

Assignment Instructions – Emergency Guarding

Access Control
<p>ID Cards – The Security Officer must ensure they display their Company ID card and SIA Licence when on duty. The clients access procedures are to be followed and where required ID is to be checked before granting access. If required, a log must be made in the client’s visitor’s book.</p>
Booking on and off duty
<p>Your briefing for the required duty will include your shift start and finish times. You have 15 minutes either side of the start and finish times to book on. You must inform the Keyholding Company of your on and off times so that they are aware you have arrived, and the duty can commence.</p> <p>The Keyholding Company (TKC) may ask for this information from your company upon request and is a requirement of BS 7499</p>
Check Calls
<p>Hourly Check Calls must be made to your company whilst on duty to safeguard your welfare. Your company will have a system in place that ensure any missed check calls are investigated and followed up.</p> <p>Please follow your company’s standard procedures for Check Calls whilst on duty as The Keyholding Company has no facility to assist with this function.</p> <p>The Keyholding Company may ask for evidence of check calls upon request and is a requirement of BS 7499.</p>
Reports Capture
<p>Incidents onsite</p> <p>Please ensure that the Keyholding Company is informed of any incident during the course of your duties.</p> <p>A D.O.B (Daily Occurrence Book), or similar report capture process is to be used to document all occurrences and incidents that may take place onsite. All recorded incidents should include dates, times, and full details of the event.</p> <p>Please refer to your company reporting process for further information regards to the above reporting fields.</p> <p>The Keyholding Company may ask for this information from your company upon request and is a requirement of BS 7499.</p>

Patrol information and record

Details of any patrols conducted internally, or externally of your assignment, must be recorded within your D.O.B.

Entries should include a start / finish time, and any observations or concerns noted on completion of the patrol.

The Keyholding Company may ask for this information from your company upon request and is a requirement of BS 7499.

Keys & Access Cards

In the absence of a dedicated key log, all key movements should be recorded within your D.O.B (or alternative means of report capture)

Visitors / Contractors

Full ID checks of planned arrivals must be checked before access is permitted. In the absence of a dedicated Visitors / Contractors log, full details must be recorded within your D.O.B of any attending persons, including full names, name of company and duration of time at location including arrival and departure times.

Site Patrol / Patrol Routes

Patrol routes and frequency will be explained to you during training, handover, or passed to you by your own Control Room on received instruction from The Keyholding Company.

Please contact The Keyholding Company (HUB) if you require further information or reiteration regarding your assignments patrolling requirements.

Handover Procedure

You are to ensure that you arrive for your shift in full uniform and ready to commence the required duty.

Where applicable, a handover is to be completed before the start of any duty

The handover should include the following details where applicable:

- Details of any incident that has occurred during the previous shift
- Any planned events that will occur during the forthcoming shift
- Handover of any Site instructions and Equipment
- If they duty involves the use or control of keys, then these must be checked prior to accepting responsibility.
- Evidence of check calls, patrol times and actions undertaken during the shift duties.
- The details of the handover are to be recorded.

It is the officer's responsibility to inform their Control Room of non-attendance or later arrival. This is so that if a replacement is required, your Control Room can make arrangement to cover the shift and update The Keyholding Company accordingly.

Emergency Procedures

To obtain emergency services - FIRE, POLICE or AMBULANCE, dial 999 and ask for the required service. Clearly state your name, full details of the location and BRIEF description of the emergency.

Security Officers have no direct participation in any emergency such as fire etc. outside that to be reasonably expected for any employee.

In the event of a fire alarm being activated during normal working hours, the person discovering the fire is to call the Fire Brigade immediately by dialing 999.

Outside normal working hours the Security Officer will call the Fire Brigade by dialing 999.

On hearing the fire alarm all personnel should evacuate the building immediately.

Escalation Procedures

There may be times where escalation may be necessary in the course of your assigned duty.

These include (but are not limited to):

Property damage, leaks, flood, accidents, Health & Safety concerns / incidents, vandalism, fire hazards, power outages, equipment failure, issues with securing premises, alarm fault / setting issues.

In any such instance you must escalate by means of contacting The Keyholding Company (HUB)

CCTV

CCTV is used solely for the detection of trespassers and to protect the client's premises. Under no circumstances is any other CCTV activity or purpose to be carried out.

Emergency Contacts

Name	Telephone Number(s)
TKC Control	0370 770 6880

Risk Assessment

Hazard	Control Measure(s)
a) Slippery surfaces b) Trailing cables & leads c) Obstacles within work/circulation areas	Wear appropriate safety shoes & establish clear route through premises. Avoid walking in spills or unidentified liquids, always walk within marked walkways (where applicable) unless otherwise advised. Beware of cables and trailing leads. DO NOT climb obstacles. Use lighting/torch in all areas. DO NOT attempt to unblock open drains.

Hazardous Substances / Asbestos / Dangerous Emissions to air (gases)	If hazardous chemicals / asbestos / dangerous emissions to air are present and not contained, immediately vacate the premises, and report the issue.
Lifts	DO NOT use lifts where stairs are available, in the event of hearing a fire alarm or mains failure conductions
Fire	DO NOT smoke or use naked flames on or near the premises. Always make yourself aware of the location & operation of emergency exits. In the event of fire proceed to a place of safety and call for assistance.
Vehicles on or near premises	Keep to defined walkways wherever possible, stay alert and return to area of safety & call for assistance if you have any cause for suspicion. Provide Hi-Viz, observe speed limit, street lighting
Stock on shelves & within storage areas	Beware of objects stored when patrolling, guarding against collision with and impact by stored objects. Use lighting/torch in all areas.
Physical & Mechanical Security Devices, (Grills, Shutters & Gates)	Take care when opening access gates, shutters etc., to avoid sharp edges and crush injuries. Where lifting is required apply kinetic lifting techniques or use handling aids, where available
Dynamic Risk Assessment	
<p>Not all premises will have an established risk assessment in place. In the event a s site is visited where no documented assessment is available, the officer is required to undertake a dynamic risk assessment for the purpose of a safe working environment for not only themselves but other stakeholders whom are present on site.</p> <p>.</p> <p>A dynamic risk assessment is: “The continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational incident.”</p> <p>All potential hazards that are identified should be reported and if there are any immediate concerns with Safety, this should be reported immediately, and duties ceased.</p>	

Signature of acceptance <i>(for and on behalf of the client)</i>				
Signature				
Print Name				
Position				Date
Issue Date:		Review Date:		AI Issue number: 0001

