




Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 535

Authorised by;

Client: _____ **(signed)**

Frontline:  **(signed)**

Date: April 2018

1.1 General Information

Keyholding / Mobile Response

Client Name: Netball (UK) Limited

Client Address:
Netball UK House
Pennant Street
Oldham
OL1 3BST

Site Address:
Netball UK House
Pennant Street
Oldham
OL1 3BST

Telephone Number: 0161 626 3936

Telephone Number: 0161 626 3936

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

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	22.08.16
	Appendix B	Insert revised Incident Report SP 12 09 Issue 4	2	AOH	02.05.17
	Page 4	Changed and updated contact details.	3	DC	14.12.17
	Page 7	Additional Key for Warehouse Shutter added	3	DC	18.12.17
All	All	Change to Company Name	4	AOH	01.04.18

Emergency Contacts

Contact Type	Name	Contact Number
EM 1	Debbie Hallas	07970 064 625
EM 2	Kerry Almond	07446 964 438
Boarding up Services	Contact Debbie Hallas for instruction	
Alarms (For full details see Section 3)	Boss Alarms	01457 834 400

Authorised Amendments

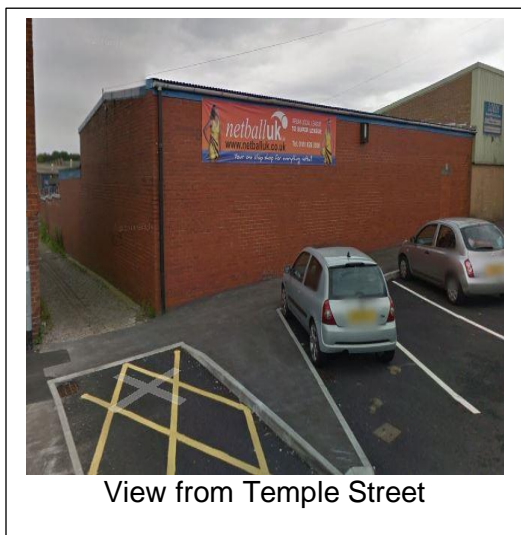
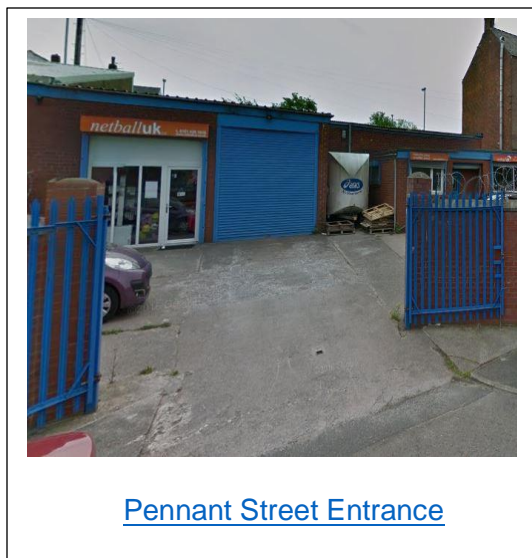
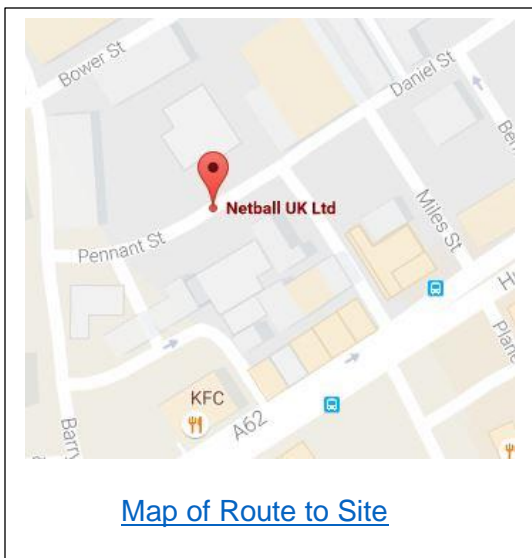
Amendments to these Assignment Instructions may only be authorised by the Managing Director following consultation with the Client.

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3.1 Site Details

Site Map / Location



Directions to Site

From the Acorn Centre turn right on to Barry Street over the junction with Bower Street and then left into Pennant Street.

Description of Site

The premises operate as a retail and online warehouse and distribution unit for sports clothing and equipment. They are located adjacent to the A62 Huddersfield Road in an area occupied by a combination of light industrial units, offices and food retail.

The buildings are of brick construction with two of the single storey areas having flat roofs.

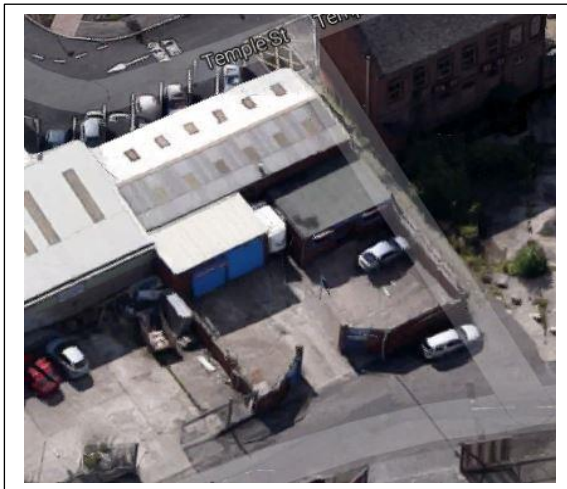
The perimeter is formed by a brick wall to the front and two sides and the building line at the rear. There is a parking/loading area to the front of the premises which is accessed by metal palisade style gates, the walls adjacent to the gate are protected by barbed wire.

There are no external doors which can be accessed directly from the street, there is a cobbled alleyway running along one side of the building between Pennant and Temple Street.

Traffic flow and footfall to the front of the premises is moderate during the day and low during the evening and night, there is increased vehicular and pedestrian activity at the rear of the premises owing to the presence of the KFC restaurant and drive-through located on Huddersfield Road.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Padlock type	ABUS 2745	Main access gate	
Shutter Key	N238	Access door shutter	
Alarm fob	PROX E32824	Alarm panel & sensor	
Brass Chubb		Lower lock door	
Brass ERA		Upper lock door	
Padlock type	3157	Internal shutter access warehouse	
Steel YALE mortise	NM32	Access Office	
Shutter Key	0768	Shutter leading to warehouse	

4.1 Site Instructions

Alarms

The premises benefit from a comprehensive alarm system based on a combination of perimeter protection and motion detection, that is monitored and has trigger mechanisms in the event of an attempt to disable the alarm or supporting infrastructure. CCTV cameras monitor areas of the site.

In the event of finding damage an insecurity or alarm activation, contact control and proceed as outlined in **Section 4** below. Should the premises require securing contact EM 1 and await instruction, as it may be necessary to guard the premises overnight, pending the attendance of a company to complete any major repairs.

Alarm Code	Electronic Fob
Alarm Password	6263 at the panel in the case of Fob failure
Alarm Engineers	Boss Alarms 01457 834 400
Monitoring Station	AIM
Password	'Security'

Operations Instruction

- Access yard areas through the gates from Pennant Street
- Proceed to the steel coloured single door shutter, unlock and raise the shutter. (Please raise the shutter with care as there is an alarm contact on the inside of the roller unit).
- Present the alarm fob to the sensor, on the left of the access door jamb, to silence the alarm. (The shutter is on the alarm circuit and will activate upon opening the shutter)
- Unlock the 2 locks on the access door and proceed into the premises along the corridor the alarm panel is located on the left wall towards a further shutter that will access the warehouse area.
- There are doors off the aforementioned corridor that will access the office to the right, and the kitchen and toilets to your left.
- Unlock and raise the shutter to access the warehouse and retail areas, the one key identified will unlock both padlocks.

- Proceed to the left through the warehouse and to access the retail outlet unlock the internal door using the key that is kept in the admin office on a sill behind the office access door. All the external shutters have alarm contacts on them.
- There will be an alarm circuit list made available and kept on top of the alarm PSU box that is located on the wall to the left as you enter the warehouse area.

Site Specific Threats

Previous incidents at the premises have occurred where the telephone lines have been cut and the telephones are disabled.

Instructions

- Check that the telephone lines are operational test call the fax 0161 785 9005. This is the alarm line that will ring on the fax machine in the office and then change to a fax tone.
- Test Call 0161 626 3936 this will ring in the office and then transfer to the answer machine.

Lock up procedure

This is a reverse of open up procedure.

- Lock the front door Both locks. Present the fob to the alarm sensor
- Wait two seconds and the broken tone will sound as the alarm is setting
- Close the Shutter ensuring the mat is not trapped beneath. The alarm sound will change to a continuous tone, wait 20 seconds and the continuous tone will change to a chime bleep (this confirms the alarm is armed)
- Secure the shutter.
- Lock the gate.

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
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 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:

