# Assignment Instructions

Serviced

By



| **Client:** |  | **Commencement Date:** |  |
| --- | --- | --- | --- |
| **Site Location:** |  | **Review Date:** |  |
| **Address:** |  | **Site No:**  **Telephone No:**  **Fax No:** |  |

**Client Contact 1: Site** ………………………………………………………………..

**Client Contact 2:).** ………………………………………………………………..

**Hours of duty:** ………………………………………………………………..

**Monday** From ………………..To ……………….. …………..hrs.

**Tuesday** From ………………..To ……………….. …………..hrs.

**Wednesday** From ………………..To ……………….. …………..hrs.

**Thursday** From ………………..To ……………….. …………..hrs.

**Friday** From ………………..To ……………….. …………..hrs.

**Saturday** From ………………..To ……………….. …………..hrs.

**Sunday** From ………………..To ……………….. …………..hrs.

**Total Hours: ………………………**

**Client Contact:**

**Name: ………………………………**.

**Emergency Contact:**

**Name:** …………………………………………….

**Name: ………………………………**.Tel No: **………………………………**.

**Local Police Station: ………………………………**.

**Distribution:** Copy 1 - Site Use

Copy 2 - Client

Copy 3 - Communications Centre

Copy 4 - Branch Client File

Failure to carry out any of the instructions outlined in this document may result in disciplinary action.

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1. **General Instructions**
   1. **The Client**
      1. The Client and his/her employees must at all times be treated with respect. They must not be approached on any matters, which relate to an Officers personal employment with NWF Facilities Ltd
   2. **Accountability & Restrictions**
      1. All security officers are accountable to their client site manager/supervisor
      2. In addition, the security officer will Liase with their NWF Facilities Ltd Management and keep them informed of any developments/alterations/request from their client representative.
      3. Should any request be made to the officer that is not within their knowledge or power to undertake, they will escalate the problem to their CSM or in their absence refer the matter to the NWF Facilities Ltd Control Room Centre.
      4. If a request for assistance is sought and if the Communications Operator is unable to deal with the request, the NWF Facilities Ltd Duty manager will be contacted by the operator who will then liaise with the originating officer/client if appropriate.
      5. In exceptional circumstances, the Communication Operator will inform a Duty Director if appropriate.
   3. **Standard of Dress**
      1. Officers are to present themselves in a clean and smart manner at all times, wearing full uniform issued to them by NWF Facilities Ltd with rank insignias where appropriate. A very high standard of turnout is always expected. Unless otherwise detailed the dress code should be as follows:

**i) Light Blue logo Shirt:** Pressed and complete with and issued tie.

**ii) Dark Issued Trousers:** Pressed complete with issue belt (radios and other

equipment may be carried)

**iii) Socks:** Dark coloured socks should be worn (No Patterns)

**iv) Boots/Shoes:** Plain Black boots/shoes highly polished.  
**v) Hat:** If applicable

**vi) Jacket** Issued jacket with Identifying badges and High Visibility.

**vii) Identity Authority** Valid for 12 months from date of issue.

**viii) SIA Badge.** Valid SIA badge on show at all times.

**viiii) Access control and Patrols.** Officers must be wearing High Visibility Jkt.

1.3.2 The most important factor is deportment, i.e. physical bearing and manner in which you behave.

**Do not** slouch about

**Do not** adopt an aggressive stance/confrontational manner

**Do not** stand orwalk about with hands in pockets

**Do not** eat, drink, smoke, other than in designated rest areas, irrespective of whether on meal breaks or on/off duty

**Do not** travel to and from duty in uniform with the logo visible

**Do** act courteously at all times, even under provocation.

1.3.3 I.D cards must be worn at all times and valid SIA badge visible at all times.

1. **Duties**
   1. **Reporting for Duty**

2.1.1 You are required to arrive for duty 15 minutes before it officially commences, during this period you are to:

1. Book on via the Blip system or call control direct
2. Liase with the Site Representative or his/her nominee about the forthcoming day’s events and special action required.
3. Ensure that fire exits are not obstructed and that they are unlocked.
   * 1. You are to assist in opening and closing premises if required in accordance with the Site Requirements.

**2.2 General Duties**

* + 1. You should monitor the delivery area during deliveries and collections when relevant to do so
    2. To protect building belongings to the client from damage by fire or water and react in accordance with the procedures laid out should either occur.
    3. To ensure that all regulations of the client, affecting the security of it’s premises and to record the details in his/her pocket book, asking the finder to sign as correct then further reporting to the site manager as necessary.
    4. To maintain an accurate and up to date pocket notebook.

**2.3 Checking Procedures**

* 1. **Patrolling**
     1. Unless otherwise stated, you will be expected to patrol all areas of your site, especially areas deemed particularly vulnerable or of sensitive areas deemed to be of higher risk.
     2. Areas to consider patrolling or pay particular attention to may include (but is not exhaustive)

1. Fire Doors and their seals – Clear of Obstructions?
2. Fire escape corridors – Clear?
3. Windows – Secure?
4. Perimeter of Building’s
5. Perimeter Fence – Intact?
6. Public and staff only car parks
7. Delivery / unloading area’s
8. Staff Room
9. Council offices
10. The Pond area.
11. Cleaners Cupboards
12. Reception areas.
13. Staff and Public Toilets.
14. Patrol points (19) of them internal and external Patrol points
15. All Patrols are to be logged and recorded onto DOB regardless if incident occurred or not.
    * 1. Please liaise regularly with your site manager/supervisor to establish whether they require a change to the agreed patrol routes.
      2. Patrols should take place in the following sequence to ensure all areas are covered

All Patrols must be conducted with full use of Radio Communication with the Access control officer in the cabin, at no times is an Officer to deploy on a patrol with out Radio communications (Checked prior to patrol) in addition the officer must have a Mobile phone for Emergency back up to use to contact the Emergency Services if required, this will be a working phone only and personal calls are not to be made, disciplinary action will be taken against officers who fail to follow these instructions. If conducting night patrol’s officer to be dressed fully with high visibility jacket and equipped with a fully functional torch and notebook. On completion of Patrol entry to be made into the Daily Occurrence Book (DOB) if incident noticed whilst on patrol reporting procedures apply as in who needs to be contacted (Emergency contact procedures).

**2.5 Breaks**

* + 1. Breaks should be taken at times agreed by the client. They should not be taken during periods. Although sites may vary as far as refreshment periods are concerned, usually a total of one hour is permitted for breaks. This is made up of 15 minutes during the first part of the shift, a half an hour halfway through and a further 15 minutes during the second part of the duty.
    2. Prior to taking breaks you are to inform either the manager, or a senior member of staff, paid breaks must be taken on the clients premises.
  1. **Leaving Site**
     1. Officers are to remain on the clients premises at all times unless:

1. The manager/Control room grants permission.
   * 1. In that case, the manager or a senior member of staff should be informed. Control room must be informed of all decisions and also Contract Manager.
   1. **Handover Procedures**
      1. All officers on multi-man sites, especially those on the late or night shifts will not stand down from duty until they have been relived and if appropriate have their supervisor’s permission.
      2. Before leaving you must ensure all documentation is complete, i.e. Daily Occurrence Book, Site Attendance Record (Signed by the client), pocket book, etc.
      3. If at sites where there is no requirement to ‘Handover’ to another officer, you must ensure you have the permission of the site manager/supervisor before you leave.
   2. **Access to Site**
      1. Only authorised persons will be allowed on the premises outside normal business hours.
      2. Should access be requested from anyone not so authorised, action should be taken in accordance with Access Control to the Premises as shown on Page 9 of Section 1 and the section ‘Accountability/Restrictions’ shown on Page 2 of Section 2
2. **Equipment**

**3.1 Radio Use and Issue**

3.1.1 If radios are issued to Officers, it is important you safeguard such valuable property and you must ensure radios are correctly issued and returned and the appropriate log completed. It will be the responsibility of each officer to ensure all radio equipment is correctly accounted for. Each complete unit cost in the region of £700

* + 1. It is the responsibility of the receiving officer to ensure that it is in working order and that the battery is recharged at the end of the duty ready for the next day’s shift. During breaks, the site manager may request the radio be left with a member of staff in case an emergency arises.
    2. If there is a radio within the premises linking various stores to a town ‘Radio Net’ system and the police, correct radio procedure should be maintained at all times. Using the radio as a chat line is NOT permitted.
    3. The phonetic alphabet is shown for your attention at Appendix C or in the Aide Memoir
    4. A handover/take over log must be maintained to acknowledge receipt of Radios, also entries to Officer’s notebook’s should also be used.
  1. **CCTV**
     1. If there is a CCTV system in use on the premises, you should ensure it is used according to the CCTV Code of Practice and with the Council. This will be reviewed as the situation changes as to officers responsibilities as any officer employed in such a role will be badge accordingly with the SIA.

1. **Documentation**
   1. **Booking in Register**
      1. All personnel working in the premises should book in and out in the appropriate register when entering or leaving, this includes when leaving for breaks.

4.1.2 The security officer is to check that all staff, book in as required this includes contractors and other visitors to the premises. It will not include the general public.

* + 1. When members of staff leave the site, you should ensure they only leave via the specified exit and that they sign out accordingly
  1. **Daily Occurrence Book**
     1. All occurrences should be noted in the NWF Facilities Ltd Daily Occurrence Book provided, each occurrence should be timed and serialised, any errors made should be struck with a single line and initialled by the officer completing it
     2. The incoming officer will ensure they brief themselves with all relevant events, which have occurred since last working on this site.
  2. **Client Incident Report**
     1. These Incident Report forms should be used for any incident within the premises, a copy of which should be retained by the client.
  3. **Accident Register**
     1. The client maintains the Accident register, all accidents whether to the public or to a member of staff, no matter how trivial, must be entered in the accident record book. It should be completed by all persons who sustain an injury on the premises, giving brief details of how the accident/injury occurred and the action take.
     2. If they are unable to complete it, it should be filled in on their behalf and endorsed to this effect.
     3. In addition to the above, any injury sustained by a NWF Facilities Ltd Officer should also be reported to the Operations Control Room who will maintain such incidents in the appropriate accident book and to the Health & Safety Manager using the NWF Facilities Ltd Accident Report form. A full written report, with statements, if possible, must be submitted and attached to the Accident Report Form. The completed Accident Report must be forwarded within 5 working days, to:

1. **Other Instructions**
   1. **Arrest/Detentions**
      1. Arrest and detention of anyone committing an arrestable offence on the premises, should be carried out in accordance with the policy of that client taking into account guide lined from the Police and Criminal Evidence Act.
   2. **Cash Transfers**
      1. During the course of your duty, you may be called upon to escort cash to and from the cash office; you should not carry or handle cash under any circumstances. (You are not insured to carry cash) Uniformed deterrent only and Escort.
   3. **Health & Safety**
      1. Officers should carry out all duties delegated to them by the Store Manager, providing they are of a security or Health & Safety at Work nature.
      2. Officers should be aware of the location of all fire fighting/first aid equipment and report any deficiencies to the site manager/Health & Safety Representative.
      3. You should ensure that all health and Safety Regulations are observed, and assist in the prevention of accidents.
   4. **Client’s Property**
      1. It should be emphasised that Security officers must not remove from site or consume any item, however small, which belongs to the client or his staff. Likewise, no equipment or apparatus belonging to the client should be used or tampered with without authority.
   5. **Relatives and Friends**

5.5.1 Security Officers as a matter of protection for themselves, must declare immediately any relationship, whether relative or previously known friendship with an employee of the client’s staff.

* 1. **Smoking**
     1. Do not smoke other than authorised place and never when talking to anyone other than immediate colleagues. Only smoke when on official break/Lunch etc.
  2. **Alcohol**
     1. Under no circumstances should any security officer employed by the company consume alcohol whilst on duty. Furthermore, if anyone reports for duty having consumed alcohol then that person may be sent home and disciplinary action taken.
  3. **Television**
     1. The use of television on site, whether the security officer’s own or the client’s is forbidden, and a breach of this rule are considered to be gross misconduct under the Company’s Terms and Conditions of Employment and the Discipline Code.

1. **Emergency Procedures**
   1. **Improvised Explosive Devices Threats (IED/Bomb) – Search and Evacuation Procedures – Introduction.**
      1. The overriding consideration when dealing with IED threats or the evacuation of premises must always be the safety of the public and members of the client’s staff.
      2. In order to ensure such safety, an agreed policy between the client’s management, and police should be in existence; it should be properly structured, and deal with any IED associated eventualities.
      3. These procedures give guidance to threats received but regular training sessions and practices should be implemented to ensure familiarity with any such plan.
   2. **Types of Devices**
      1. **Explosive**
      2. Explosive devices are used to create damage to property and persons by blast. They will normally contain the following:
2. An activator (Clock/Watch etc.)
3. Power Source (Battery)
4. A detonator
5. Explosive material
   1. **Incendiary**
      1. Incendiary devices are used to create damage to property and persons by burning. They will contain the following:
6. An activator (clock/watch etc.)
7. Power Source (Battery)
8. Main ingredient – (Sugar, weed-killer, petrol, paraffin, lighter fluid, matches or some other flammable material.)
   * 1. Explosive and incendiary devices are highly dangerous from the moment they are assembled. The actual time of detonation is usually accurate as clocks and digital watches are often used to activate the electric contact required to set off the device.
   1. **Information**
      1. The following Procedures should be considered when an IED threat is made against the premises where you work.
      2. The receipt of information containing an IED threat against the client’s premises may be communicated by a number of means, by:
9. Direct Telephone call – person making the threat
10. Police
11. Press/Media or other agency
12. Documentary (letter etc.)
13. In person – if suspicious package found by an innocent party.
    * 1. The method of receipt of such information will provide guidance to make an evaluation and response to the threat. It is, therefore, essential that the information received is carefully and accurately recorded using the appropriate “Receipt of Threat” form a copy of which is shown at Appendix A.
      2. Should you be the person receiving the threat via telephone as in the case of (i) above you must attempt to alert a colleague to make them aware of the nature of the call, then, without interrupting the caller elicit as mush information as possible by use of the prescribed form.
    1. **Telephoned Warnings**
       1. If you receive a telephone call telling you that there is an Improvised Explosive Devices in the premises you are guarding **DO NOT PANIC**.

* Keep the person **TALKING** as along as you can
* Ask **WHERE** the **IED** is
* Ask **WHEN** the **IED** will go off
* Ask **WHY** these particular premises have been chosen
* Ask for the person’s name
* Ask him/her where they are speaking from
* Listen for background noises – traffic – music – children – machinery – etc.
* See if can recognise any accent – English – Irish – Welsh – etc.
* Does the man or women telephoning sound nervous – confident or show any other particularities of behaviour
  + 1. When the person rings off – notify the Site Manager – Police – NWF Facilities Ltd Operations Control Room.
    2. Be prepared to answer all the above questions from the Police or Army when they arrive, and then carry out their instructions. Make sure you keep the NWF Facilities Ltd Operations Control Room informed all the time of what is happening.
  1. **After Bomb Threat Telephone Call Received**
     1. On completion of the receipt, it is necessary to immediately contact the senior manager in order that an evaluation of the threat may be made to determine whether it is genuine or not.
     2. Based on the information received, a decision will be made whether to contact the Police by use of the ‘999’ emergency system
     3. It will only be in the worst-case scenario that an evacuation of the premises will take place before the commencement of a full search is undertaken. This is likely only to occur if:-

1. An Improvised Exploded Device has exploded.
2. A suspicious package is found before any threat message received.
   * 1. Below are given basic hints and procedures
   1. **Search**
      1. In order to ensure a quick and thorough search is made, it is important to utilise all resources available, therefore, all members of staff should be considered to assist in the task. The list is not exhaustive but includes:

* All security staff
* Members of Management and other staff
* Cleaning Staff
* Contractors
* Police
  1. **Device Found**
     1. If a suspect is found prior to any threat being received and prior to any other action being implemented, the manager should be contacted and Police should be called by dialling 999. If the manager agrees, the immediate evacuation of the premises should commence.
     2. If a suspect device is found as a consequence of a threat made and a search initiated, then an assessment will be made by the manager and senior Police Officer (who will be aware of the relevant terrorist threat) whether to evacuate the premises.
     3. The device should not be touched or moved. The area should be isolated and all persons should keep well away. No radio communication should make close to such device. Fire extinguishers should be made available and if manager agrees the Fire Brigade summoned.
     4. During this time it is extremely important to obtain details of any witnesses to the finding of the suspect service and the description of it – i.e. size, colour and weight in order to provide such information to the emergency services.
     5. **Its is essential that all officer are continuously alert and ware that a bomb threat may come at any time of the day or night or that a suspicious package may be found.**
  2. **Vigilance & Alertness on Duty**
     1. Keep an eye for any suspicious parcels or packages. If you see something left outside the door or gate of the premises that was not there **before DO NOT TOUCH OR MOVE IT – INFORM THE COMMUNICATIONS CONTROL ROOM IMMEDIATELY**. If member of the Clients staff are on the premises, inform them as well.
     2. **DO NOT** try to move anything that is suspicious, and whatever happens **DO NOT PUT ANY PACKETS INTO WATER OR SAND** . Leave it where it is and inform the Control Room.
     3. Watch out not just for intruders but also for anybody or any vehicle acting suspiciously not only on but also in the near vicinity of your site.

**N.B Procedures for dealing with other emergencies leading to an evacuation are also dealt with elsewhere.**

* 1. **Evacuation of the Premises**
     1. The order to evacuate should be given at all times when there is an immediate danger within the premises to the public, i.e. suspicious package found, bomb Threat, or Fire. A member of management should initiate this.
     2. Once the decision to evacuate the premises has been made, the pre-planned policy should be adopted. The method of its communication should not cause alarm or distress amongst the public or visitors. An automatic recorded evacuation message or shop alarm bells may be used and the public will leave via the nearest available exits. (Providing this does not take them past the suspect device)
     3. Every assistance should given to the elderly and the disabled
     4. In the event of a prolonged evacuation, there may be an agreement with the management of nearby premises to re-locate to their building.
     5. Should it be necessary to completely evacuate the premises, then consideration will be given to requesting BT (or other telephone line provider) to intercept all telephone calls and have them diverted to the evacuation premises where a temporary information room may be established.
     6. The decision to re-open the building will be made by the manager in conjunction with the senior Police Officer present once all are satisfied the risk of an explosion no longer exists.
  2. **Unattended Packages**
     1. Follow instructions from the manager as per procedures
     2. Unattended packages should be reported to the management immediately attempts should then be made to find the owner, remembering not to open/move the package. Ensure the police are informed as well as the management.

1. **Fire**
   1. **In the event of fire, you are to carry out the following in conjunction with the specific site emergency/evacuation instructions:**
   2. Raise the alarm using the quickest and safest means
   3. Call for the fire brigade (even in most minor cases)
   4. Make one quick attempt to extinguish the fire **(IF SAFE TO DO SO)**
   5. Assist in the evacuation of the premises using the safest possible exit checking changing rooms, toilet, etc.
   6. Once everyone has been evacuated, a nominal role of staff should be taken at the specified evacuation, rendezvous point.
   7. In all cases the Management are in control, you are to afford them any assistance they require.
   8. It is up to individual officers to make themselves conversant with the evacuation rendezvous point and public relating to fire.
2. **Flood**
   1. In the event of a flood, you are to assist the management in containing the incident until the relevant agencies arrive.
   2. Where there is a danger from electricity, power to the affected area should be isolated.
   3. Officers should make themselves aware of the client’s emergency procedures concerning floods.

End

**All Regular and permanent officers to read and sign that they have understood the Assignment Instructions failure to comply with the site instructions could lead to Disciplinary action being taken against individuals.**

**All Regular officers to re- familiarise themselves with the A/Is every 3 x Months and sign again.**

**All cover officers prior to commencing the duty must read and sign.**

**Name…………………………Date………………………………………….**

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