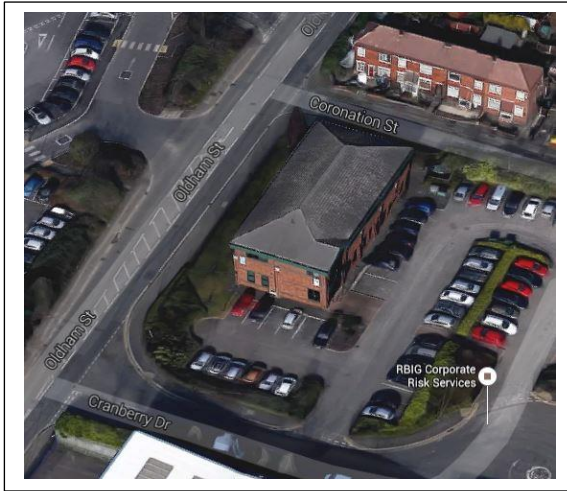
Follow the A62 toward junction 22 of the M60 and follow the signs for south towards Ashton and Sheffield.

Leave the motorway at junction 24 marked Denton and Hyde, keep left and follow the signs for A57 Denton.

Follow the A57 north turning right into Oldham Street and left on to Cranbury Drive.

Site Plan(s)

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



Loma are occupying ground floor from RBIG who are still in residence on the first floor.

The offices consist of a large open plan office with private offices, meeting rooms & IT rooms large kitchen, toilets located in the hallway bottom of stairs

Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Access Fob			
Yale Type Key	ULZ		
Padlock Key	V121		
Latch Type Key	97988		

4.1 Site Instructions

Alarms

Alarm Access Code	1002
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In the event of being unable to set or reset the alarm, identify the problem and contact Custodian

- Identify yourself and the Company alarm identification.
- Request an alarm engineer for advice or attendance and an ETA.
- If practical arrange mobile to meet and access alarm engineer on site at specified time.

Instructions for mobile patrol

- Monday to Friday Open/Lock up Service
- Open Up 0700 – Patrol premises and report any damage.
- Lock Up 1900 – Patrol, check and secure premises, set alarm, secure front doors and car park access gate if no-one left on site.

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 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:

