



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 515

Authorised by;

Client: _____ **(signed)**



Frontline Security Services Limited

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	15.07.16
Page 10	Appendix B	Insert revised Incident Report SP 12 09 Issue 4	2	AOH	10.04.17
All	All	Full review of all contents including update contracted services and procedures	3	AOH	06.06.17
6	Alarm Activations	Revision of Alarm codes and contact procedures	4	AOH	17.07.17
All	All	Change to Company Name	5	AOH	01.04.18

2.1 General Information

Keyholding / Mobile Response

Client Name: Oldham College (Studio Centre)

Client Address:

Oldham College
Rochdale Road
Oldham
OL9 6AA

Site Address:

Studio Building
Cromwell Street
Oldham
OL1 1BB

Telephone Number: 0161 785 5437

Telephone Number: 0161 785 5437

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

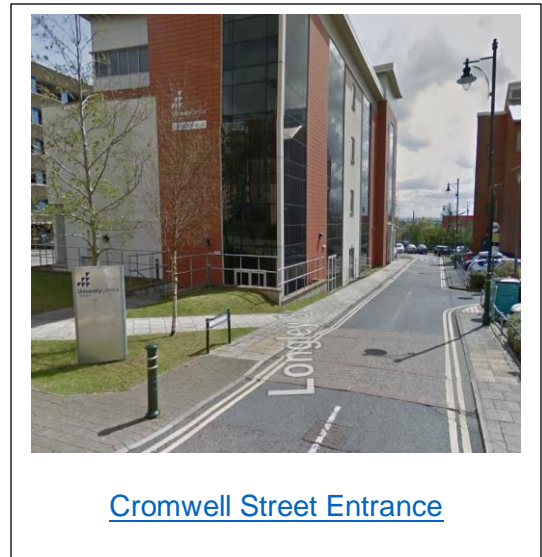
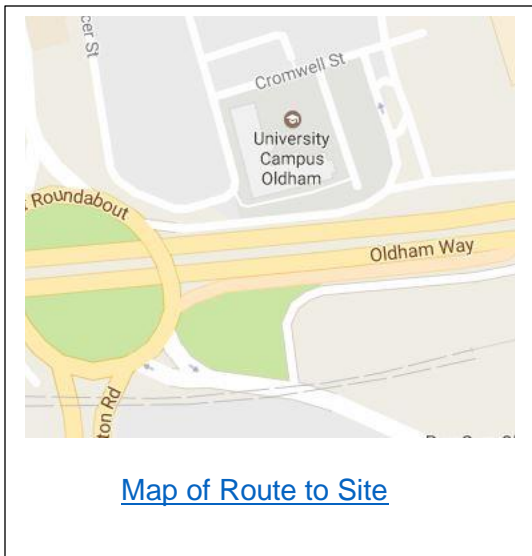
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
EM 1	CBRE (Oldham Council Control)	Out of hours 07940 475 114

3.1 Site Details

Site Map / Location

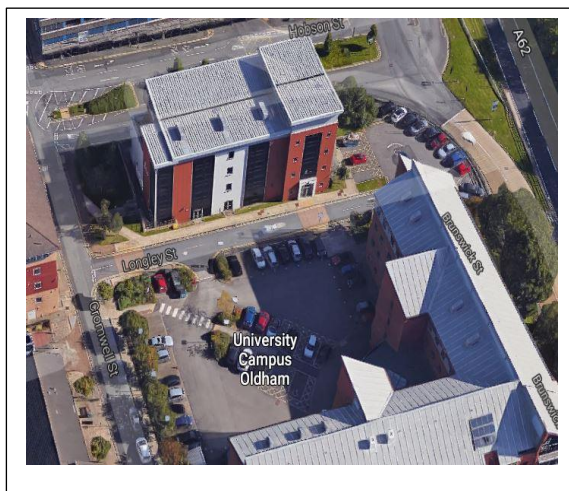


Directions to Site

From the Acorn Centre turn right on to Barry street and then right in to Bower Street turning left on to Shaw Road at the junction. Follow the A62 turning right into Prince Street and then left in to Union Street on the one-way system before turning left into Brunswick Street and left into Cromwell Street and right into Longley Street, the entrance to the site is on your left.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Swipe Card	60022691014	Internal Electro locks	
Alarm Fob	81 266640	Alarm	
Mul- T-Lock Key	115	Internal Doors Lock	
Schuco Key		Fire Door Exit	
Wilka	N/A	Front Door Access	
MK Fishtail Key		Light Switches	
NWKS Latch type	1A	Front Access Door	
HAFELE Key	FH 001	Desk Drawer	
Triangular Key		Front door auto-setting	
Silca Key	AGE 1	Central Entry Door override	

4.1 Site Instructions

The premises form part of the overall estate of the Oldham College and are located adjacent to the University Campus Oldham site in the town center.

Service provision will include the opening and closing of the premises and when required assistance in delivering on site specific response in relation to evacuation and fire safety exercise or incidents. These will be delivered in line with the documentation provided by Oldham College Management.

The facilities are used at the weekend and evenings by organisations for activities on which occasions Open-up and Lock-up will be required.

Guards should contact the nominated representative of the organisation using the premises when they open and close the premises. It may be necessary to facilitate access to the rooms booked for use in accordance with the specific booking instructions. Under no circumstances should access be allowed to other parts of the building without specific instruction from a representative of Oldham College Campus Management.

Keyholding / Response – Open /Lock Up

- Weekdays open-up and lock up as indicated below.
- Weekends standby to respond upon call, from Oldham College Campus Management, for open-up / lock-up.
- If requested open-up, the request will include also to secure premises at specified time.
- Keyholding and alarm response

Mon - Fri	Open 0700 – Lock up as requested between 1800 and 21:30
Weekends	Between Fri 1800 – Mon 0700

5.1 Alarm Activations

Attend alarm activation by request from monitoring station and or Oldham College campus support personnel.

Incident Reports to be forwarded by Frontline Security Services Limited Admin to Oldham College Campus Management CampusManagment@oldham.ac.uk

Engineer Call- Out

In the event of there being a fault on the system or an engineer is required to reset the system, follow the process outlined below;

The Alarm system is monitored by Custodian and on Key-holder response.

- Custodian 08448791715
- Username – TA04375976
- Password – Oldham

Arming the alarm:

- Ensure all doors are closed and the detectors are not obstructed.
- Ensure the automatic doors have been set on exit only on outer door [C]
- Swipe the fob 4 times directly over the centre of the panel.
- Exit the premises by the defined exit route. (Through the front door)
- Secure the Door.
- Press the exit terminator button to the left –hand side on the building on the outer wall. Hold this
- button in for approximately 5 seconds. On release, you will hear a buzzer that confirms the area is
- armed.

Disarming the alarm:

- Unlock the outer doors
- Enter the premises by opening the automatic door on the switch
- The entry time will start and the keypad buzzer will sound an intermittent tone.
- If the time expires before disarming the system the alarm will activate.
- Swipe the fob twice over the centre of the alarm panel.
- Take off the exit only and set automatic doors on automatic.
- If called to an out of hour's alarm, in the first instance check the perimeter before entering the building.

If an alarm has occurred during the armed period the alert indicator will be activated when you attempt to disarm the alarm to indicate an alarm message requires you to acknowledge it.

If an alarm occurs whilst the alarm is unset the alert indicator will activate immediately. Acknowledge the alarm to silence. Then proceed to investigate reason for activation. An opened fire door opening will activate the system whilst the alarm is unarmed.

Example: Area One alarm, Zone 12

You press 0 to acknowledge and reset the alarm indicator. This should be done once you have been able to ascertain why the alarm has activated and rectify the fault either on site or by requesting an engineer call. If an engineer is called out you need to email Alan Kay the following working day to advise that this request has been made.

If a detector, not on the exit route is activated during the exit time the keypad buzz will change to a high- pitch warble tone. You will need to disarm and acknowledge the alarm, correct the problem and then restart the arming of the alarm again.

Conditions that prevent the setting of the alarm

- AC Mains Fail.
- Battery Fail.
- Telephone Line Fail.
- Movement Detector Masked
- Engineer Reset Lockout.

All of which need to be reported to the installation engineers.

If the building needs to be secured, either doors or windows broken. Emergency contact to be requested of building services.

6.1 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
-----------------	---------------	-----------	--------	-------

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:

