



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 544

Authorised by;

Client:  **(signed)**



Frontline Security Services Limited (signed)

Date: April 2018

1.1 General Information

KEYHOLDING AND ALARM RESPONSE

Client Name: **Independent Workwear Solutions**

Client Address:

2c Faulkenhurst Street
Chadderton
Oldham
OL1 2QA

Site Address:

2c Faulkenhurst Street
Chadderton
Oldham
OL1 2QA

Contact Number:

T 0161 620 7900

Telephone Number:

T 0161 620 7900

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	Michael Hall	0785 355 2356
EM 2	Michael Edwards	0747 215 3151

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.

Page No.	Title of section	Brief details of amendment	New Issue No.	Authorised by	Date
All	All	New Site – Full review of all contents by Client.	1	AOH	10.07.17
All	All	Change to Company Name	2	AOH	01.04.18

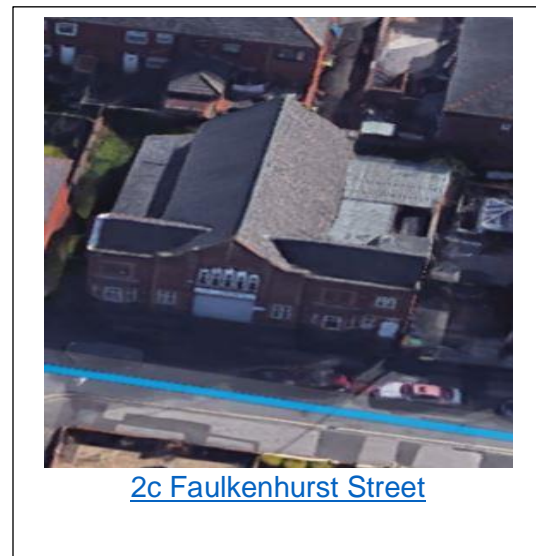
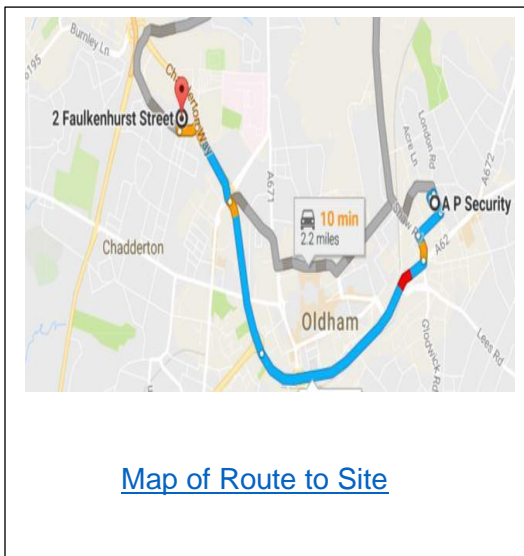
3.1 Site Details

Site Map / Location

These Assignment Instructions relate to the premises located at 2c Faulkenhurst Street Chadderton.

The premises consist of a brick built 2 story former Victorian Chapel and which has undergone refurbishment and now contain offices, production and warehousing for Independent Workwear Solutions Limited.

The premises are located in a predominantly residential area and sharing its perimeter on three sides with adjacent properties. Access to the Northern (side) and East (rear) elevations can be gained via alley ways protected by a 1.8m wrought iron fence.



Directions to Site

Building Site

From the Acorn Centre turn right on to Bower Street and then left on to Shaw Road. Continue to the lights and follow the A62 Oldham Way.

Continue for approximately 1.6 miles and at the roundabout take the 2nd exit onto Chadderton Way /A627.

Turn left on to Burnley Lane and then second right onto Faulkenhurst Street. The premises are located on your right.

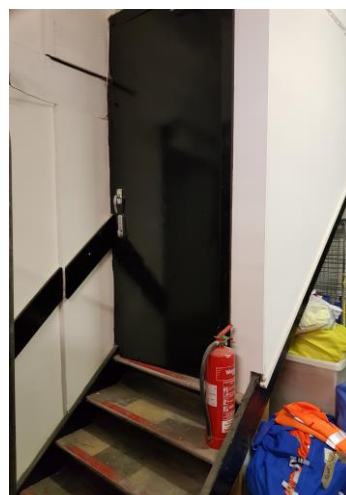
Alarm Activation



Door leading to Alarm Panel



Alarm Panel




Door leading to first floor

Alarm Codes

Alarm Access Code(s)	8569
Door Keypads	C8569Z

Instructions Upon Activation

1. The premises are alarmed, and any activation will go through to the Frontline Security Services Limited Control or direct to the Mobile Patrol.
2. The main point of entry to the building is through the front door located on Faulkenhurst Street.
3. Access is gained by pressing the entry button and fob located next to the door.
4. The inner door has a key pad code C8569Z
5. The alarm panel is located within a cupboard to your left as shown above
6. The alarm panel will indicate which zone has activated, and can be silenced and reset on completion of patrol alarm by using the code 8569 and pressing the  button twice.
7. Access to the 1st floor offices can be gained via two stairwells the access code is C8569Z
8. Prior to leaving the premises ensure internal doors and windows are secure prior to resetting the alarm.

Site Plan(s)

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



An external patrol of the premises should include a check of the access points from Faulkenhurst Street, Burnley Road and Wakefield Street.

Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Silver	5 Lever	Not Sure Yet	
Silver	Red Top	Front Door Key	
Silver	Black Top	Front Door Key	
Brass	Small Key	Gate on Front Door	
Fob	Blue	Entry Fob – See instructions for use	

4.1 Site Instructions

Hours Covered

Monday to Saturday	1800 - 0700	Alarm Response and keyholding
Saturday – Sunday	24hrs	

Specific Instructions for mobile patrol

Patrols should be aware that access can be gained to the rear and side of the premises from Faulkenhurst Street, Burnley Lane and Wakefield Street. These routes are protected by Alley Gates and fencing. A visual check should be made of these areas; however, guards should not attempt to climb over the gates or fencing.

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 A (1) Emergency Contacts

See page 2

Appendix B – Incident Report Form

Client:	Site No.	Assignment No.		
Site Address		Incident		
		Type of Incident: <small>(Provide an overview or tick below)</small>		
Date:	Alarm Activation	<input type="checkbox"/>	Intruder	<input type="checkbox"/>
Time <small>(Time that you received the call)</small>	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 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