




**Frontline Security Services Limited**

# **Mobile Assignment Instructions**

**Site No. 472**

**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	6.05.16
Page 4	Emergency Contacts	Amend EM1.	2	AOH	13.03.17
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	
1	Managing Director	1 <sup>st</sup> April 2018
2	Office Administrator	1 <sup>st</sup> April 2018
3	Client	1 <sup>st</sup> April 2018
4	Site	1 <sup>st</sup> April 2018

## 2.1 General Information

**RESPONSE AND KEYHOLDER ATTENDANCE**

Client Name: National Carpets Ltd

Client Address:  
National Carpets  
Eclipse Centre  
Buckley Road  
Rochdale  
OL12 9DL

Site Address:  
  
Eclipse Centre  
Buckley Road  
Rochdale  
OL12 9DL

Telephone Number: 01706 714455

Telephone Number: 01706 714455

These assignment instructions must not be reproduced or altered in any way without the permission of **Frontline Security Services Limited**.

Issue date: 1<sup>st</sup> April 2018

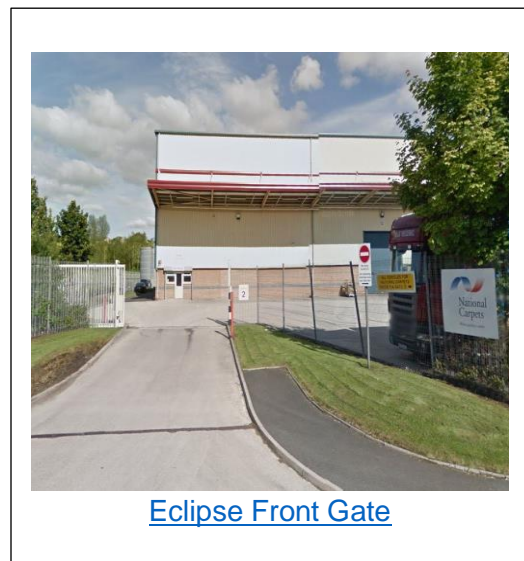
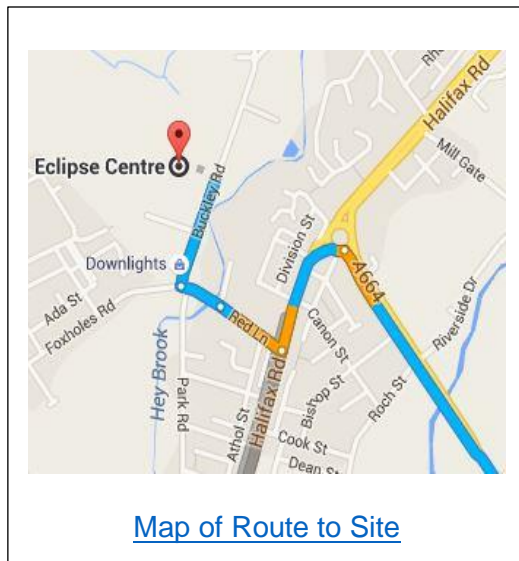
Next Review date: April 2019

### Emergency Contacts

Contact Type	Name	Contact Number
EM 1	Russell Parks	07867 784 368
EM 2* <small>* Use in extreme emergency only</small>	Barry Clayton	0774 784 2182 01706 632 599
Alarm Engineers	Boss Alarm	0161 620 0500

### 3.1 Site Details

#### Site Map / Location



#### Directions to site

From the Acorn Centre up Shaw Road through Shaw to Milnrow Road,

Continue on Milnrow Road to traffic lights at Albert Royd Street turn right into Albert Royds Street.

Continue to roundabout turn left at roundabout and take second right into Red Lane and second right into Buckley Road

Drive past Buckley Road Industrial Estate and the Eclipse Centre is on left (National Carpets).

**Site Plan(s)**



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

**Keys Issued by Client**

Key Type	ID Number	Application	Returned to client
	Orange Tag	Warehouse Canteen Door	
	Orange Tag	Warehouse Shutter	
	Green Tag	Office Door Shutter	
	Green Tag	Office Door	
	Black Tag	Personnel Gate	
	Bright Green REN 20	Entry Gate	
	Bright Green REN 20	Exit Gate	

## 4.1 Site Instructions

### Alarms

Warehouse Entrance	Alarm Access Code	5547		
Office Entrance	Alarm Access Code	2555	Door Key Pad	C1389Y
Canteen Door			Door Key Pad	C3750Y

### Instruction upon call out

The Electric Access Gate is to the left looking at the unit from the road.

- Select the key that will operate the gate switch hold the key until the gate is open sufficiently to pass through safely.
- Select the key that will operate the exit key switch similarly when you wish to leave the site.
- Both keys are identified similarly REN 20 with differing profiles.
- Close all gates behind you.

If the warehouse alarm is sounding enter through 1<sup>st</sup> shutter door.

- To open shutter insert orange coded key marked shutter and turn to raise the shutter.
- Open door with orange coded key marked door.
- The alarm panel is immediately on your left and the light switch is adjacent to the alarm panel (code 5547)
- To enter the warehouse, go through the canteen (code C3750Y),
- The light switch is on opposite wall next to door to warehouse.
- The warehouse lights are on the wall to the left.

To enter offices, use the procedure as above using the green keys coded keys.

- The alarm panel is immediately on the left and the light switch is adjacent (alarm code 2555)
- If required, we have authorisation to call out a boarding up company.

## 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 Beva and 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**

<b>Client:</b>	<b>Site No.</b>	<b>Assignment No.</b>		
<b>Site Address</b>		<b>Incident</b>		
		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 Strn.	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

Invoice Data-base updated – Y/N

Further Action Required;

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.

<b>Client:</b>	<b>Site No.</b>	<b>Assignment Instructions Issue date:</b>
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Name	ID No	Signature	Date	Amendment No