



Frontline Security Services Limited

Mobile Assignment Instructions

Site No. 383

Authorised by;

Client: *[Signature]* (signed)

Frontline: *[Signature]* d)

Date: April 2018

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	06.05.16
Appendix B	Incident Report	Insert Incident Report Issue 4	2	AOH	20.03.17
All	Pg3 Pg5	Full review with client <ul style="list-style-type: none"> Revision of emergency contacts Alarm response cover periods 	3	AOH	03.07.17
All	All	Change to Company Name	4	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

1.1 General Information

RESPONSE AND KEYHOLDER ATTENDANCE

Client Name: Luwa (UK) Limited

Client Address:

Luwa (UK) Limited
Wrigley Street
Oldham
OL4 1HN

Site Address:

Luwa (UK) Limited
Wrigley Street
Oldham
OL4 1HN

Telephone Number: 0161 624 8185

Telephone Number: 0161 624 8185

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Issue date: 1st April 2018

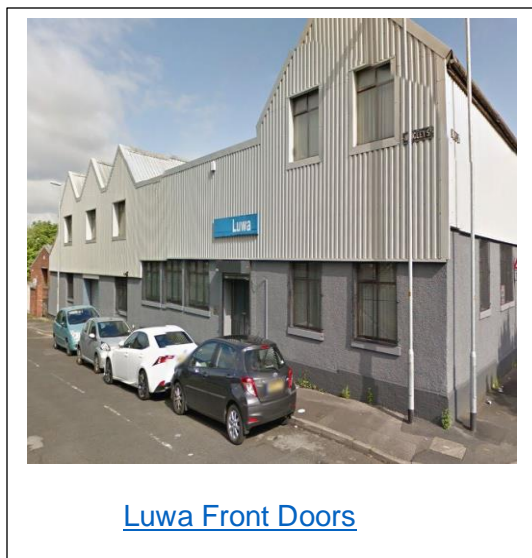
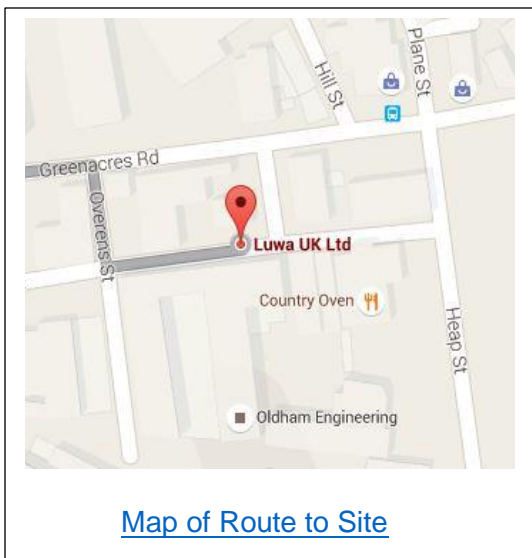
Next Review date: April 2019

Emergency Contacts

Contact Type	Name	Contact Number
EM 1	Mr. M. Burton	T: N/A M:0777 166 7613
EM2	Mr. P. Manton	T:01706 843 172 M:0777 166 7614
EM 3	Mr R Daly	T:01706 632 241 M:0777 168 4110

2.1 Site Details

Site Map / Location



Directions to Site

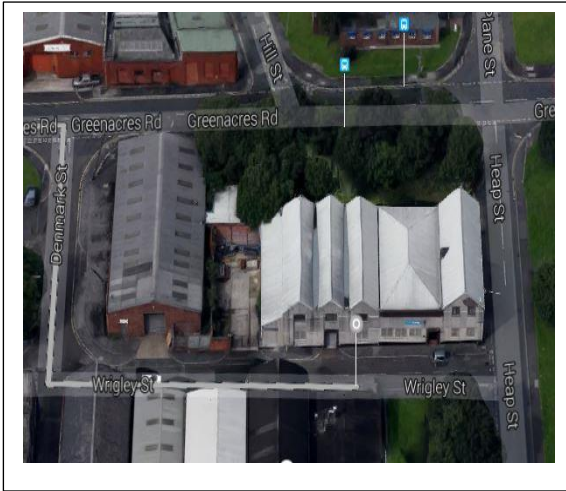
From the Acorn Centre turn right on to Barry Street and then right in to Bower Street. Turn left on to Shaw Road.

At the junction with the traffic lights turn left on to Huddersfield Road and then 1st right on to Soho Street.

At the junction with Greenacres Road turn left and then 2nd right onto Denmark Street then left into Wrigley Street. The site is situated on the left at the junction with Heap Street.

Site Plan(s)

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



Keys Issued by Client

Key Type	ID Number	Application	Returned to client
Silver Yale	YA 1E	Access Corridor	
Padlock Type	38	Roller Shutter	
Padlock Type	2074	Roller Shutter	Destroyed client request
Fob		Roller Shutter Access	
Silver Chubb	Round head	Front Access Door	
Silver Chubb	Square head	Front Access Door	
Silver Chubb	BS3821/BS3621	Inner Access Door	
Combination Lock	Keypad code 01616	Access Corridor	

3.1 Site Instructions

Alarms

Alarm Access Code(s)	1357
Alarm Password	TEXPAC

Hours Covered

Alarm Response only

Monday – Friday	1800 – 0700 hours
Saturday - Sunday	0700 – 0700 hours
National and Bank holidays	0700 – 0700 hours

Mobile Random Visits

On Request

Alarm response throughout the above timetable.

Mobile visits (on request): To externally check yard area and building is secure.

Instructions for mobile patrol

Be aware that problems have been, encountered with youths loitering round the back of the buildings, causing general nuisance and criminal damage.

- All windows and doors to front of premises are shuttered and secure.
- All access to building from yard area that is fenced and or walled is shuttered and reinforced with internal bars on windows.
- There is easy access onto the roof.

Access to premises following alarm call

- Unlock and raise the roller shutter that covers the front access door, unlock the front door and enter the reception area.
- The alarm panel is situated on the wall opposite the front access door.
- Enter the alarm code to silence alarm.
- Note and identify active circuits.
- Access corridor to offices and remainder of premises through locked door.
- Enter code to access.

Proceed to identify and locate the active circuits to determine reason for activation. There has to be a logical reason for the activation, in order to acquire a reset code from the monitoring station.

- Having determined the reason for the alarm activation return to the alarm panel and enter the code.
- Note the four-digit number as displayed.
- Telephone the monitoring station, the number is written on the alarm supply box, which is beneath the alarm panel.
- Identify yourself and the site name to the monitoring station controller.
- A password will be requested at this stage to authenticate your communication.

Enter the new four digit reset number, given by the station controller, into alarm panel and follow the reset instruction.

- Re-arm the system, switch off lights as you find them and secure all doors.
- Close and secure the Roller shutter upon exit.

4.1 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 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