



UK Centre for
Ecology & Hydrology

FO107-20 LOT B SECURITY SERVICES SPECIFICATION

SECURITY SERVICES SPECIFICATION

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SECURITY SERVICES SPECIFICATION

1. OBJECTIVE

- 1.1 The security service will provide a safe, secure environment for staff, visitors and contractors and their possessions whilst at the Locations. The essence of the security service required is to provide effective crime prevention measures and a quick response, when required in respect of any security related issue.

2. INTRODUCTION

- 2.1 The Contractor will provide a high profile security presence on the site. These services will be provided on a professional basis, with trained and experienced personnel providing a high level of commitment and performance.
- 2.2 The Contractor shall ensure that all regulations, policies and procedures which are laid down by UKCEH, and affect the security of staff, contractors, visitors and property are adhered to.
- 2.3 The Contractor will assist the Authorised Officer in the production and updating of a security strategy and prioritised plan for UKCEH approval within the first three months of the Contract. This shall encompass all of the relevant aspects of this specification and the controls assurance standards, including physical security of the site, key holding arrangements and application of CCTV systems.
- 2.4 The contract will be undertaken using an NEC 4 Term Service Short Contract.

3. SERVICES TO BE PROVIDED

- 3.1 An indicative outline of the main tasks to be undertaken as part of the security service is detailed below. The list of tasks is not exhaustive and the contractor will be expected to undertake any reasonable security requests on an ad hoc basis. The Contractor shall ensure that staff undertaking these tasks are competent to do so.

3.1.1 Property

All doors and windows will be monitored regularly throughout the period of duty. Any doors not locked that should be locked, shall be locked immediately so as to prevent unauthorised entry. In the unlikely event that this is not possible the Designated Officer shall be notified immediately. Any requests to lock/unlock doors by Authorised Persons will be undertaken.

The Contractor will undertake the locking up and unlocking of doors around site as well as all site security gates as per UKCEH procedure. The location, times and type of locking/unlocking procedure may change during the contract term; these will be agreed between the Contractor and Designated Officer.

The Contractor will prevent and deal with all cases of trespass within UKCEH. The Contractor shall, where possible, prevent unlawful entry to all buildings and safeguard all fixtures and fittings therein. The Contractor shall ensure that all buildings, when not in use, are properly secured, against criminal damage.

The movement of UKCEH property will be constantly monitored. Any property being removed from Site shall have been approved for removal otherwise it will not be allowed to be taken from the Site.

3.1.2 Alarms

All Staff shall be familiar with all alarm procedures and codes, these will be provided to the Contractor. Should any interference with alarm systems be observed they should be reported to the Designated Officer and entered into the incident log book. Staff will respond to any panic alarm and take whatever action is necessary to ensure the safety of UKCEH staff. The Contractor will assist the Designated Officer in producing alarm procedures.

Alarm activation should be attended to immediately and evidence of forced entry should be notified to the Designated Officer/police. The alarm should be set/reset as and when required or notification given to the Designated Officer that a Company re-set is required. UKCEH shall be responsible for the co-ordination of the maintenance of the alarm systems.

3.1.3.1 Fire Exit Monitoring

All fire exits should be inspected. Obstacles blocking fire exits will be removed immediately and in the case of continuous obstruction in any particular area, the Designated Officer informed. Any unauthorised use of fire exits should be reported to the Designated Officer and logged.

3.1.3.2 Fire Fighting Equipment Monitoring

Staff shall ensure that all firefighting equipment remains in designated locations and is not interfered with in any way that prevents its immediate use. Any equipment not in working order should be reported to site Facilities Team and logged.

3.1.3.3 Fire Panels

Staff shall check all fire panels to ensure that they are in a normal ready state.

3.1.3.4 Suspicious Objects

Staff shall be alert for suspicious packages/objects left unattended. Should notification be received of a suspicious package/object, this shall be attended to immediately in accordance with agreed UKCEH procedures. The Designated Officer shall be informed immediately. All such incidents must be seen through to a conclusion and be reported in the incident book.

3.1.3.5 Services Monitoring

Staff shall routinely pay attention to all water, gas and electrical installations in public areas to detect breakdowns and wastage. If possible the Staff shall rectify such breakdowns or wastage and if this is not possible report the breakdown/wastage to the Designated Officer.

3.1.3.6 Visitor Surveillance

Staff shall approach any suspicious person within the Locations to ascertain their purpose for being there. Should Staff be suspicious of any person's intentions, they should keep the person under discreet surveillance. The Security Officer should also call for assistance from other Staff if required. All visitors to the Locations should be tactfully observed. Should an offence be committed by any individual, appropriate action should be taken and the Designated Officer informed.

3.1.3.7 Environmental Monitoring

Staff shall be alert at all times to spillages, discarded rubbish, general cleanliness, broken glass, graffiti or other matter that may impact upon the image and state of UKCEH, as seen by UKCEH staff, stakeholders and general public. Such matters will be reported to the Designated Officer.

3.1.4 Safety of Staff

UKCEH has a 'Zero Tolerance' policy relating to violence in the workplace and the Contractor shall endeavour to ensure the safety of all UKCEH staff and visitors at all times. Staff will deal with all cases of assault/aggression. In the event of UKCEH staff or visitors being subjected to abuse or physical attack, Staff shall deal with such circumstances by defusing the situation and as a last resort physically restraining the person using the minimum of force required. The Contractor shall ensure that Staff are aware of the extent of his/her authority in powers of arrest and the level of restraint needed. The Security Officers shall attend these incidents immediately.

3.1.5 Theft

Should there be any suspicion of theft of UKCEH/personal property the relevant person/department should be requested to report the incident to the police immediately. The Staff will liaise with the police and the victim when these incidents occur. All such occurrences must be recorded in the incident book and any follow up action undertaken.

3.1.6 Reporting

Daily log sheets, provided by the Contractor, which shall be individually numbered, will be maintained to record all patrols/occurrences/incidents relating to security matters. The log sheets should also be used to record all messages, instructions and other information necessary for the effective provision of a security service.

Anything recorded that is deemed to be urgent or serious should be reported immediately to the Designated Officer. This could be theft, vandalism, visitors being under the influence of alcohol/drugs, breach of confidentiality, or other matters relating to conduct. The log sheets shall be available to the Designated Officer at all times. Staff should also be provided with a notebook for recording observations on patrols. The Contractor shall provide a robust incident reporting procedure that will complement and support the UKCEH existing incident reporting system. The Contractor's staff will be required to complete the UKCEH incident form when relevant. The Contractor will provide any incident reporting statistics as required by UKCEH.

3.1.7 Emergency Assistance

Any request to attend to an emergency within the Locations or outside grounds will be immediately and fully co-operated with in accordance with UKCEH's Incident Procedure. In the event of the fire brigade being called, the Staff will ensure the access route is clear to the source of the fire and then attend and remain at the scene, assisting the Designated Officer, until the area is secure, as per the fire policy. Emergencies may include fire, explosion, gas leaks, chemicals/bacteriological hazards, bomb threats, major accidents, flood, lightning strike, wind/rainstorms. The Security Officers shall liaise with the Facilities Department for specific direction in the event of any damage/remedial work caused through the emergency or incident.

3.1.8 Major Incident

The Contractor will ensure that the Contract Manager and Staff are fully aware of the UKCEH Major Incident Procedure and that a copy of the Procedure is kept available in the Security Office. The Contractor must adhere to the UKCEH Major incident Policy.

3.1.9 Lost Property

The Contractor will implement and maintain a system of managing lost property. Items such as money, jewellery, etc. shall be given to the Facilities Manager/Site Services Manager for safe keeping.

3.1.10 Defect Reporting

To report the need for repairs and maintenance as seen during their patrols, i.e. lighting, door locks, windows, cages etc. using a defects reporting procedure.

3.1.11 Police Liaison

To act as a liaison officer, on behalf of UKCEH, with the local Police in all routine and emergency/serious security incidents, as agreed with the Designated Officer.

3.1.12 Radio Procedures

Staff will always use radio communications in a resourceful, confidential and professional manner and when required a coded system of communication should be used.

3.1.13 CCTV

The Contractor shall be responsible for viewing activities across the site and grounds and to respond to any unusual or unexpected activity.

3.1.14 Key Issuing

Staff will issue keys on an ad hoc basis.

Staff will escort the requesting person to the area to be unlocked when required.

The Contractor will receive the key when returned and chase any keys not returned.

3.1.15 Call Outs

A schedule of rates will be required for callouts as and when attendance is required to site.

3.1.16 Ad hoc Requests

All ad hoc duties urgent/non urgent will be undertaken as soon as is practicable and in agreement with the requesting officer. The Contractor will log all requests in the logbook including the date, the response times and the duration of work. Delays in being able to meet the requesting officer's timescale must be recorded.

4. PERIOD OF COVER

4.1 The contractor will provide the following hours (7.00am - 8.30am & 16.30pm – 18.00pm Monday to Friday, excluding Bank Holidays. A schedule of rates is to be provided.

4.2 The Contractor shall ensure that there is adequate contingency to cover planned and unplanned absences.

4.3 The staffing rosters should comply with the Working Time Directive Regulations and be in line with the UKCEH guidance on those regulations.

4.4 Additional staffing may be required on bank holidays or over holiday periods and the Contractor will be required to meet these additional demands. A schedule of rates is to be provided.

4.5 The contractor will ensure arrangements are in place and communicated to UKCEH staff on how to contact security staff at all times.

5. PERSONNEL REQUIREMENTS

5.1 Staff will need to satisfy the standing requirements of the British Standard BS7499 and BS 7858. The Contractor will be registered with the Disclosure and Barring Service (DBS) and will ensure that all employees are vetted through the DBS prior to employment and the Working Time Regulations will be adhered to. Additionally they are also required to meet the following criteria:-

- 5.1.1 Be certified medically fit for the work they are required to undertake, and be physically capable of patrolling alone.
- 5.1.2 Any person employed beyond State Pensionable age may only be employed in accordance with UKCEH's policy.
- 5.1.3 Will be of good character and conduct themselves in professional and proper manner at all times during the period of duty, will be able to use tact and inter-personal skills, and will be capable of dealing with personnel at all times and levels.
- 5.1.4 Will have undertaken suitable security training, which shall be provided by the Contractor, for the task on which the officer shall be employed, including the completion of reports and records agreed by the Designated Officer. All Security Officers will have undertaken the relevant training required by the Security Industry Association (SIA) i.e. Level 2 Award in Security Guarding awarded by any of the following awarding bodies: - BIIAB; City & Guilds; Edexcel; EDI; Highfield Qualifications; IQ; NOCN or Trident Awards (LASER) or earlier versions such as Level 2 Certificate for Security Guards/Level 2 BTEC Award in Security Operations. They shall also receive full de-escalation and control and restraint training.
- 5.1.5 Will have undertaken additional annual training both off site and on the job. Records of officers training will be maintained and by the Contractor and will be available upon request to the Designated Officer.
- 5.1.6 Will undertake Fire Procedure training provided by UKCEH Facilities as part of the initial on site induction and will attend the next available UKCEH Induction training after recruitment.
- 5.1.7 Will liaise with the police as appropriate.
- 5.1.8 Will have at least 2 (two) years' experience working within the Security Services Industry unless agreed with the Designated Officer.

6. PRESENTATION AND IDENTIFICATION

6.1 Staff should be readily identified by the uniform they wear. A smart appearance will be expected from all the security personnel at all times. The Contractors insignia should be clearly visible when the uniform is worn in normal working environments.

6.2 The Contractor will provide for Staff, sufficient clean protective clothing and uniform which must be approved by the Designated Officer.

6.3 UKCEH will provide ID Badges for each of the Staff, similar to those provided for the UKCEH staff. The Contractor will ensure that all officers and managers wear their ID Badge where it can be seen i.e. between the waist and chin. The Contractor shall ensure that all ID badges are returned from Staff when they leave their employment.

6.4 The Contractor will provide the names of the Security Officers to the Designated Officer, and will inform and keep up to date this register of any amendments.

7. BRIEFING

7.1 Staff will be briefed on handover with the Staff on the outgoing shift or UKCEH Contract Manager (depending on UKCEH Site arrangements) on the following:-

7.1.1 Any incidents affecting security which occurred during the day/night giving details/description etc.

7.1.2 Any specific change on Locations routine or pending functions whereby a security presence is required or where special attention is warranted.

7.1.3 Information of details pertaining to contractors who will be working at the Location.

8. ASSIGNMENT INSTRUCTIONS

8.1 The Contractor shall formulate and define a comprehensive volume of Assignment Instructions, for use by the Staff. These instructions must give good clear details of the Staff functions and clearly state site instructions that must be followed at all times. These instructions will be agreed with the Designated Officer.

8.2 The Contractor will provide an assignment instruction manual for the Staff. This guidance instruction manual will be agreed with the Designated Officer, and will be reviewed and revised as necessary and at least annually.

8.3 The assignment instructions will contain guidance for the Staff in the event of an emergency/fire/major incident. These will be agreed between the Designated Officer and Contractor and will be up-dated and reviewed at six monthly intervals.

9. SITE ATTENDERS

9.1 In order to be able to establish who is authorised as a member of staff/student to be in a given area, all staff/students will be in possession of a UKCEH Photo Identity badge. Any person within that given area who is not displaying a UKCEH Photo Identity badge may be approached accordingly.

9.2 The majority of UKCEH staff/students & visitors would come on to the premises during the course of the normal working day, i.e. 7.00am to 8:00pm

9.3 Persons not falling into the above categories should be politely requested to leave the site and if necessary be discreetly escorted to the nearest exit.

9.4 It must be emphasised that the role of the Staff should be one of providing security in a manner, which reflects the UKCEH general principles toward staff and visitors alike i.e. the security Staff shall be polite, courteous and professional in their manner at all times.

10. EQUIPMENT

10.1 Each officer will be required to carry a serviceable personal radio communicator at all times which will be provided by the Contractor at a frequency agreed with the UKCEH.

10.2 The Contractor will be responsible for the storage, charging and issue of the mobile radio communicators. The radios will be licensed by UKCEH.

10.3 The Contractor will be responsible for training the Staff in the correct use, storage and charging of these radios.

10.4 Staff on duty will always be available by radio to the switchboard, to each other and any other designated person.

10.5 The Contractor shall be responsible to provide and maintain any equipment required to undertake the security function in an efficient, effective manner.

11. MONITORING AND SUPERVISION

11.1 The Contractor will ensure that Staff are visited at the Locations: -

At least once per week by an Area Manager

The Designated Officer will also monitor observance of the contract, and will instigate a system of random monitoring of the contract service.

11.2 UKCEH will monitor the Contract in line with Contract Management Schedule and the quality standards in Appendix A.

12. SERVICE REVIEWS

12.1 All issues in respect of the service shall be discussed at a monthly contract review meeting between the Contract Manager and the Designated Officer. The agenda will encompass the overall provision of the service in respect of monitoring, operational issues, quality assurance/control, finances, complaints, training, health and safety, communications etc. These reviews will be used as a means of evaluating the service performance.

12.2 The Contractor will also be required to attend user group meetings in respect of the service.

12.3 The Contractor shall review the service with UKCEH at least annually.

APPENDIX A

QUALITY STANDARDS

Security Service – Quality Standards

Item	Quality Standard
Doors and Windows	To be constantly monitored throughout the day. Any malfunctioning locks to be reported immediately to Facilities
Locking/Unlocking of doors	Lock down procedure to be undertaken at the required time and all doors to be secured appropriately. Requests to lock/unlock doors, by appropriate personnel to be undertaken as soon as is practicable
Alarm Procedures	To be fully aware of alarm procedures for each alarm
Alarm Activation	To be attended to immediately
Fire Call	Attend immediately and provide assistance as per assignment instructions
Major Incident	Attend immediately and provide assistance as per assignment instructions
Bomb Threats	Attend immediately and provide assistance as per assignment instructions
Missing Person Search	Attend immediately on request to assist and undertaken methodical search as per assignment instructions
Fire Exits	To be free from obstacles
Suspicious Objects	To be reported to the Authorised Officer or Designated Officer
Verbal/Physical Assault	To attend immediately and diffuse the situation or restrain offender as appropriate
Theft	To protect UKCEH against theft and should a theft occur to investigate and report to the Authorised Officer immediately
Unauthorised/Undesirable Visitors	To remove from Location whilst being firm and polite, only using reasonable force if required
Reporting	To be undertaken promptly and in/on the appropriate form(s)/books
Item	Quality Standard
Untoward Incidents	To be reported immediately

Lost Property	To be handled in accordance with UKCEH procedure
Equipment	To be maintained in good working order
Radio Communications	To be used in a resourceful, confidential and professional manner
Designated Staff	To be provided at all times as determined by the specification
Key Control	All keys should be issued and logged in accordance with the UKCEH procedure
Health and Safety	All staff to adhere to good Health and Safety practices
Staff appearance	All staff to be dressed in the appropriate uniform/protective clothing for the task being undertaken and be presentable, wearing an I.D. badge
Staff attitude	All staff to be courteous, helpful, responsive and diligent whilst undertaken their tasks.
Vandalism/Wilful Damage	To be investigated and reported to the Authorised Officer immediately.
Staff Escort	Staff should be escorted on request within 15 minutes of the request.

GLOSSARY

Contractor	Contractor awarded contract
Staff	On duty Security Officer employed by the Contractor
Security Officer	On duty Security Officer employed by the Contractor
Contract Manager	Employed by the Contractor to manage the contract at an operational level
UKCEH	UK Centre for Ecology & Hydrology
Authorised Officer	UKCEH senior Facilities member of staff who has final authorisation for all areas of the contract (normally Facilities Manager)
Designated Officer	UKCEH Facilities staff member who manages the contract on a day to day operational level (Normally Site Services Manager)
UKCEH Staff	Any member of staff employed by UKCEH
Facilities Department	UKCEH members of staff working within Facilities Management
Facilities Manager	Employed by UKCEH to manage the UKCEH Site
Site Services Manager	Employed by UKCEH to manage the UKCEH Site at a daily operational level
ID Badges	UKCEH policy is for all staff; students; contractors; visitors to clearly display an official UKCEH ID badge which shows name and photo of badge holder