




Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 482

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	06.06.16
Appendix B	Incident Report	Insert Incident Report Issue 4	2	AOH	20.03.17
All	All	Change to Company Name	3	AOH	01.04.18

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

2.1 General Information

MOBILE RESPONSE/ KEYHOLDING

Client Name: **Oldham Engine Parts**

Client Address:

Unit 68 Acorn Centre
Barry Street
Oldham
OL1 3NE

Site Address:

Unit 68 Acorn Centre
Barry Street
Oldham
OL1 3NE

Telephone Number: 0161 624 9003

Telephone Number: 0161 624 9003

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	Mike	01706 373 016
EM 2	Tom	01706 414 022
EM 3	Jill Buckley	01706 372259
EM 4	Steve Buckley	01706 372259

Authorised Amendments

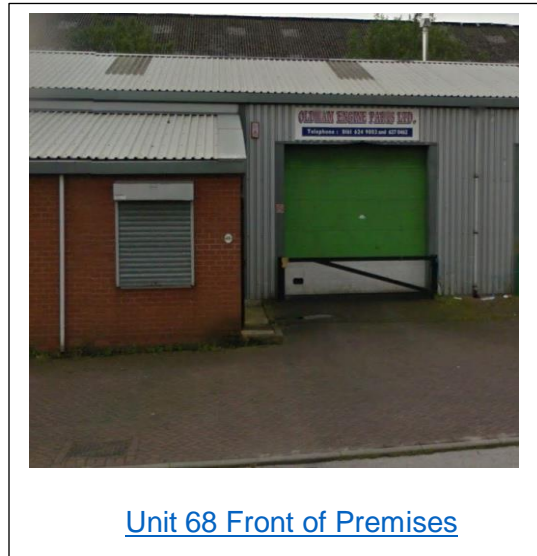
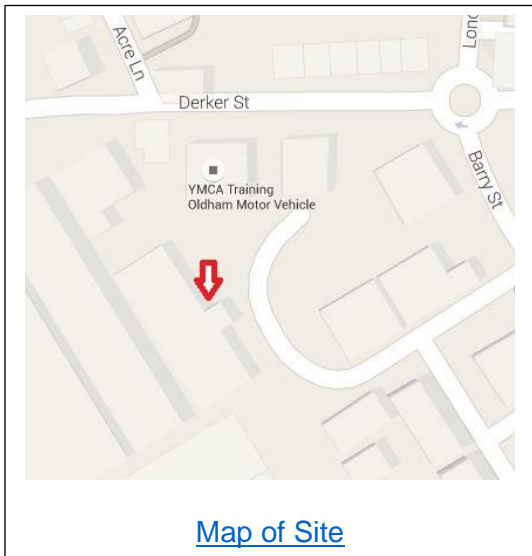
Amendments to these Assignment Instructions may only be authorised by the Managing Director following consultation with the Client.

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.

3.1 Site Details

Site Map / Location



Directions to Site

Located at Unit 68 the Acorn Centre.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
	Gold Key	Black Metal Security Door	
	Silver Key	Blue Door to Office	

4.1 Site Instructions

Alarms

Alarm Access Code	1990
Alarm Exit Code	Enter Code 1990 LED displays USER 1 press yes

If a wrong number is entered press escape to clear the panel and start again.

Instructions for mobile patrol

Approach BLACK METAL fire door from car park to gain access to the premises.

To gain entrance to the building

- Unlock and open metal security door
- Unlock door
- The light switch is to the left of the door
- The alarm panel is on the left-hand wall next to the light switch
- Enter Code 1990

All doors inside the premises are left unlocked.

The water stop tap is in the workshop under the sink next to the toilet

To exit the building

- Enter code 1990 LED say USER 1 press Yes
- Lock Door
- Close and lock metal security door

In the event of security being breached arrange boarding up.

If the incident is of a serious nature call the emergency numbers for advice.

Security Breaches

In the event that boarding up needs to be arranged we have the authority to organise such work.

Any security reinstatement within reason can be organised.

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: <small>(Provide an overview or tick below)</small>		
Date:	Alarm Activation	<input type="checkbox"/>	Intruder
Time <small>(Time that you received the call)</small>	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
-----------------	---------------	-----------	--------	-------

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:

