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HOW TO USE THE DOCUMENT

When you want to publish this document, all of the text in "Section 0" can be deleted. This will not affect numbering etc. in other sections. Items have been coloured to indicate they need replacing with appropriate text or deleting if not to be used.

Contents

SECTION 1 INTRODUCTION & GUIDE

1.1 PURPOSE OF THE MANUAL

The purpose of this manual is to provide an authoritative reference to the correct procedures and responsibilities of the SO ("Security Officer") whilst on site.

In addition, it is an up-to-date and comprehensive set of specific instructions and general information relevant to all of the duties of the SO, all housed in one place!

Apart from where specific other Registers, Logs etc., which are used for specific tasks, are referred to everything the SO needs to (and should!) know is contained within this manual.

1.1.1 REVISIONS TO THE MANUAL

From time to time it will be necessary to revise parts of the information contained in this manual.

A note that revisions have been made will be placed in 2.3 with space for each SO trained for the Site to sign to say that he is aware of, and has understood, the amendment.

This section must be checked at the beginning of <u>every</u> shift <u>without fail</u>.

When all SOs have signed, the original must be returned to the FM and a copy passed to Security Control.

1.1.2 NEW SECURITY OFFICERS ON SITE

When training a new SO for the site, the <u>first</u> action should be to acquaint him with the existence of this manual. He should then be given time to read each section <u>before</u> being physically shown the duties referred to.

In addition, the FM should be informed of any such training by the completion of a copy of the form at the end of this section.

1.1.3 ABBREVIATIONS

To somewhat reduce the length of this manual and the number of times it needs to be reprinted abbreviations and job titles etc. have been quite frequently used.

Some of these will be fairly obvious after a while - e.g. **SO** = Security Officer - some will be less so. Therefore the abbreviation is explained in brackets and quotation marks after it's first use in <u>each</u> section. One example you will have already come across is:-

Sec 1.1.1 " the responsibilities of the SO ("Security Officer") whilst on site "

1.1.4 USE OF GENDER

Throughout this manual we have primarily used the male gender – he / his / him etc. Nothing should be read into this … the female gender is also included, English just doesn’t have a gender neutral word and (s)he his / her etc. is clumsy!

SECTION 2 USE & CONTENTS OF THE MANUAL

2.1 GENERAL INSTRUCTIONS

2.1.1 CARRYING OUT DUTIES COVERED BY THIS MANUAL

All of the duties contained in this manual are an integral part of the assignment, and must be completed as such. Each SO coming onto the site is responsible for ensuring that

- The contents of this manual have been read and are fully understood
- The duties and responsibilities contained herein are carried out in accordance with these instructions

"I didn't know I had to do it" is not an adequate excuse for not completing duties. "I didn't understand how to do it" is only a valid excuse the first time the Officer is on site. It is then his own responsibility to ensure he is shown.

2.1.2 DIFFICULTIES ENCOUNTERED IN CARRYING OUT DUTIES

The correct method for carrying out all but the most obvious of duties are contained in this volume. If there is something missing, or not explained clearly or fully enough, bring it to your manager's attention and this will be rectified.

Where there is difficulty caused by someone else's not understanding, or being aware of, the information contained herein, again this should be brought to the attention of your manager. However, that does not change the validity of the information here at the time.

Where this creates difficulty with the individual concerned, it should be politely pointed out to them that for the time being you will have to proceed as per these instructions, but that you will bring the matter to your manager's attention. You could also suggest that they do the same.

2.1.3 CONFLICTS BETWEEN INSTRUCTIONS

Where there is a conflict between what you have been told is the correct procedure (whether it be by another SO, a member of staff, or anyone else) and what is written in this manual as the correct procedure, then the written information in this manual always takes preference.

Please note, however, that where any individual is following procedures not in line with these guidelines, this should be brought to the attention of your manager, not to the individual.

Your manager will be responsible for ensuring any misunderstandings or ambiguities in this manual are corrected.

2.1.4 'PERSONALISATION' OF THE MANUAL

Personalisation of this manual is not to occur, for any reason. Personalisation includes, but is not limited to, any of the following:-

- writing on any of the pages
- crossing out any information
- the addition of any other pages, forms, plans, maps, sheets of paper or post-it notes, other than those specifically authorised by the FM
- the removal of any pages, forms, plans, maps, etc. other than those specifically designed to be copied, in which case the item should be copied and returned to the correct place immediately.

The ONLY exceptions to the above are "Security Memo" forms and "Update" memos being added to and removed from Sec. 5 of the manual, which shall be deemed to be authorised by the FM.

2.2 REFERENCES TO SECTIONS

Every effort has been made to keep all related subject matter together in the same place for ease of use. However, there are instances where reference has to be made to other parts of the same section, or other sections of this manual. To reduce the possibility of confusion, the style of the reference has been kept to a standard format, as outlined below:-

[See Sec 1]	Reference refers to the whole of Section 1 of the manual.
[See Sec 3.1]	Reference refers to the whole of the first part of Section 3 - i.e. all points in Section 3 numbered 3.1.1, 3.1.2, 3.1.3, etc.
[See Sec 3.1.2]	Reference refers to the whole of the specific point in Section 3 numbered 3.1.2
[See Sec 3.1.2.1]	Reference refers to the specific sub-point in Section 3 1.2 numbered "3.1.2.1"

etc.

2.3 CHANGES TO THIS MANUAL AND OTHER INFORMATION

On the next page(s) you will find details of:-

- any recent amendments to the manual (the actual amended sections / pages should be inserted within the body of the manual, in the appropriate place).
- temporary amendments to operating instructions
- up-to-date information concerning Company staff changes (starters and leavers)
- a general nature which should be disposed of once all SOs have seen them (e.g. "All Staff" type memos).
- Information being passed on by previous SOs on duty, in the form of 'Security Memo's

This sub-section MUST be checked at the beginning of every shift, and anything requiring acknowledgement or reply dealt with as soon as possible.

Only authorised information as above is to be placed in this section.

SECTION 3 ASSIGNMENT INSTRUCTIONS

3.1 SITE INFORMATION

Assignment:	[Name of assignment]	
Guards Base:	[Base]	
Telephone No.:	[Phone Number]	
Hours of Duty:	One Security Officer:-	
	Monday to Friday	1700-0900 hours
	Saturdays, Sundays & Bank/Public Holidays	24 hour cover

3.2 CHECK CALLS TO CONTROL

On commencement and termination of each shift, the SO ("Security Officer") must telephone the Control Centre, and book on and off duty, giving his name and assignment code. He must also confirm that he has in his possession all necessary keys.

Thereafter check calls must be made to control at one and a half hourly intervals, commencing at 2200hrs, i.e. 2200, 2330 and 0100 hours, etc. All check calls are to be made from extension ????, located in ????. NO other extensions should normally be used except in an emergency. In such an instance, the extension number used and the reason for the call must be entered in the Incident Log.

3.3 EMERGENCY CONTACTS

The “Key Holder" contact numbers listed under Sub Section 9.5 are for the use of the Controller only, unless the SO on duty has been given authority by the Duty Manager to call the emergency contact, at the time and for a particular incident.

All incidents must be reported to the Control.

NB In all incidents of intrusion or vandalism inform the Police by dialling 999 emergency service. Keep persons under surveillance until the arrival of the Police. Do not attempt to detain suspects.

3.4 GENERAL INSTRUCTIONS

3.4.1 TELEPHONE CALLS

Under NO circumstances are the establishment telephones to be used for private calls, ONLY for check calls to Control or to report incidents. A pay phone is located in […]

All calls made are recorded on a computerised logging system. Unauthorised calls will be charged for and will carry an additional administration charge of £20.00 per call.

3.4.2 MEAL BREAKS

Meals and beverages are to be consumed in […]. No food or drink is to be consumed at the Reception desk.

The kitchen facilities may be used (e.g. microwave, plates, cutlery, etc.) but UNDER NO CIRCUMSTANCES is the SO to use any consumable items from the Kitchen or the Kitchen Store. The kitchen, and any equipment used there, must always be left as it is found, in a clean and tidy condition.

The Kitchen Store is out of bounds at all times except in genuine and immediate emergencies, which must be notified to Control at the earliest opportunity and recorded in the Incident Log.

3.4.3 DUTIES

Standard security procedures are to be adopted with regard to the security of the buildings, its contents, health, safety and wastage.

Carry out ALL the Daily and Periodic Duties which are described in this manual, as well as any "one off" requirements notified either verbally, or via written instructions. If any of these duties are not carried out it must be logged in the Daily Report Log with the reason WHY.

3.4.4 USE OF TELEVISIONS & RADIOS

The use of these is ONLY allowed:-

- when ALL other persons (including Client's staff and contractors) have left the premises, or after 10.00pm whichever is earlier
- before 07:00am, or until other persons (including Client's staff and contractors) arrive on the premises whichever is earlier
- in the Reception area, not in any other part of the building
- so long as it DOES NOT interfere with the SO's duties or the Client instructions with regards to work to be carried out during the tour of his duty

No other equipment whatsoever is to be used, without prior authority on each specific occasion. This will only be given in exceptional circumstances.

SECTION 4 DISCIPLINARY RULES & PROCEDURES

4.1.1 REPORTING FOR DUTY

- The SO must check into his base area at least 10 (TEN) minutes before his tour of duty is due to commence.
- Under no circumstances is the SO to leave his assignment without being correctly relieved.
- The SO must check in immediately with the control to notify his arrival on the assignment.

4.1.2 FAILURE TO REPORT FOR DUTY

- If, for unforeseen circumstances or conditions beyond the SO's control, i.e. sickness, car breakdown, etc., maximum notice MUST be given to the control.
- Failure to turn up without notification will be looked upon as incompetence and will result in the immediate termination of the SO's employment.

4.1.3 SMARTNESS/POLITENESS

The SO is normally the first person seen by a visitor to the premises. On the initial impression he gives, this will reflect on the judgement placed not only on his firm, but on the client firm. The SO MUST ALWAYS BE SMARTLY DRESSED, POLITE and ALERT AT ALL TIMES.

When talking to any person, whether he is a visitor, senior member of management or any other employee, always be polite. There is NO EXCUSE for rudeness at any time WHATEVER the provocation.

4.1.4 DRESS/UNIFORM

The full uniform supplied MUST BE worn at all times when on duty, and no addition may be made. During hot weather the tunic or jumper may be removed, BUT **TIES, SECURITY EPAULETS** and **ID CARD MUST be worn all times**. **Black shoes and socks must be worn (NO TRAINERS OR WHITE SOCKS ALLOWED**

4.1.5 ALCOHOL

Under no circumstances is the SO allowed to consume alcohol or any form of drugs whilst on duty or on a break during his duty period. All Public Houses, Bars and Hotels are out of bounds. The SO is NOT to SMELL of ALCOHOL at any time while on duty.

4.1.6 EQUIPMENT

Any equipment or Keys issued to the SO will be his responsibility and must carefully and reasonably used. Uniforms must only be worn when on duty. No part of the uniform may be worn when off duty (except when travelling to and from duty).

4.1.7 TIDINESS / PRESENTATION

As with Smartness and Politeness the SO is often the first person seen by a visitor to the premises, so the first area seen is where the SO is working. The Company will be judged by the impression given by this area.

It is therefore vital that the area be kept presentable at all times, and not with the maximum amount of books, post-it notes, newspapers etc. spread around the work surfaces.

- Books and logs when not physically in use must be returned to correct location.
- Notes must be made in correct Logs and registers, not stuck on Post-Its.
- All paperwork must be actioned and filed at the earliest opportunity

In other words, a general attitude of tidiness must be maintained at all times, and backed up by actions. This applies as much to what is behind/under the desk as it does to what is in front of/on it.

Desk drawers and cupboards provided for storage of blank forms, pens, stationery, etc. should also be kept in a neat and tidy manner, and not used as a dumping ground for any oddments which "may be useful one day".

4.1.8 PERSONAL BELONGINGS

Personal belongings are brought on site at the SO's own risk. Whilst on the premises, they must be kept tidily, and so as not to interfere with operational equipment, and out sight of staff and visitors.

Personal belongings are not to be left on the Client's premises, except that this rule may be relaxed during weekend shifts where the SO is working "one shift on, one shift off" - i.e. working Friday and Saturday night, Saturday and Sunday day or Saturday and Sunday night.

4.1.9 GROSS MISCONDUCT, WARRANTING DISMISSAL

- Repeated serious misconduct.
- Endangering the safety of others.
- Theft or wilful destruction of property.
- Deliberate false or misleading statements.
- Sleeping on duty.
- Leaving the assignment unattended.
- Misuse of the clients equipment (i.e. telephone use for private calls, use of kitchen facilities).

SECTION 5 PATROLLING OBJECTIVES & PROCEDURES

5.1 PATROL FREQUENCY

In order to ensure that the premises remain secure from intruders and vandals, and to minimise the risk of damage caused by fire, gas leaks, floods, chemical leakages and so on, patrols are to be carried out at approximately 1½ hourly intervals.

It must be CLEARLY understood that a patrol DOES NOT consist of rushing from one end of the building to the other in the shortest possible time ! The SO ("Security Officer") must keep alert to anything that seems out of place.

5.2 PATROL OBJECTIVES

1. To check for any possibility of FIRE and take action to prevent it.

2. To ensure that the building is secured from any danger of FLOODING (burst pipes, taps left running, leaking roofs...etc).

3. To ensure that the premises are secured from the risk of damage by HIGH WINDS as far as is practical.

4. To ensure that the premises are clear of INTRUDERS and VANDALS and secured against access by them.

5. To ensure that NO VENDING MACHINE (drinks, food and cigarettes), CHANGE DISPENSER, EQUIPMENT and MACHINERY has been interfered with.

5.3 THINGS TO WATCH OUT FOR AND REPORT

- Report immediately any unusual occurrences, (such as power failures, broken windows, damaged fittings or evidence of intruders on sit to Control.

- Note any internal alarm indications and record in the Fault Log.

- Note any repairs or maintenance required and record in the Maintenance Log.

  Examples of these are lights that are not working, leaking roofs, damaged doors, locks or windows and anything that may be considered to be a hazard to personnel on the site.

- Wherever possible, turn OFF machinery and equipment which has been left on. However, DO NOT turn off computers, VDUs, or printers.

  If in doubt, DO NOT turn the item off, but make a note that it has been left on in the Incident Log.

- Look for any loop-holes in the security of your assignment and report it immediately.

5.4 FIRE PRECAUTIONS

- Ensure that all fire appliances are intact, correctly located, clean and free from any obstructions.
- Ensure that all fire escapes, corridors and doors are clear and free from obstruction.
- All heaters should be turned off except those which are designed to run at night. These should be kept clear of combustible material.
- Check for any smouldering fires which may have started.
- Maintain a regular check on any plant or machinery which is left running. Also any plant or machinery which has been switched off and is still cooling down.
- Check all gas and electrical appliances such as soldering irons, kettles or cookers in canteens are switched off.
- Check for waste and rubbish left in and around the premises, where they could contribute to fire.
- Check for flammable liquids or other dangerous substances not kept in clearly labelled flammable stores.

If you suspect a fire, DO NOT search for it on your own, CALL the Fire Brigade.

5.5 "DO"S AND "DON'T"S

DO

- Cultivate a suspicious mind.
- Be observant.
- Report and record all incidents, however minor.

DON'T

- Tackle intruders - call the police
- Use lifts - you could be trapped
- Be afraid to call the Police if even slightly suspicious.
- Be afraid to call the Fire Brigade to EVERY fire, SUSPICION of fire or SMELL OF SMOKE. The Fire Brigade would rather be called out on what turns out to be a false alarm than come along and find they have a major fire on their hands.

  (Even if a SO extinguishes a small fire himself he should always inform the Fire Brigade. In this case the 999 system is not used, but the Fire Brigade is telephoned on the normal exchange number).

SECTION 6 PATROL INSTRUCTIONS

6.1 INTERNAL PATROLS

6.1.1 INITIAL PATROL - ALL AREAS

The items below are to carried out on the initial patrol of all areas

- Check that all windows are closed (and if a lock is fitted, locked)
- Check that all vertical blinds are drawn and all horizontal blinds lowered. They should however be left in the "open" position for maximum visibility
- Turn **OFF** all lights that are not necessary for security purposes
- Ensure all internal doors are properly closed, and where appropriate, locked (doors with a notice stating "Fire Door - Keep Locked" should be locked already – if not lock the door and record it in the Incident Log)
- Note the names of any staff still working in the Incident Log

6.1.2 SUBSEQUENT PATROLS

- Check generally for fire and/or safety hazards, leaks, or any other potential risks.
- Check for any signs of tampering or attempted entry through external windows and doors.
- Ensure that lights are switched OFF behind you, unless they need to stay on for security purposes.
- <u>Visually</u> check computer rooms for fire and/or safety hazards, leaks, or any other potential risks.
- Check the plant room for fire and/or safety hazards, leaks (water or <u>gas</u>), or any other potential risks. Also check for alarm lights.

6.2 EXTERNAL PATROLS

External patrols should be made just before a check call is due to be made, so that if any difficulties are encountered, there will be a fairly swift realisation by control that there is trouble at the site.

At least two external patrols of the perimeter of the building should be made during each shift, and anything found to be amiss should be recorded in the appropriate Log.

Obviously, vandalism should be reported immediately if the culprits are actually spotted.

Public use of the Company Car Park, again, is not allowed. The individual should be politely told this and asked to move on.

The registration number of any car seen using our property as a private racetrack should be noted down and reported to the Police.

SECTION 7 RECEPTION DUTIES

7.1 FAMILIARISATION & HANDOVER

The Receptionist is on site until 17:00, and is responsible for the Reception area and for the duties relating thereto (operating switchboard, greeting visitors, issuing passes, etc.) up until that time.

The first few minutes of duty should therefore be used for:-

- Collection of relevant notes, instructions and mail
- Familiarisation with any amendments to the Site Security Instructions
- Familiarisation with current daily logs
- Familiarisation with any special tasks or requirements for the shift contained in the Reception diary

The Receptionist will also pass on any relevant information either for yourself, or which needs to be relayed to the AM Receptionist who will relieve you.

The Receptionist is on duty from 08:45 and is responsible for the Reception area and for the duties relating thereto (operating switchboard, greeting visitors, issuing passes, etc.) from that time. The last fifteen minutes of the tour of duty should therefore be used for:-

- Filing of logs etc. and copying/distribution of any which need to be brought to any individual's attention.
- Ensuring that all keys used during the shift are returned to their correct locations
- Passing on any relevant information either from yourself, or from the PM Receptionist from the previous evening.

You should also remain available to cover the Reception area should the Receptionist need to leave the area for any reason, for instance to collect any relevant notes, instructions and mail from the Communications Room.

7.2 EVENING SHIFTS

The SO ("Security Officer") will usually take over responsibility for the Reception area and the duties therein once the Receptionist has left. These will include:

- Issuing and receiving passes as required
- Operating switchboard / telephones

Remain in Reception until all staff, visitors and contractors are OFF site or until 2000 hrs, whichever is the earlier, unless an emergency specifically requires you to leave the area.

In such a case, the main entrance / exit door must be LOCKED and the telephones placed on NIGHT SERVICE. The nature of the emergency must be entered into the Incident Log at the earliest opportunity.

At 20.00 hours (or once all persons are off site, if earlier)

- LOCK the main entrance / exit door

- put telephones onto Night Service

At 07:00 the main entrance / exit door should be UNLOCKED and the switchboard taken OFF Night Service.

Remain in Reception, again carrying out the Reception duties unless an emergency specifically requires you to leave the area.

In such a case, the main entrance / exit door must be RELOCKED and the telephones placed back on Night Service. The nature of the emergency must be entered into the Incident Log at the earliest opportunity.

7.3 WEEKEND SHIFTS

Weekend Shifts, for the purposes described in this section, are:-

- The second half of the Friday night shift
- The Saturday day shift
- The Saturday night shift
- The Sunday day shift
- The first half of the Sunday night shift

Throughout the Weekend Shifts the main entry / exit door should remain locked, and the switchboard left on Night Service. If preferred, the switchboard may be taken off Night Service, whilst the SO is physically in Reception but must be put back on whenever Reception is unattended.

There are no official "Handover" periods between SOs' shifts (other than the arrival of the replacing SO 10 minutes before the start of his duties). However, the duties outlined here must still be carried out at the start and end of each tour of duty, and should therefore be completed in the first / last fifteen minutes of the shift.

SECTION 8 PERIODIC DUTIES

8.1 INTRODUCTION

Throughout these Site Security Assignment Instructions, tasks are referred to which need to carried out on a daily or weekly basis. A list of these tasks have been collected in this section in order to give a simple, concise list of tasks.

Ongoing duties, such as answering phones, booking in visitors, equipment, etc. are not included in these lists, but are obviously to be carried out as and when necessary.

It is vital that these tasks be carried out in accordance with the guidelines given in these instructions. Where tasks are referred to in more detail within this manual, the section covering it has been noted on the check list. If any of this is unclear, please ask for a more detailed explanation.

8.2 DUTIES CHECK LISTS

Most of the "Daily Duties" will be relevant to all shifts, regardless of whether the shift follows on from a Receptionist's Duty period or another SO's. Even though a duty may not appear applicable, it should still be checked to ensure that it has been done, and ticked in the space provided.

Weekly Duties have been assigned to the Weekend shifts, because although the "Daily Duties" are still to be carried out, it is unlikely that in reality there will be much to do. The Weekly Duties Check List has therefore been kept separate to the Daily Duties. Weekend shift SOs will therefore need to complete two check lists.

The last two pages of this section comprise the Daily and Weekly Check Lists. However, please use the samples from the "Original Forms" section to produce copies for actual use (otherwise the punched holes will also be 'copied'!)

8.2.1 COMPLETION OF DUTIES ASSIGNED TO SHIFT

All of the duties described throughout these Instructions are an integral part of the assignment, just as much as the security of the building.

Each duty MUST be carried out as instructed. If it is not possible to complete a particular duty, this fact - and an explanation as to why not - must be noted on the relevant Check List.

Overnight, the duties laid out in the "DAILY DUTIES - CHECK LIST" need to be carried out, and marked on the sheet when completed, not before they are done nor en masse at the end of the shift.

At the end of the shift, enter your name on the bottom of the duly completed form, sign it, and leave it in the […].

8.2.2 MAKING NOTES

Any notes which refer to the completion (or non-completion) of the appropriate tasks during the shift are to be made in or on the back of the relevant sheet, with an asterisk next to the item on the front to indicate the note.

In many cases, a lot of writing can be saved by using a photocopy of the plans / drawings contained within this manual, highlighting the item on the plan and writing a simple description on the reverse of the sheet.

SECTION 9 EMERGENCY PROCEDURES

9.1 PHONE FAULTS

9.1.1 WHO REPORTS FAULTS ?

Generally speaking, any faults with the phone system should be reported through the Receptionist.

9.1.2 MAJOR ALARMS

For **MAJOR** alarms when the Receptionist isn't on site, security staff should report faults directly.

In the event of a major alarm, establish more background to the fault. Check:-

- Can we still make outgoing calls ? Phone an outside no. which is known to be OK - home no ? - and ensure the ringing tone is heard.
- Can we still make internal calls ?
- Can we still receive incoming calls ? If there are no calls coming in at the time (and we **CAN** still make outgoing calls) then check this by phoning out and back in again on the main number. The switchboard should buzz if OK.

9.1.2.1 HOW TO REPORT FAULTS

Faults should be reported using the number(s) and the references shown under 9.5.2.

Once you get through, it is very important that the following information is given:-

"We are [Company], the telephone number is [Telephone Number]

As well as reporting the fault, describe the symptoms of the fault to the operator – e.g.

- Lost all incoming lines through our normal system
- Lost all outgoing lines
- Lost everything except pay phone!!

Before hanging up, ask the operator for a Job Reference number. This should be entered in the diary, along with a note of the time the fault was reported, in case we have to chase them up to find out what is happening.

9.2 FIRE EVACUATION

The essence of the Fire Evacuation plan is to ensure two things:-

- That all areas of the building are clear of staff, visitors, contractors, etc.
- That all staff, visitors, contractors, etc. are accounted for once outside the building

These two goals can be accomplished independently so that if, for instance, there was an alarm during a lunch period when it is not possible to confirm all areas are clear, we can still confirm to the Fire Services that we have accounted for everyone who would have been in the building at the time.

Tasks to be carried out during an evacuation have been delegated to three types of responsible officers - BSOs ("Building Safety Officers"), SFOs ("Section Fire Officers") and the DR ("Duty Receptionist").

The duties and responsibilities of each type of officer are outlined below.

9.2.1 ROLES AND RESPONSIBILITIES

9.2.1.1 BUILDING SAFETY OFFICERS (BSOs)

BSOs should indicate that they are at their station each day by […]. It is vital that this is done every day as a matter of habit.

Additionally, the BSO should be informed by Reception if any zone does not have an SFO marked in. In this instance, the BSO will then task another responsible officer (SFO or another BSO) to take charge of that zone for the period required.

In the event of an alarm the BSO will immediately make his way to the front of Reception, whenever possible taking his BSO Pack with him. He will then.....

- Collect the SFO Emergency Packs and Visitors / Contractors Log from Reception
- Check and Record that all SFOs report their Zone clear
- Check and Record that all SFOs report all staff from Zone accounted for
- Check and Record details of the cause of the alarm, and that the Fire Service has been called
- Pass on relevant facts to the Fire Service on arrival
- Authorise staff to return to the building once the emergency is over

9.2.1.2 SECTION FIRE OFFICERS (SFOs)

SFOs should indicate that they are at their station each day by […]. It is vital that this is done every day as a matter of habit.

In the event of an alarm all SFOs will immediately start to clear all personnel from their zone, using designated Fire Exits. Once the zone is clear they will, themselves, leave whenever possible taking their SFO Pack with them. Once outside they will then.....

- Report that their Zone is clear of personnel to the BSO and if unable to bring one out, collect an Emergency SFO Pack.
- Check that all personnel usually based in their zone have been accounted for, and report this to the BSO
- Pass on any relevant facts about fire - location, severity, etc. - if known, to the BSO
- Control and reassure staff at their Zone Collection Point until the emergency is over

9.2.1.3 DUTY RECEPTIONIST (DR)

The "Duty Receptionist" shall be the person manning the front desk at the time of an alarm, and shall include any temporary Reception staff, or Security staff if outside of office hours. ALL persons working in this position must be fully conversant with their responsibilities.

The DR should continually monitor the magnetic sign board in Reception and inform the BSO if at any time a zone does not appear to have an SFO marked in. The BSO will then task another responsible officer (SFO or another BSO) to take charge of that zone for the period required.

Alarms can be triggered in one of three ways - automatic detection by the system, manual detection and operation of a break glass point, or manual detection and notification to the DR who would then operate the Alarm panel "Master Evacuate" switch.

In the event of a fire, the DR must

- Sound the alarm, if it is not already in operation
- Take down as much detail about the nature of the fire as possible - either through noting information from the Control panel in Reception or by asking appropriate questions of the person reporting the fire
- Call the Fire Brigade, providing accurate information of WHO we are, WHERE we are, and WHAT is happening
- Check that SFOs are available in each zone, by checking the Fire Officer board in Reception
- Make sure the emergency Fire Information packs and Visitor Log is available for the BSO to collect

Once these tasks have been completed, the DR should leave the building and report this information to the BSO. The DR's duties are complete, and he/she should then make his/her way to the normal Zone Collection Point.

9.2.2 FIRE PRECAUTIONS REGISTER

The Facilities Manager will maintain an accurate and up to date record of:-

- Statutory Requirements being met (Drills, Inspections, etc.)
- Events and Faults found with equipment etc.
- Training provided to staff

and any other relevant items.

This record will be subject to periodic inspection by a member of senior management, who will countersign to endorse the accuracy and currency of the information therein.

9.2.3 FIRES OCCURRING OUT OF HOURS

The Fire Brigade must be called to all fires, (however small) or suspected fire.

It is the duty of the SO to know the position of all extinguishers on his assignment. He should know the type to use on each type of fire. He must make it his business to read and learn the instructions printed on all extinguishers. It is too late to learn how to use any type of extinguisher once a fire has started. He must also know the location of the nearest water supply.

A Security Officer should only tackle a small fire which he is sure he can put out himself in a short time. Unless he is absolutely certain that he can put out a fire very quickly with the use of one extinguisher, he must call the Fire Brigade before attempting to tackle the fire.

If an SO extinguishes a small fire himself he will inform the Fire Brigade of the circumstances and what action has been taken.

All incidents of fire will be reported to Security Control as soon as possible.

9.3 BOMB THREATS & PARCEL BOMBS

9.3.1 BOMB THREAT PHONE CALLS

Hoax bomb threat calls are designed to create alarm and disruption. They are considerably more numerous than actual incidents which, of course have personal injury and damage to property as their objective.

It is vitally important to deal with such calls calmly and efficiently and in doing so to minimise anxiety and risk to employees while safe-guarding the Company's interests in every possible way.

Hoax calls will usually be received by a female operator, who should have been instructed in how to treat them. Often this will include transfer to Security or a more senior staff member. Outside normal hours it is likely to be Security who have to deal with them.

9.3.1.1 On receiving a bomb threat call

- Let the caller finish his message without interruption.
- Get the message exactly.
- If possible tie someone else into the conversation.
- If the caller is apparently prepared to carry on a conversation encourage him to do so and try to ascertain:-

  i Where the bomb has been put

  ii What time it will go off

  iii Why it has been placed

  iv When and how it was done

- Ensure that whoever of senior management is nominated in the instructions is to have the exact contents of the call as soon as possible.

9.3.1.2 BOMB THREAT CHECK LIST

In order to establish the likelihood of a threat being genuine, it is important that as much information as possible concerning the caller is obtained.

A "Check List" has therefore been prepared, and must be kept in a suitable place so that any / all SOs know where locate it quickly. A copy of this checklist is on the following page for duplication as required.

9.3.2 BOMB THREATS - CHECK LIST

For guidance of any telephone operator taking a Bomb Threat Call:-

Use this list to quickly record details of bomb threats or threatening phone calls. Tick through applicable word below - insert alternatives where necessary.

TIME.................. .... DATE....... ....

ORIGIN	External	Internal	Coin Box		
CALLER	Male	Female	Adult	Juvenile	
VOICE	Educated	Blurred	Deep	High Pitch	Stutter
SPEECH	Loud	Quiet	Soft	Fast	Slow
LANGUAGE	Obscene	Coarse			
ACCENT	Local	Regional	Foreign	Distinguished	
	Educated	Rough	Distinct		
MANNER	Calm	Angry	Drunken	Deliberate	
	Hysterical	Rational	Aggrieved	Humorous	
BACKGROUND	Voices	Factory	Road Traffic		
	Music	Party	Office		

ANY OTHER USEFUL INFORMATION:

AS SOON AS POSSIBLE, CONTACT THE BUILDING SAFETY OFFICER, TO INFORM HIM OF WHAT IS HAPPENING.

NOW TURN OVER THE PAGE AND WRITE DOWN AS PRECISELY AS YOU CAN REMEMBER EXACTLY WHAT THE CALLER SAID.

9.3.3 LETTER BOMBS AND SUSPICIOUS PARCELS

If you have any reason to suspect that a letter or parcel contains something it should not, immediately call for assistance from a senior staff member before taking further action. Check against the light for sight of wire, batteries or fluid-filled sachets. Note any other unusual features which cumulatively may give rise to increasing degrees of suspicion. If these cannot be resolved:-

- Do not try to open the parcel/letter or tamper with it.

- Do not place in water or put anything on top of it.

- Isolate it where it can do no harm. Using minimum possible handling, it should be placed in a nest of sandbags, or a similar type of protection, but ensure it can still be visually inspected with ease.

- Open windows and doors in the vicinity and keep people away from it.

9.3.4 EVACUATION PROCEDURE

The decision whether or not to evacuate the building will be taken by the most senior manager available. If it is decided to do so, the procedure for evacuating the building where a bomb threat has been received, will be based on that for fire evacuation, with the following differences:-

- The Fire Alarm will be used to sound <u>three</u> rings

- The BSO (or other responsible officer of the Company who may be available at the time) will announce, using the PA system that the building is to be evacuated.

He will then announce, primarily for the benefit of the SFOs, the following information:-

i Which Fire Exit is to be used

ii Where the staff are to congregate

- The SFOs will then direct staff in an orderly fashion to the appropriate exit, and set up Collection Zone Points in the designated area.

- The BSO, or other manager responsible for overseeing the evacuation, will phone the Emergency Services for support before leaving the building, giving them full details of the letter or parcel, and the marking and peculiarities which have led to suspicion.

9.4 ACCIDENT/INJURY PROCEDURE

In case of accidents the Receptionist on duty should immediately contact one of the qualified First Aid staff.

If no First Aider is on site, or if having examined the injury they then request:-

Immediately contact the Ambulance Service by dialling '999' stating the following information.....

Telephone Number: [Security Telephone Number]

Name: …………………...

Address: [Site Address]

Directions: [Directions]

Details of Accident: ....

Current Situation: ....

9.5 EMERGENCY CONTACT TELEPHONE NUMBERS

9.5.1 COMPANY STAFF CONTACTS:

These numbers **must not** be used by the site guard without prior authority from Security Control. The **only** exception is

IF..... 1) CONTACT WITH SECURITY CONTROL CANNOT BE MADE

AND .2) IT IS A MATTER OF THE MOST EXTREME EMERGENCY

NAME	EXTN	HOME NUMBER	RESPONSIBILITY
Name1	1234	01234 567890	Building
Name1	1234	01234 567890	Building
Name1	1234	01234 567890	Computers
Name1	1234	01234 567890	Computers

9.5.2 EMERGENCY SERVICES

Police	01234 567890	Ref.: 1234
Alarms	01234 567890	Ref.: 1234
Maintenance	01234 567890	Electrical, heating, plumbing etc
Telephones	01234 567890	Ref.: 1234
Lifts	01234 567890	Ref.: 1234
Water	01234 567890	Ref.: 1234
Electricity	01234 567890	Ref.: 1234
Gas	01234 567890	Ref.: 1234

SECTION 10 SECURITY PASSES

10.1 PERMANENT STAFF

10.1.1 WITH VALID ID CARD

All permanent staff are issued with a plastic laminate pass. Valid passes for this site have the name printed on them in the bottom left hand corner. (Please ask to see an example).

"Officially", this ID card must be displayed at all times whilst on site, and should be produced whenever entry is required to the building, though this is a policy which has not been strictly adhered to for quite some time.

However, as with any organisation there is a constant turnover of staff, and SOs ("Security Officers") need to be particularly vigilant to ensure that staff who are no longer with the Company are not allowed on site unescorted.

Security passes are nearly always recovered when the person leaves (on the rare occasion that this does not happen, you will be notified that a card is no longer valid).

Therefore, staff entering the premises outside of normal office hours must ALWAYS be required to produce their I.D. card. If no card can be produced then access is not to be allowed, unless there is a valid member of staff on site who can identify the validity of the individual.

This ruling applies in every instance, no matter how well you know the individual concerned, as there will not always be sufficient time to advise you that someone has left the Company's employ.

10.1.2 WITHOUT VALID ID CARD

Employees who are unable to produce this pass must not be allowed to enter any part of the building other than the Reception area, unless and until they have been identified by another member of staff. They should then be issued with a "VISITORS PASS" (see separate instructions) for that day and the procedure for visitors followed. (An exception is made to the Visitors Rules regarding being accompanied in Restricted Access Are. A note that a person was unable to produce his ID card is to be logged in the Incident Log, with details of VISITOR PASS issued.

10.1.3 ENTRY OUTSIDE NORMAL WORKING HOURS

The SO is to note the name and pass no. of any staff entering the building before 0800 hours and after 2000 hours on week days, and at any time on Saturdays, Sundays and Bank Holidays, in the Incident Log.

Likewise, the names of any staff leaving the building during the same periods is also to be logged by the SO. The initial patrol duties include noting in the Incident Log the names of any staff still on site. Times of departure are to be noted next to these entries.

10.1.4 DAMAGED/DEFACED/INVALID PASSES

Passes which are defaced or damaged in any way are NOT VALID, and the procedure for staff unable to produce passes are to be followed.

If you have any reason to doubt the validity of a pass, please state your reasons to the person concerned, and if he/she is unable to provide a satisfactory explanation then contact, during office hours, the FM ("Facilities Manager") or in his absence any manager on site.

Outside working hours, contact any valid member of staff on site. If there are no staff on site, then contact the FM by phone VIA SECURITY CONTROL.

If you are unable to make contact with any of the above, and you are satisfied that, in your judgement, the pass is invalid, then access must be denied.

10.2 VISITOR & CONTRACTOR PASSES

10.2.1 DEFINITION OF AUTHORISED VISITORS

1. Visitors who, not being company employees, have proper cause to visit the site and whose visit for the relevant site and date has been verified by the relevant employee.

2. Employees of other group companies who carry a valid ID pass should be signed in using this pass, the reference no. in the log being the pass reference no. In all other respects (displaying passes, signing out, etc.) they should be treated as CONTRACTORS.

3. Employees of all other associated Group Companies, whether or not they have ID cards or passes issued by their respective companies, will, for these purposes, be treated as authorised visitors.

4. Employees unable to produce (adequate) ID Passes

10.2.2 DEFINITION OF AUTHORISED CONTRACTORS

1. Contractors who, not being permanent employees, require access to a part of the site to perform services for which they or their employers have been contracted and for whom individual authority for access on the relevant date(s), and to the relevant parts of the building has been given by an authorised Manager of the company.

2. Temporary employees, whether directly employed or via an outside agency, are deemed Contract Staff and should be dealt with accordingly under these procedures.

10.2.3 ISSUE OF PASSES

Pass details (name, date, and who the name of the employee the visitor will be seeing, or who is responsible for the contractor) may be entered up in readiness, where prior notification of a visit has been received. When the person arrives on site, the person expecting him should be contacted to:-

- Authorise issue of the pass.
- Arrange for the visitor/contractor to be collected from reception.

Once the issue of the pass has been authorised, a Pass No. is to be assigned and the pass then inserted into a plastic wallet and handed over to the visitor. The relevant details are to be entered onto that day's "Visitors Log" sheet, which the visitor/contractor should then sign.

10.2.4 PASS DATES

Unless specifically requested by the authorising employee, passes should only be issued for a day. If the pass needs to be for a longer period than this, the date entered should be FROM ...... TO ......

e.g. for a 3 day conference starting on 12 March the dates shown would be:-

FROM 12.3.2009 TO 15.3.2009

10.2.5 DISPLAY OF PASSES

Visitor's and contractor's passes MUST be CLEARLY displayed at all times.

10.2.6 RESPONSIBILITY FOR VISITOR / CONTRACTOR

The person authorising the issue of a Visitors pass is deemed responsible for that visitor. Should there be any query regarding the visitor's whereabouts, compliance with requirements, etc., the responsible person should be contacted.

10.2.7 RETURN OF PASSES

If the visitor/contractor has a pass valid for more than one day, or is leaving the building temporarily (e.g. for lunch, he/she should retain the pass, but should be logged out in the Visitors Log. This is not necessary if they are only leaving the <u>building</u> for a few minutes - e.g. to collect equipment from a vehicle - so long as they are actually remaining on <u>site.</u>

If a visitor or contractor has been signed out as described above, on his/her return, the authorised staff member should again be contacted as if they had arrived for the first time.

If the visitor/contractor is leaving the building for good, or the pass is out of date, it should be collected by Reception, the card destroyed, and the plastic wallet retained for re-use.

If the pass is out of date, and a new one required, it should be issued as per the instructions in . UNDER NO CIRCUMSTANCES SHOULD THE DATE OF THE OLD PASS BE ALTERED.

10.2.8 GENERAL GUIDELINES - SECURITY PASSES

10.2.8.1 DIFFICULTIES / PROBLEMS

Any problems, or difficulties in respect of people not co-operating with our Security guidelines should be brought to the attention of the FM at the earliest opportunity. In his absence, or if unavailable any other manager, should be contacted.

10.2.8.2 VALIDITY OF PASSES FROM OTHER SITES

Only Visitor and Contract staff passes issued specifically at and for this site are valid, and <u>all</u> such passes must be authorised by an appropriate member of staff.

Persons requiring access who have a group company pass, or a Visitor's or Contractor's pass issued by another group site MUST be treated as NEW visitors and the appropriate procedures followed.

SECTION 11 MOVEMENT LOGS

11.1 VISITOR & CONTRACT STAFF LOGS

11.1.1 GENERAL PRINCIPLES

It is important for both safety and security reasons that each entry in this Log is fully completed at the time the entry is made.

It is also important that this information be legible. If, for whatever reason, any of the information is illegible, asterisk the line and rewrite the illegible parts on the reverse. (Contractors should be politely asked to write legibly next time, but not visitors !)

11.1.2 ENTRIES - INFORMATION REQUIRED

The visitor or contractor will usually complete the "Name", "Company", "Vehicle Reg." and "Time In" sections while the pass is being prepared. They will also usually complete the "Pass No." section.

The first half of the "Pass No." box is used to indicate the type of pass issued: "V" for Visitor or "C" for Contractor.

Additionally, the initials of the person responsible for the Visitor/Contractor are to be entered in the blank column between "Vehicle Reg." and "Time In". This will usually, though not always, be the person authorising the issuing of the pass.

Both of these items are to be completed by the SO, unless the person is already acquainted with this and has done so themselves.

The "Time Out" section can be completed by either the person leaving or the SO at the desk. However, this should be checked against the actual time and amended (in a manner to make it obvious that it has been amended if incorrect.

11.1.3 TEMPORARY "TIME OUT"

If a Visitor or Contractor leaves the site, with the intention of returning that day, the "Time Out" should be entered in pencil.

On their return, this should be erased. Alternatively, if they do not return, the entry should be overwritten in ink.

This is so that if there is a need to locate that person (for instance during an evacuation) an accurate record is maintained at all times.

SECTION 12 INFORMATION LOGS

12.1 INCIDENT LOGS

12.1.1 GENERAL PRINCIPLES

The Incident Log is a record of any and all incidents affecting security and/or safety on the site. The log will be maintained in Reception. A new sheet is to be started for each day, and any necessary entries will be made by the Receptionist/SO. Should there be no Receptionist or SO on site for any reason, the log entry should be made by the member of staff reporting the incident.

12.1.2 EXAMPLES OF INCIDENTS TO BE RECORDED

- Staff, Visitor, and Contract Staff movements outside of the hours between 0800-2000 hrs (Monday-Friday).

(This includes names of staff found to be still on site during the initial patrol).

- Opening and Closing of main doors.
- Arming and disarming of alarm system.
- Delivery or collection of special packages.
- Delivery of other items (other than through Goods Inwards).
- Complaints received by telephone and by visitors in person.
- Details of visitors / contract staff / employees found in 'inappropriate' areas, not wearing passes, etc.
- Absences from Reception desk during specified periods
- ANY OTHER INCIDENT WORTHY OF NOTE OR NEEDING TO BE BROUGHT TO SOMEONE'S ATTENTION.

It is **not** necessary to record details of Site Patrols in this log.

12.1.3 ACTIONS TAKEN

As well as recording the actual incident, entries should also indicate any action taken. The name of the person **recording** the incident should be entered in the right hand column.

12.2 SECURITY LOGS

12.2.1 GENERAL PRINCIPLES

You will, no doubt, have already been instructed by the Security Management team on how these logs should be completed, as well as perhaps being used to complete the same format on other sites. There are no major differences in competing the log for the [Company], however one or two specific points are outlined below.

12.2.2 ENTRIES - INFORMATION REQUIRED

When patrols are carried out mark, in the "Areas covered" section, whether these are

Internal Only'

External Only'

Internal and External'

When recording information on the "Incident" section, please note that does not alter the requirement to include any relevant information in the Company's own "Incident Log".

When recording delivery details, quantities may be important for future backtracking, and must be included in the references noted in the "Incident Log", but may be omitted from the Security Log.

12.3 FAULT LOGS

12.3.1 GENERAL PRINCIPLES

The Fault Log serves several purposes:-

- to acquaint anyone taking over responsibility for the building of any existing problems
- to avoid any fault being reported twice, because an SO is not sure whether it has already been brought to someone's attention
- to ensure that a member of staff is informed that there is a fault, and to act as a reminder to that person that an action is required
- to provide a historical record of what problems have occurred, when, how often, etc. so that effective action can be taken where necessary to rectify the cause of the fault.

12.3.2 WHAT SHOULD BE RECORDED

Primarily, the Log is to be used to record details of fault conditions or unexplained alarms on the following equipment:-

- Plant Room Control Panel

- Fire Alarm System
- Intruder Alarm System
- Telephone switchboard
- Communications equipment

This is not an exhaustive list, but indicates the type of equipment for which faults should be logged. Please note that faults are always to be logged whether or not they are still outstanding.

However, please note that this is not a Maintenance Log. Items requiring routine maintenance (e.g. bulbs to be replaced) are to be noted separately. [See Sec.]

Please also note that this is a fault log. The burglar alarm sounding because someone opened a door they should not have is not a fault, and does not need to be logged here.

12.3.3 RECORDING THE FAULT

When a fault is noticed, the details should be entered in the first section - "Details Of Fault Being Recorded".

The "Date" is the date that the fault was noticed and recorded. The initials are those of whoever is making the entry. A simple description of the fault should then be made in the next column.

e.g. ' Burglar Alarm, Zone 28, "Security Alarm" '

' Fire Alarm, Zone 9, "System Fault" '

' Plant Room Alarm - "Energy Pack" '

' Switchboard - "Major Alarm" '

Please note that recording the fault in the log does **not** remove the need / requirement to record full details in the Incident Log.

12.3.4 REPORTING THE FAULT

The fault should be reported at the first opportunity, to the appropriate person.

If the fault is considered "urgent", and needs reporting immediately, this must be done through Security Control. Usually Control will contact the member of staff to inform him / her of the situation. Exceptionally, they may recommend that the SO contacts the appropriate person directly - for instance, to discuss particularly complicated or urgent problems.

The date that the fault is reported to the responsible person should be recorded in the second column, along with the initials of who is reporting it, and to whom it is reported. If told that this is not the appropriate person to report the fault to, this section should not be filled in.

Additionally faults, such as major switchboard alarms, may need to be reported directly to a maintenance company. If such is the case, the Company name should be entered instead of an individual's initials.

If it is not possible for the SO to report the fault directly, this should be highlighted to Reception or the next SO taking over duty, as appropriate, who will then ensure that the information is passed on.

THE FAULT LOG MUST BE CHECKED AS PART OF THE "SITE FAMILIARISATION" AT THE BEGINNING OF EACH SHIFT TO FIND OUT WHAT FAULTS, IF ANY, ARE STILL OUTSTANDING.

12.3.5 ACTIONING THE FAULT

Once the fault has been rectified, the person responsible for doing so will enter the date, and his / her initials in the last two columns. This will usually, though not always, be the person already recorded in the "Reported To (Inits)" column.

Therefore if this column is blank, the fault has still to be attended to, and if come across again does not need to be relogged unless it is obviously a different, or worsening, problem.

If the column has been filled in, it is a reoccurrence, and the procedure needs to be started again, from recording the details of the fault.

12.4 MAINTENANCE LOGS

12.4.1 GENERAL PRINCIPLES

- The Maintenance Log is used (by all staff to record details of any minor / routine maintenance tasks which need to be carried out. As with the Fault Log, this register serves:-

- to avoid any fault being reported twice

- to ensure that a member of Facilities staff is aware of the item, and to act as a reminder to that person that an action is required

- to provide a historical record of what problems have occurred, when, how often, etc. so that maintenance / inspection efforts are directed most effectively

12.4.2 WHAT SHOULD BE RECORDED

Basically, anything which is noticed as being amiss, and requiring physical attention, should be logged in here, such as bulbs blown, evidence of leaks, broken Conference Room Equipment, blocked Fire Escapes, etc.

12.4.3 RECORDING THE MAINTENANCE ITEM

The Maintenance Log is located in the Facilities Office area, on the first floor. Before recording any item, check any items not yet actioned to ensure that it has not already been recorded.

The "Date" is the date that the fault was noticed and recorded. The initials are those of whoever is making the entry. The third column is for detailing exactly what the fault is. There is no need to restrict the comment to one line, use as many as is necessary. In some instances, however, a good deal of text can be avoided by attaching a diagram.

e.g.: If noting that a "bulb needs replacing in […]", just write exactly that, photocopy one of the plans of the area, highlight the approximate spot, and paperclip behind the Log sheet.

12.4.4 REPORTING THE MAINTENANCE ITEM

It is NOT necessary to report the item in anyway other than above - e.g. it does not need to be noted in the Incident Log (unless it is a serious problem needing urgent attention) or passed on verbally. Once entered, the item will be attended to as soon as is practicable.

12.5 GENERAL GUIDELINES - SECURITY LOGS

12.5.1 BLANK FORMS

Do not overfill the Logs with blank forms. When topping it up, each Log should be no more than half to three quarters full.

Visitors and Incident Log sheets are pre-printed. When the Log supply has dropped to around one quarter full, request the Receptionist to obtain more. If, for whatever reason, the number of blanks drops to only two or three before the new ones arrive, save one original to photocopy from.

12.5.2 CHANGING LOG SHEETS

New Visitors and Incident Log sheets are started for each day. The new log sheet should be started just before any 'activity' starts on site, approx 00 - e.g. staff arriving for work, milk delivered, etc. Additional pages are added through the course of the day as necessary.

- A fresh Security Log sheet is to be started at the beginning of each shift.
- A fresh Fault Log sheet is to be started at the beginning of each month.
- Maintenance Log sheets are used until full.

12.5.3 IMMEDIATE ACTIONS

All log sheets should be fully up to date at all times - e.g. all visitors/contractors should have had a "Time Out" noted, and a "Reporting To" name entered the Visitors Log at the time of issuing the pass, incidents should be recorded in the Incident as soon as any actions/responses immediately necessary have been attended to and Patrol reports updated in the Security Log as soon as completed.

12.5.4 FILING LOGS

Visitors/Contractors, Incident and Security - are to be filed in the "Security Logs - Current" file, located in Reception at the end of each shift. Before filing, ensure that the sheet is fully completed, including the "Sheet _ of _ " section which can obviously only been filled in at the end of the period.

Fault Logs are filed in the same file, but only when full and when all entries have been signed off as actioned.

Each type of Log should be filed separately, with the others of the same type, as per the divider headings in the file. Please note - the latest log should always be at the front/top of that section.

12.5.5 REMOVING / ARCHIVING RECORDS

On the first day of each month, records which are more than one month old* are to be withdrawn from the "Security Logs - Current" file by the SO on duty that day and forwarded to the FM, for archiving.

NB: ONLY […] is authorised to remove records from this log other than as above.

*e.g. At the end of October, records prior to the 1st of October would be removed, leaving all of October's records in place.

12.6 EQUIPMENT CONTROL

12.6.1 OVERVIEW OF THE PROCEDURE

12.6.1.1 PURPOSE OF THE PROCEDURE

The purpose of this procedure is to provide a constantly up-to-date record of equipment which is not where we would usually expect to find it.

In other words, it is a record of any equipment which:-

- is out of the building, when it would usually be in
- is in the building, when it would not usually be

In order to do this, the movement of any and all equipment in and out of the building is recorded in the Equipment Control Register, by the issue of Equipment Loan Authorisation ("ELA") forms.

12.6.1.2 TYPES OF FORMS

There are four types of ELA forms. They all carry the same basic information, but are used in slightly different situations:-

- Permanent Authorisations

This type of authorisation is issued to an individual who regularly / frequently takes a specific piece of equipment, which is assigned to him/her (or to his/her dept.) and kept on site, in and out of the building.

- Equipment Held Off Site

This type of authorisation is issued for equipment which will be held and used away from the office. Where necessary, the equipment can be moved in and out of the building without needing to get a new authorisation every time.

- "One Off" Authorisations

This type of authorisation form is used for any other Company owned equipment which does not fit into either of the two categories above.

- Non-Company Equipment

This type of form is used to record details of any equipment not owned by the Company which is being brought into the building. This then forms the authorisation for the individual to remove that item again once it is no longer required.

12.6.1.3 COMPLETION OF FORMS

The format of all of the forms is essentially the same, and is made up of the following information:-

- Equipment Details - a full description of the item being borrowed - type (TV, OHP etc.), manufacturer, model, serial no. or other unique distinguishing number (e.g. phone no. if a mobile phone).

- Loan Details - name, dept. and signature of the person borrowing the item, and period the loan is authorised for.

For Non-Company equipment, this becomes "On Site" details, with the dates being the expected period that the equipment will be in the building.

- Authorisation - name and signature of the person authorising the loan.

"One Off" ELA forms will usually be authorised by the borrower's manager, or a representative of the dept. responsible for the equipment, but in the absence of any of these may be signed by any available manager.

'Equipment Held Off Site' ELA forms must ALWAYS be authorised by the manager of the "Responsible Dept" (or by that Manager's Deputy).

'Permanent' ELA forms must ALWAYS be authorised by the Facilities Manager ("FM")

'Non-Company Equipment' does not need to be authorised, but electrical equipment requiring connection to the mains supply must be approved by Facilities before being used.

12.6.2 EQUIPMENT COVERED BY THIS PROCEDURE

All equipment is covered by this procedure. Examples are given below but, if in doubt, always follow this system.

e.g.: TVs, videos, Overhead Projectors, Personal Computers, printers, tools, mobile phones, personal stereos, etc.

12.6.3 OPERATION OF THE SYSTEM

12.6.3.1 GENERAL INFORMATION

No equipment is to leave the building without a current, valid ELA form being presented to, or already held at, Reception.

No equipment is to be brought into the building without being presented to Reception to update Equipment records.

In each case described below,

12.6.3.2 "ONE OFF" EQUIPMENT LOAN AUTHORISATIONS

- Outgoing Equipment

A completed and properly authorised ELA form must be handed to the person on duty in Reception. Once checked[1], the equipment can then be taken off site.

The form should then be filed under Section One of the Register - "One Off Authorisations"

- Incoming Equipment

Establish from the borrower approximately when the equipment was first recorded as going out, and locate the original form in Section One of the Register.

Once checked[1], enter the date in the "Date Ret'd" section of the form. The completed form is then filed in Section Five of the Register.

NB: It is the borrower's responsibility to return the equipment to it's usual place/dept/owner.

12.6.3.3 "PERMANENT" AUTHORISATIONS

- Outgoing Equipment

Unless it is a newly authorised Permanent ELA form, authority will already be held at Reception for the individual to take the equipment off site, in Section Two of the Register. New Authorisations being presented with the equipment should be filed in that Section.

Once checked[1], enter the date the equipment is taken out on the reverse of the form.

- Incoming Equipment

Locate the Permanent ELA form in Section Two of the Register.

Once checked[1], enter the date the equipment is being returned in the "In" section of the form, next to the record of it having gone out. The form remains in the same place in the Register, ready for when the item next goes out.

12.6.3.4 "EQUIPMENT HELD OFF SITE" AUTHORISATIONS

- Outgoing Equipment

Unless it is a newly allocated piece of equipment, authority will already be held at Reception for the individual to take the equipment off site, in Section Three of the Register. New Authorisations being presented with the equipment should be filed in that Section.

Once checked[1], enter the date the equipment is taken out on the reverse of the form next to the record of it having come in.

- **NOTE**:- The <u>first</u> time the equipment goes out (i.e. when the new ELA form is presented it is <u>NOT</u> logged out on the reverse. The approximate original "Out" date is on the front of the form ("Date Issued").

- Incoming Equipment

Locate the ELA form either in Section Three of the Register.

Once checked[1], enter the date the equipment is being brought in under the "In" section of the form. The form remains in the same place in the Register, ready for when the item next comes in.

12.6.3.5 "NON-COMPANY EQUIPMENT" RECORDS

- Incoming Equipment

A "Non-Company Equipment" ELA form must be completed for the piece of equipment, with the date it is coming on site, and an estimated date for when it will be taken back out again.

The completed form should be filed under Section Four of the Register.

If the item is electrical equipment requiring connection to the mains supply, Facilities must then be contacted to examine it <u>before</u> it is connected/used.

- Outgoing Equipment

Locate and extract the ELA form in Section Four of the Register.

Once checked[1], enter the date the equipment is taken out at the bottom of the form, which is then to be forwarded to the FM via the Internal Mail system.

1. EXTENSION OF AUTHORISATIONS

Equipment loans are <u>not</u> to be extended by amending the existing form.

If an extension is required, a new form must be raised and authorised by the original authorising Manager. The "from" date should be the date the equipment was taken out, and a new "to" date entered as appropriate. The old ELA form should be stapled to the back of the new one.

NOTE 1 The person on duty in Reception when the equipment is presented should check the details on the form against the actual piece of equipment and confirm that the information is correct.

12.6.4 OPERATING AND MONITORING THE REGISTER

12.6.4.1 FILING FORMS IN THE REGISTER

It is important that forms are filed correctly in each Section of the Register. Correct filing will enable the appropriate form to be speedily located when checking equipment in and out, and will also allow quick and easy checking of the current status of equipment (e.g. what is overdue for return).

Forms are to be filed as follows:-

- Section 1 - "Equipment Loan Authorisations - 'One Off'"

Filed in "From" date order with the latest being on top and the oldest at the bottom.

- Section 2 - "Equipment Loan Authorisations - Permanent"

Filed in alphabetical order by surname (then Christian name if necessary) with "A" being on top and "Z" at the bottom.

- Section 3 - "Equipment Held Off Site"
- Filed in alphabetical order, as " above.
- Section 4 - "Non-Company Equipment"
- Filed in alphabetical order, as " above.
- Section 5 - "Completed 'One Off' Loans"

Filed in "Date Ret'd" order with the latest being on top and the oldest at the bottom.

12.6.4.2 CHECKING BY RECEPTION/SECURITY

The Register, and in particular Section One ("One Off"), should be checked regularly by Reception and Security to see if any equipment appears to have been out (or in) for an overlong period of time. (A week or more past expected date would be 'overlong')

If this is the case, the item should be chased up. Records of this should be written on the back of the appropriate form. Persistent failures to return equipment (or advise of it's return) should be brought to the attention of the FM to investigate.

12.6.4.3 ARCHIVING RECORDS

Each month, completed 'One Off' records which are more than one month old* (based on "Date Ret'd") are to be withdrawn from the file by Security and forwarded to the FM, for archiving or destruction.

* EG: At the end of October, records prior to the 1st of October would be removed, leaving all of October's records in place.

12.6.4.4 REVIEWING PERMANENT AUTHORISATIONS

Periodically, the Permanent Authorisation forms should be reviewed by Reception to establish that this form is still warranted. Staff who rarely, or infrequently, take a piece of equipment off site should not be doing so on a permanent authorisation.

If there are any questionable cases, a COPY of the form should be forwarded to the FM for investigation.

Where applicable, the authority will be revoked and the individual concerned informed of the action and the reason.

12.6.4.5 DIFFICULTIES IN OPERATING THE SYSTEM

- Any difficulties in principle or in practice with regard to this procedure should be referred to the FM at the earliest opportunity.

- Any difficulties with regard to staff co-operation with this procedure should be referred to the FM immediately.

12.6.4.6 REMOVAL OF RECORDS

ONLY the FM is authorised to remove records from this Register other than as described above and as is necessary to complete the duties conferred herein.

1. BLANK FORMS

Original forms are available from Facilities. Please give reasonable notice when supplies need replenishing. Photocopies should not be used, as this will result in poor quality copies being produced, which looks unprofessional and is completely unnecessary.

2. OLD STYLE FORMS

- For a short period, old style forms (so long as they are appropriate can be accepted. However, the issuer should be told of the change and supplied with new blank originals.