Dated 28 Apr 20

**THE PROVISION OF A MANNED SECURITY GUARDING SERVICE AT PATHFINDER BUILDING - STATEMENT OF REQUIREMENT**

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.1The guard force on duty is wholly responsible to the requirements of the Designated Officer in execution of their agreed tasks. | The command chain for the guard force is:a. Head of Establishmentb. Establishment Security Officerc. Pathfinder Security Manager - Designated Officer (DO)c. DO authorised representatived. Service provider’s Contract Managere. Service provider’s Guard Manager f. Service provider’s Shift Supervisor | The Designated Officer is also referred to as the Authority within this document.The DO representative is a member of the Security Section who has been authorised to deputise in his/her absence. |  |
| 1.2 Service provider shall be compliant with, registered or accredited as applicable.1.3Service provider to maintain 1.2 throughout the contract period. | 1. The Security Industry Authority (SIA) Approved Contractor

Scheme.1. ISO 9001:2015 Quality Management and Quality Assurance

Standards.c. BS 7499:2013 Code of Practice for Static Guarding, mobilepatrols and key-holding services. | These requirements are measurable within the KPI process. |  |
| 1.4Service provider will be compliant with the Working Time Regulations 1998. (Amended 2007). [EU’s Working Time Directive (2003/88/EC)](https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32003L0088) | 1. Average 48-hour week over a nominal 17- week period.
2. EU WTD allows in certain circumstances, the 17- week

period to be extended to 52. c. Shifts not to exceed 12 hours. d. Maximum 56-hours in 7 consecutive days, must be given48-hours consecutive time off. e. Service provider to liaise with the DO for his approval inexceptional circumstances if this cannot be met. f. Service provider to factor in concentration times and regularbreaks for staff engaged in CCTV monitoring and demonstrate how this is being achieved.1. Breaks (including reading materials) are to be taken away

from the workstation (no food is to be consumed within Security Posts and drinks are to be kept in a sealable container no less than 300mm away from console equipment)1. All commitments are to be adequately covered.
 | These parameters are measurable within the KPI process. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.5Service provider is to provide an adequate pool of employees who are security cleared to the required standards to ensure that the guarding requirements are met at all times. | 1. Pre-nominated and approved reserves are to be on 2 hours

notice to be on duty.A minimum baseline manning ratio of Information Redacted .The ratio of nominated reserves shall be Information Redacted for guarding tasks in this contract.1. Continuity of cover must be provided for rest periods, tea &

meal breaks taken by guards or supervisors.1. Approved reserves may be employed elsewhere within the

service provider’s company however, priority must be to the commitment of this contract if invoked by the DO.1. The requirements of 1.4 shall apply to approved reserves

utilized on this contract even when not on this site.1. Approved reserves may be called upon to cover short

notice sickness or absence.1. Approved reserves can also be called upon with 5 working

days’ notice to provide cover for training as and when required by the DO. | These requirements and parameters are measurable within the KPI process.Approved reserves are permitted to work on other sites; however, compliance with 1.4 will give a level of assurance that they are not fatigued prior to duty. |  |
| 1.6Service provider to ensure all guard force personnel have been approved by the Designated Officer (DO) prior to the security clearance process. | The DO should be made aware of any known reason(s) that could potentially have an impact on an individual’s probability of being approved for DV Clearance | UKSV are the vetting authority who ultimately decide whether clearance is approved. |  |
| 1.7Service provider to confirm in writing to the DO, either annually or on change of staff, that the guard or manager is medically fit for employment. | 1. If subsequently the guard or manager is found not to meet
2. 1.6 or 1.7, they should be withdrawn and replaced with an

approved substitute in the time specified in 1.5 1. Any medication which may have an adverse effect on the

guard’s ability to perform their duty, must be brought to the attention of the DO, the guard will be prohibited from being assigned to post.1. Guards must not be colour-blind.
 | These requirements and parameters are measurable within the KPI process.X-Ray scanners and other equipment present valuable graphical information for interpretation by colour variances. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.8Staff Leaving | The service provider must inform the DO or his representative at the earliest opportunity that a staff member is leaving or has left, not to return under this contract. Staff must be de-inducted by the DO or authorised representative on site, travel outside of site to de-induct an individual, shall be at the cost of the service provider | Staff turnover is a measurable on the KPI. |  |
| 1.9Service provider is to ensure guards complete and maintain the following training throughout the duration of the contract period. The Guard manager is to keep a documented training and development record for all guards. | 1. Security General Threat Brief (Annually)
2. Basic Fire Awareness (DLE\*) (Annually)
3. Display Screen Equipment (DLE\*) (every 2 years)
4. Equality and Diversity (CSL\*) (every 2 years)
5. Defence Information Passport (DLE\*) (every 3 years)
6. GPDR Course (DLE\*) (every 3 years)
7. Must have Data Protection Act awareness relating to,

Control Room practices.1. Full operational effectiveness and skill share is an essential

part of this contract.1. The service provider will be expected to demonstrate

compliance with requirement (1.9 h) by the operative achieving the following outline knowledge and competency levels:Level 1 – BaselineLevel 2 – OperatorLevel 3 – PractitionerLevel 4 – ExpertLevel 5 – Supervisor | - Provided by the customer Security-These requirements and parameters are measurable within the KPI process.-The authority will deliver training within its scope.-It is for the service provider to fund access to the Defence Learning Portal (DLE) in order to access online training.-Guards will be trained on existing Security System elements including CCTV, Alarms and AACS and VMS |  |
| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.9Service provider is to ensure guards and on-site supervisors have the following throughout the duration of the contract period.CONTINUED… |  j. Minimum requirement of Level 1:* Visitor Management System- Guard Level Access
* Execute external foot patrols
* Compound duties – receipt of collections & deliveries
* Escorting outside the building but within the fence line
* Conduct Vehicle searching
* Understand and apply search and finds procedure
* Metal detection arch operation
* Metal detecting wand operation
* Mail intake process including suspect package identification and incident process
* X-Ray machine basic familiarisation and image interpretation
* Visitor process including clearances required, visitor warning lights, prohibited items.
* Alarm response procedure
* Two Way radio use and protocol
* Phone detectors
* Intercom operation
* location and use of barriers and gates
* Location of external plant and doors
* External fire alarm points, hydrants, firefighting equipment and disabled refuge phone operation
* Foyer reception duties
* Identification of badges and lanyards and their rational

  k. Minimum requirement of Level 2:* Level 1 competencies attained
* Floor plan layout and familiarisation
* Location of all access-controlled doors
* Location of all Intruder detection Points
* Location of all fence zones
* CCTV camera locations known
 | Intruder Detection System: Information RedactedIntercom system: Information Redacted Visitor Management System: Information RedactedSecurity Management System: Information RedactedX-Ray machines: Information RedactedPhone Detection Systems: Information RedactedLevel 1. This list is not exhaustive; however, these are typical tasks which can be undertaken by an individual without the requisite clearance level to enter the SAO unescorted.A person with Level 1 competency will not be allowed to work a shift pattern as the core skills do not meet with the SoR.Level 2 onwards, will be suited to individuals who have the required clearance level for unescorted access within the building; the list is typical but not exhaustive.These requirements and parameters are measurable within the KPI process. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.9Service provider is to ensure guards and on-site supervisors have the following throughout the duration of the contract period.CONTINUED…... | * Key control process understood
* Daily Occurrence Book protocol
* Receipt and Issue process
* Internal fire alarm points and firefighting equipment
* Emergency procedures
* X-Ray competent in threat recognition
* Reception duties – behind glazing
* VMS badge production
* Virus checking
* Conduct counter compromise internal searches
* Identify non-operational electrical equipment and switch it off

 l. Minimum requirement of Level 3:* Operation of automated access control system (AACS) –

locking/unlocking, interpret faults/warning messages* Operation of the Security Management System (SMS) –

accept, reset, inhibit* Operation of Intruder Detection System (IDS) – type of

sensors, principle of operation* Operation of CCTV- control cameras/monitors, execute

virtual patrols* Voice Alarm/ Public Address system
* Radio base station operation
* Fire alarm system procedure (under review)

 m. Minimum requirement of Level 4:* In depth knowledge of policies and procedures
 | The Levels and lists are indicative and not exhaustive, from the levels incremental knowledgebase builds ensuring that officers are sufficiently trained to deliver the full scope of the SoR to the satisfaction of the authority.These requirements and parameters are measurable within the KPI process. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.9Service provider is to ensure guards and on-site supervisors have the following throughout the duration of the contract period.CONTINUED…. |  n. Minimum requirement of Level 5:* Retrieval of CCTV images of hard & soft copy
* Auditing of all system information – AACS, IDS etc.
* Trainer and performance responsibility

 Time scales for achieving levels:Level 1 – 3 months or lessLevel 2 – 4 months or lessLevel 3 – 5 months or lessLevel 4 – 6 months or less Level 5 – 4- 6 monthso. X-Ray Scanning equipment operation and object recognitionto be held by no less than 1 of the guards on duty throughout thecontract term.p. All guards are to be First Aid trained and certified, thiscertification must be current throughout the contract term. q. Provide and maintain, CCTV DPA/Criminal Evidencecompliance kit, including coloured master disc and evidencebags.r. Guards and supervisors to be computer literate and have a working knowledge of Microsoft Word, Excel and Outlook. |   |  |
| Security Section to recommended enhancements above that required to provide minimum functionality and guard force effectiveness. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.10Service provider to accommodate reasonable requests. | s. In an emergency or elevated Response Levels, the Designated Officer will have the right to order the service providers staff to perform such reasonable tasks as may be necessary for the security of the site. |  |  |
| 1.11Service provider to supply suitable cleared personnel for the duration of the contract. | 1. The DO can authorise escorted access for the SC cleared

guard is escorted by a fully cleared person.1. Full clearance is required for unescorted access within the

SAO, Security Control Centre, Main Security Post and the Secondary Security Post. 1. A fully cleared person holds Developed Vetting (DV) and is

fully inducted,1. Guards are to read and sign as having understood

Pathfinder Security Orders.1. Guards who fail the DV process or subsequently have

their DV status removed, will be deemed unsuitable to remain on site.1. Any changes of circumstances which may affect an

individual’s clearance must be brought to the attention of the DO. | These requirements and parameters are measurable within the KPI process.The authority will sponsor DV applications in the absence of the service provider being unable to provide this function. It should be noted that the authority will advise that the DV be cancelled should the individual no longer be used to cover this contract commitment.  |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.12Service Provider to ensure minimal costs to the client contact mechanism. | Booking on calls, check calls and any other verbal or non-verbal communications from site to the service provider must be made to a standard charge land line and will be paid by the Authority throughout the duration of the contract. Calls to mobiles or premium rate numbers are not permitted. | The DO will receive a list of calls made on phones controlled by the service provider in Pathfinder. Any calls, other than booking on/off, particularly to mobiles or premium numbers are to be recorded in the DOB, with an explanation. Non work associated calls will be chargeable to the service provider. |  |
| 1.13Unauthorised Access/Information Release | 1. The service provider shall not sponsor any person to visit site

without the authority of the DO or his representative.1. No individual shall be allowed within the Security Control

Centre or Security Posts without the authorisation of the DO or his representative.1. No Data, statistics, information or images are to be released

without the authority of the DO or his representative.1. Visitors to Security Posts / Centre must sign the Visitor Book

acknowledging confidentiality.  | The Security Posts and Security Control Centre are restricted areas. Only authorised personnel should be given access. |  |
| 1.14Service providers Management & Supervision of contract. | 1. A suitably qualified or experienced Contract Manager shall

formally meet with the Designated Officer (DO) monthly.b. The Contract Manger shall visit site no less than onceevery 30 days.c. Ad hoc visits by service providers’ staff or management,who do not form part of the work team rota, are not allowed without the prior approval of the DO.d. The service provider shall appoint a suitably qualified or experienced site-based supervisor, employed separately from a guarding task.e. Supervisor to be available for weekly scheduledmeeting / briefs with DO, typically 1-hour duration.f. Contract Manager/Supervisor to provide statistics in linewith the Key Performance Indicators (KPI) and Service Level Agreement (SLA). | These requirements and parameters are measurable within the KPI process. |  |
| **1. Command & Control**  | 1. **Requirement**
 | **Additional Information** |
| 1.14Service providers Management & Supervision of contract.CONTINUED …. |  g. Present written report on finds or extraordinary eventswithin 12-hours to DO.h. Present KPI statistics weekly to DO. i. Present SLA statistics monthly to DO. j. Ensure Assignment Instructions (AI’s) reflect StandardOperating Procedures (SOPs), are current and meet DO approval.k. Provision of two authority delivered training orcommunications days per calendar year to be made available for site-based staff without loss of service provision |  |  |
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| 1.15Service provider to supply Staff clothing and Equipment. | 1. Guards and supervisors to be dressed in clean,

presentable uniforms including stout clean footwear.1. The uniform is to be approved by the DO.
2. Foul weather clothing and appropriate footwear for each

guard and supervisor shall be supplied.1. High visibility clothing shall be provided for personnel

engaged in access control, security patrols, traffic-control or vehicle search duties.1. High intensity torches including consumables in sufficient

number to allow the guard to execute their duties at all times.1. Suitable number of under vehicle search mirrors with

illumination facility including consumables in sufficient numbers to allow the guard to execute their duties at all times.1. Unofficial Pin badges, tie clips, emblems etc must not be

worn whilst on duty without the approval of the DO.1. Harness & Fall arresters or any other equipment required

for the safe working at height (Rooftop and Gantry), this equipment must be maintained in accordance with any Health and Safety requirements.1. Safety helmets, ear defenders, gloves and light eye care

are to be provided for staff involved in escorting contractors. | No unauthorised personal items of clothing or equipment are to be worn or carried whilst on duty.These requirements and parameters are measurable within the KPI process. |  |
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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.16Service provider to align and embrace the MoD Code of Conduct in addition to any internal company Codes of Conduct. | Guards and Supervisors must abide with the basic code of conduct contained within BS 7499 and JSP 440 committing or condoning any one of the following will be regarded as a breach of this code of conduct:a. Neglecting or, without due cause, failing to carry out promptly and diligently a required task within their job description whilst at work.b. Failing to comply with the security orders in a way that would potentially lead to a compromise of sensitive informationc. Leaving a place of work during any period of duty without due permission or sufficient cause or failing to work to the agreed shift pattern.d. Knowingly making or signing any false oral or written statement.e. Destroying, mutilating, altering or erasing any official document or record.f. Divulging to any other person who does not need to know, any matter which is protectively marked or is private business of the MoD’s or contractors, past or present.g. Soliciting or receiving any bribe or other consideration from any person.h. Failing to account for documents, keys, a pass or passes, money, or property received in connection with their duty and/or the MoD’s business.i. Being uncivil to persons encountered in the course of their duty or abusing their position of authority in connection with the discharge of the MoD’s business.j. Acting in a manner reasonably likely to bring discredit upon the MoD, or to fellow employees.k. Wearing the uniform provided by the Company incorrectly or using MoD equipment without authority.l. Carrying out or reporting for duty whilst under the influence of alcohol, controlled drugs, or solvents, or consuming any of these whilst on duty. Guards are to advise their supervisor if their performance may be affected by drugs prescribed by a medical practitioner. | Any contravention of the Code is a breach of contract, any member of the service provider’s staff may be refused access to MoD property by the DO.These requirements and parameters are measurable within the KPI process. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.17Service provider to align to the MoD Code of Conduct.CONTINUED…. | m. Failing to report forthwith to the Designated Officer through the Commercial Guarding Management any conviction for a criminal or motoring offence (other than a minor motoring offence, which does not impact on the effective discharge of official duties).n. Knowingly allow any access to MoD premises by any unauthorised person or persons.o. Whilst on duty carrying any unauthorised equipment not issued to him/her as part of their duties, (e.g. Multifunction Knife).p. Failing to report for duty at the correct time and place unless due notice and reasons have been given to their supervisor.q. Sleeping whilst on duty. r. Smoking or carrying any smoking materials including matches and cigarette lighters, in any prohibited place where such activities and materials are banned. | Any breach of this Code of Conduct may render the individual to be considered unacceptable for employment on MoD property. In such a case the Contractor will be notified by the DO accordingly and will replace the offending individual forthwith.These requirements and parameters are measurable within the KPI process. |  |
| 1.18Service provider to accommodate short notice/short duration requests. | The Designated Officer (following approved protocol) can invoke a Security Enhancement Clause (SEC) requiring additional guards to meet the security requirements of a higher alert state or to cover a specific event Guards to assist and participate in any training exercises that may be called under the direction of the DO. |  |  |
| 1.19 There may be a requirement to significantly increase guarding numbers, within the contract period, to meet the security requirements of the Pride 2 project. | P2 is a project name for the development and expansion of the RAF Wyton Site. Although no details are confirmed some scenarios and are described in Annex A. Although it is the Service Provider’s responsibility to estimate the number of guards required to meet the requirement, the standards and tasks detailed within this SOR will be applied to any build within the P2 initiative. | The Authority will ensure early consultation with the Service Provider allowing for a suitable amount of time for planning and recruitment when additional guarding is confirmed. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.20Service providers to receive briefing from Designated Officer or DO’s representative to cascade to the guard for that day’s duty. | The following list is typical but not exhaustive of the topics to be covered during the brief:a. Changes to the threat.b. Alert state.c. Changes to the normal routine.d. Planned events.e. Details of known visitors, special events etc.f. Any specific areas of responsibility:g. Passes (personnel/vehicles).h. Vehicle search.i. Contractor’s employees/vehicles.j. Security of building.k. Communications.l. Administration.A Level 5 supervisor grade is to be available no later than 09:30 to receive the brief. This brief can be incorporated within the weekly morning scheduled meeting. | DO or his representative to ad hoc sample staff post briefing, to ensure message has been effectively cascaded and understood. |  |
| 1.21Service provider to maintain records | These records are typically but not exhaustive:a. DOB / Incident Bookb. Roster registerc. Key registerd. Passes issued and returnede. Telephone log f. Assignment Instructionsg. Staff contact detailsh. Security Seal register (Main Register maintained by Securityi. Information Redactedj. Voice Alarm/ Public Address system announcements k. Patrol reportsl. Authorised signature listf. Maintenance reporting Log | DO or his representative to audit no less than once per month, accuracy of records will form part of the KPI.These records can either be hand-written or entered via a computer and stored electronically. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.22Guard Force Facilities | The following will be provided by the authority:1. Heated and well-lit security posts.
2. MoD Telephone.
3. Toilets.
4. Cooking and messing facilities.
5. Site specific Health & Safety training.
6. Washing/Showering facilities
7. Drying Room
8. Furniture including suitable seating
9. Rest/breakout area.
 | The service provider must ensure their work area is kept clean; this will form part of the KPI.Guards are expected to have exemplary personal hygiene standards. |  |
| 1.23Service Providers Responsibilities | The following is the responsibility of the service provider:a. Cleanliness of the work area.b. Any transport required.c. Site specific Health & Safety equipment.d. To report any damage to equipment, facility or IT to the DO.e. To strive for zero non-compliance or customer complaints. To build working relationships with customers: a. In order to deal with any incidents effectively and tactfully,using the utmost discretion where required.b. Complete all tasks as assigned diligently.c. To liaise with external agencies when requested to do soby the DO.d. To assist in the development of Standard OperatingProcedures.e. Support and adhere to any Security Ordersand Standard Operating Procedures.f. Training as covered in 1.9. | Forms part of the KPI and contractual agreement for replacement at service providers cost including supplementary cover should it be so required.Customer relationship forms a measurable within the KPI. |  |

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| **1. Command & Control**  | **Requirement** | **Additional Information** |
| 1.24Tasking commitment | **Security Control Centre – Pathfinder SAO**1. Monitor and control CCTV system
2. AACS to be monitored.
3. IDS to be monitored.
4. Key issue and control.
5. Appropriate response to alarms.
6. Incident control and management

 **Main Security Post / Secondary Security Post**1. Baggage scanning/personnel/vehicle searches.
2. Ensure all Protectively Marked Material meets Security

Policy requirements on exit or entry to the facility.1. Issue temporary personal passes and vehicle permits out

of hours via Visitor Management System (VMS)  **SAO and GAO**1. Internal & External patrols as defined in Assignment

Instructions | 24-hours / 365 days / year |  |
|  **Manning Hours**1. Main Security Post / Reception excluding Public Holidays.
2. Pass issue to be available Monday to Friday excluding Public Holidays.
3. Escorts to be available Monday to Friday excluding Public Holidays, and to cover ad hoc requests.
4. Secondary Security Post
 | 24-hours / 365 days / year Information RedactedVisitors must be attended to in less than 5 minutes Day shift hours and when required out of normal hours |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.1Scanning of Mail, Packages. | 1. All mail deliveries are to X-Ray scanned by suitably trained

personnel (1.9) prior to acceptance within the building.1. Mail suspected of containing prohibited items is to be set

aside in a quarantine area, to be identified by the named recipient. Only the named recipient is authorised the mail, but this is to be witnessed by the X-ray machine operator.1. Prohibited items are to be removed from the building by

the recipient.1. In the event of a suspect package being discovered, you

are to invoke the emergency procedure as per the SOP1. All finds of prohibited items are to be reported to the DO
 | These requirements and parameters are measurable within the KPI process. |  |
| 2.2Spot checks of persons entering and leaving. | 1. All visitors and new personnel are to be searched

Information Redacted 1. Carried baggage and items are to be X-Ray scanned for

prohibited items.c. Guards must be competent in the use of the search equipment and the Search Code of Conduct.d. Guards are to be confident when conducting random non-contact, visual confirmation searches on persons. For example, asking personnel to empty pockets or bag contents.e. Guards are to be competent at inspecting documents and notebooks leaving the SAO and be able to recognise protectively marked material and passwords  | Searches to be conducted in specially designated areas only.A Record of Search is to be maintained.These requirements and parameters are measurable within the KPI process. |  |
| 2.3Challenging for Prohibited items. | 1. Guards must be proactive in detecting and restricting

prohibited items entering the building.1. All visitors and contractors are to verbally challenge, in

order to confirm they are not in possession of prohibited items1. All finds are to be recorded in the Record of Search.
 | It is important that Visitors and Contractors are made aware of the Prohibited Item List and given an opportunity to check their person, prior to search.If they identify a prohibited item at this stage, there is no requirement to record as a find. |  |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.4Media Scanning | 1. All magnetic and optical media is to be virus scanned prior

to entry into the building.1. All staff will receive appropriate training in the virus

scanning PC by the authority and certified by the DO.1. Any anomalies or positive results are to be reported to the

DO, ITSO or his representative.1. Out of hours, the duty investigator is to be called.
 | These requirements and parameters are measurable within the KPI process. |  |
| 2.5Mobile Phone/Laptops/Media | 1. Mobile phones are not permitted in the SAO.
2. Laptops are not permitted without the authority of the DO

or ITSO.1. Guards should have a good understanding of the

Pathfinder Portable Electronic Devices (PED) Policy which controls PEDs in the building.1. Security Mobile Phones and Mobile Phone Detectors are

accountable items and are to be signed for on issue and on hand over1. Mobile phone detectors are in use and are to be deployed

under instruction from the DO, this device is to be tested once per day.1. Laptops leaving the building are only to be released after

appropriate checks of the authorisation documents have been made.1. Hand carried media is only to be released from the building

after checks of the authorisation documents have been made. 1. All mobiles and laptops must be turned off and stored

outside of the secure area.i. Personnel, reporting they have inadvertently brought a PED into the secure area, are to be reported to the DO or a member of the Security Section straight away. Out of Hours the Duty Investigator is to be informed. | Training will be provided by the authority.These requirements and parameters are measurable within the KPI process. |  |
| 2.6Waste |  a. Authorise waste for removal from your area of responsibility. b. Shred all paper waste generated within any Security Posts.  |  |  |
|  c. Destroy by means provided by the authority all classifiedwaste. d. Visually confirm recyclable material is free for release. |  |  |
| 2.7Key issue | 1. Security keys to be controlled, issued and recorded in

accordance with internal processes and JSP440.1. Key presses/cabinets to be audited at the end of each duty.
2. Any discrepancies must be reported to the DO.
3. Authorised key demanders list to be maintained in date.
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| 2.8Guard patrol | 1. Information Redacted
2. Physical patrols of building (internal and external) to be conducted by guards.
3. Security doors to be checked and secured.
4. Security seals to be to doors and equipment when needed
5. Information Redacted
6. Desks are clear of protectively marked material.
7. Security furniture is closed and locked if unattended and the relevant Security Check sheet annotated.
8. Raise report for DO and enter details in the DOB if insecurity is found, removing items for secure storage and leave ‘notice of removal’ slip.
9. Confirm no visitors or un-cleared personnel are present before turning off the visitor warning system. Information Redacted
10. Conduct a full and comprehensive building search when instructed by the DO or in response to Operation Information Redacted or Information Redacted being instigated.
11. Check badges are displayed and in date.
12. Check and observe if un-cleared persons are escorted.
13. Remain vigilant, focused and committed to the prevention and detection of security breaches or weaknesses.
 | Information Redacted Information Redacted These requirements and parameters are measurable within the KPI process. |  |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.9Visitor Management System (VMS) | * 1. The PC based system VMS will be used to complete the booking in of visitors and contractors into the building at the front and rear entrances.
	2. The VMS will be pre-populated by the Vetting office prior to the arrival of any person.
	3. Guards are to identify all Visitors and Contractor arriving at Pathfinder by verifying their identity documents and confirming they are expected on the VMS.
	4. Once identity is verified the guard is to issue a visitor pass and a lanyard of the appropriate colour dependent on their security clearance level and nationality.
	5. If the visitor requires to be escorted, the guard will call the point of contact and invite the visitor to wait to be escorted.
	6. Guards to ensure that escort has signed escort orders.
	7. At the end of the visit, the guard must retain all passes issued and end the visit on the VMS.
	8. All losses of passes or holders must be reported to the Vetting Office for card suspension, with a written report prepared for the DO.
	9. Persons who arrive who are not on the VMS are not to be allowed in without authority from the DO or his representative.
	10. For VIP visits guards are to produce pre-prepared badges ready for issue without the need for photo capture. VIPs usually escorted by a representative from Command Group who are usually present at the front reception to meet the VIP.
	11. Guard supervisor to attend weekly meeting with Visits and Vetting to discuss forthcoming VIP Visits and conferences.
	12. Guard supervisor to report any functionality issues with the System and order consumables from supply when required.
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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.10Security Seals  | a. The service provider is to apply security seals as directed bythe DO or representative. Seal numbers and locations are to berecorded and the DO is to be informedb. The service provider shall supply UV fluorescing transparentself-adhesive seals suitable for electrical outlet screw covers,also, similar seals suitable for abutting surfaces.c. The service provider shall also supply a UV light emitting source complete with consumables and maintained in good order. |  |  |
| 2.11Void Checks | 1. The service provider will inspect and record prior to closure

any voids which have been created by any contractor, these will have been identified in the risk and method statement before work commenced.1. At cease of the work, guards are to check that the area is

secure and that no signs of tampering are visible outside of the defined are of works as stipulated on the risk & method statement.1. Guard is to certify that the area has been inspected.
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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.12Automated Access Control System (AACS) | * 1. The building has a comprehensive AACS with

approximately Information Redacted* 1. The AACS also has an electronic muster (automatic

counting out facility) which the service provider will also operate.* 1. Service provider is to electronically monitor all controlled

entrances and exits for invalid transaction, anti-pass back violations etc.* 1. Service provider to operate the tiger traps control system.
	2. Service provider to ensure correct protocol is observed

prior to opening the ATIC door.* 1. Service provider to ‘lock down’ in the event of Operation

Information Redacted being invoked at the instruction of the DO.* 1. Service provider to liaise with Vetting Office and Visits to

ensure road barrier, speed stiles and portals are opened /lifted in a timely and coordinated manner for VIP visits.* 1. Run end of day visitor reports prior to allowing the red

visitor warning lights to be turned off.* 1. Prepare passes and lanyards for issue to visitors and

contractors.* 1. Issue badges to staff who have forgotten them, after

confirming with the Vetting Office staff. | Training to be provided by the authority on systems.Information Redacted |  |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.13Telephone/Intercoms | 1. Service provider will be expected to answer the telephone

within 5 rings and use a scripted announcement.1. All hoax or suspect calls are to be recorded in the DOB and

reported to the DO or representative. 1. Bomb threats are to be dealt with as per orders and

Assignment Instructions.1. Emergency calls from internal lifts or refuge areas are to be

dealt with as per authority instructions.1. Video intercoms and voice only intercoms are used to verify

identity and reason for access,1. Service provider is the communications conduit between

site and the fire service via the guardroom.1. A direct line telephone is installed to the guardroom, this

link is to be tested at 23.59-hours each day.1. Telephones are for official business use only.
 | Training to be provided by the authority on systems |  |
| 2.14Two Way Radio | 1. The service provider will only use communication radios

and base station supplied by the authority.1. Strict radio protocol shall be adhered to at all times, using

approved calls signs and phonetic alphabet in the relaying of information which would otherwise be ambiguous.1. Radios shall be placed on charge when not in use.
2. Patrolling guards are to carry a radio at all times, but must

not be turned on or used within the building unless in an emergency, this emergency must be logged in the DOB and a written report prepared for the DO.1. Respond to all emergency calls from other units in range.
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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.15Tannoy (Voice Alarm System) | 1. Announcements are only to be made with the authority of

the DO or his representative.1. Time sensitive announcements must be made with an

accuracy of no less than +/- 1 minute.1. Only announcements which have been written down to be

read out are to be used.1. Standard announcements are to be kept updated within the

Security Control Centre. 1. The station Tannoy can be routed throughout the building,

the enabling of this feature is at the discretion of the DO.1. Announcements are to be kept to an absolute minimum

during conferences or briefings | Training to be provided by the authority on systems |  |
| 2.16Intruder Detection System | 1. The service provider will monitor all intruder alarm and take

the appropriate action as outlined within Security Orders and SOP should activation occurs including the dispatching of a guard to the area.1. The system has differing priority signals with differing

physical presence response times:* Priority 4 - Information Redacted
* Priority 3 – Information Redacted
* Priority 2 – Information Redacted
* Priority 1 – Information Redacted
1. The Intruder Detection System is part of the integrated

Security Management System (SMS), users must log in and be accountable for their actions.1. The service provider must make staff available for training

to be provided by the authority.1. All singleton staff must be familiar and competent with this

system.1. Alarms must be accepted and actioned within Information

Redacted of activation.1. Information Redacted alarms must be confirmed as being

‘Set’ before keys are accepted back. | The authority will train and certify staff in the operation of this equipment.Response times will be tested and form a measurable performance KPI.Alarm acceptance time will form part of the KPI. |  |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.16Intruder Detection SystemCONTINUED…. | 1. Information Redacted and external plant room doors must

be confirmed as being closed before keys are accepted back.1. Any ‘Unset’ system must be logged in the DOB and a report

prepared for the DO.1. Any alarm activations must have a cause attributed prior to

being reset and be fully investigated.1. Any system faults must be reported immediately.
2. Any faulty circuits can only be omitted after a works request

has been submitted and with the authority of the DO or representative.1. Cross site systems will also be monitored.
2. External assistance is available via a direct line to the

station guardroom in an emergency.o. Any work conducted on the system must be logged in theDOB. | Training to be provided by the authority on systems |  |
| 2.17CCTV | 1. A sophisticated CCTV system with a combination of

Information Redacted fixed and Information Redacted (PTZ) cameras complete with digital recording is installed.1. Operators are to be trained in the operation of this system

by the DO.1. The primary viewing equipment is housed within a bespoke

Security Control Room.1. Service provider to extract images from the system at the

request of the DO or his representative (either hard copy or optical /magnetic media).1. Service provider to review recorded images for events when

instructed by the DO or his representative.1. Service provider is not to let any person have access to any

recorded material without the prior authorisation of the DO or his representative.1. Service provider shall conduct regular ‘ Information

Redacted as outlined in 2.8 a).1. Service provider shall confirm the status of all cameras and

functionality at Information Redacted , results to be recorded in the DOB.1. Any failures shall be reported and entered in the DOB, a

written report to be prepared for the DO.1. Privacy masking shall be enabled; any inappropriate use of

the CCTV system will not be tolerated.1. Any work conducted on the system must be logged in the

DOB. | Training to be provided by the authority on systems.Task reserved for Supervisor.Inappropriate use of the system will be investigated by the Authority. |  |

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| 2.18Respond to alarms | 1. The service provider is to be first responder to any alarm,

typically, but not exclusive to:* Disabled toilet alarm
* Disabled refuge
* Building Management System (BMS) alarms
* Intruder Detection System (IDS)
* Perimeter Detection System (PIDS)
* Access control generated alerts
* Personal Attack Button (PAB) Alarm
* Fire Alarm
* Internal and external Plant alarms
* Security Door alarm
* Lift Alarms
* Plant Alarm

b. Appropriate action as defined within orders and SOPs must becomplied with, any activations and their response are to be recorded in the DOB and a written report prepared for the DO. |   |  |
| 2.19Escort duties | 1. Cleared guards are to act as escorts when asked to do so by

the DO or his representative.1. Guards are to escort contractors ensuring that the works

identified in their risk & method statement is conducted as stated.1. Guard is to remain with the uncleared individuals until escorted

out of the SAO or relieved.1. Guard is to offer direction, guidance and assistance to queries

asked of him/her.  |  |  |

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| **2. Internal Tasks** | **Requirement** | **Additional Information** |
| 2.20Emergency Procedures | 1. Service provider will be responsible as the Incident

Commander (IC) until relieved by the DO or representative.1. The IC duties include, but not exclusive to, ensuring that the

IC/Guards:* + - Call the emergency services
		- Generate a muster printout
		- Broadcast fire message if required
		- Post the guards to point duty guarding exits from the

building* + - Liaise with Fire Marshalls and coordinate head count in preparation for the arrival of the emergency services (Muster).
		- Be a focal point for staff.
		- Be the key holder for access to outbuildings.
		- Escort emergency services to the alarm point.
		- Reset the fire alarm.
1. The Incident Commander is also a focal point within the

Business Continuity Plan (BCP) as the duties are aligned.1. In the event of Operation Information Redacted being

invoked, all doors are to be closed and secured, access control doors are to be over-ridden and a Broadcast is to be made to all staff to check their area of responsibility, further details will be in orders and Assignment Instructions. | Training to be provided by the authority on this process. |  |
| 2.21Extraneous Duties | 1. Check exit paperwork for items leaving the building.
2. Conduct byte size checking.
3. Conducting tours of the building.
4. Adjusting the time to maintain accuracy on security equipment i.e. BST/GMT, time to be referenced to station master clock.
 | Training on changing/adjusting systems time to be given by the authority |  |

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| **3. External Tasks** | **Requirement** | **Additional Information** |
| 3.1Conducting vehicle searches.  | 1. The purpose of the vehicle search is to identify:
* The presence of any surveillance equipment.
* The presence of items that could be used in the pursuit of crime.
* Persons not declared at Main Gate and who do not have passes.
1. All vehicles entering the fenced compound are to be booked

in and the details recorded in the Daily Occurrence Book (DOB).1. Vehicles entering the ATIC area are to be searched; this will

involve obtaining consent to search, a visual inspection within the cab, engine compartment, boot/rear storage and under body using an appropriate tool or visual observation. 1. Delivery & collection vehicles are to be searched, this will

involve obtaining consent to search, a visual inspection within the cab, boot/rear storage and under body using an appropriate tool. 1. Contractors vehicles are to be searched as d)
2. Disabled vehicles are to be searched as c) when instructed

to do so by the DO.g. Vehicles with on-board cameras such as dash cams andreversing cameras must be covered before entry to compound isallowed. | Failure to obtain vehicle search consent will automatically deny access to the Compound or front of building to that individual and vehicle.Training will be delivered by the authority in the searching of vehicles and personnel. |  |
| 3.2 Vehicle access control. | 1. Confirm delivery, collection or works has been scheduled by inspecting/cross referencing documentation prior to admittance to the fenced compound.
2. Visually verify/confirm identity by use of video intercom and CCTV.
3. Using Automatic Access Control System (AACS), open gates/barrier.
4. Liaise with Security Control Centre throughout operation.
5. Close gates/barriers as soon as is reasonably practicable
6. Reset security system monitoring gates.
7. Disabled vehicles will be denied access to within 25m of the building if the alert state rises, the DO will confirm.

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| **3. External Tasks** | **Requirement** | **Additional Information** |
| 3.3 Vehicle egress control. | 1. Carry out tasks as outlined in 3.1 d) excluding under-body.
2. Conduct CCTV sweep of area prior to opening gate/barrier.
3. Using AACS open the gate or barrier.
4. Liaise with Security Control Centre throughout operation.
5. Close gates/barriers as soon as is reasonably practicable.

f. Reset security system monitoring gates.g. Book the vehicle off site in the DOB. |  |  |
| 3.4Fence Patrol | 1. Fence to be foot patrolled Information Redacted and

Inspected for signs of damage, tampering, foliage growth, unauthorised signage attached to the security fence, climbing aids in close proximity to the fence etc.1. Fence to be patrolled at infrequent times during the day and

night in the event that either/or the CCTV and Perimeter Intrusion Detection System (PIDS) fails, Information Redacted 24-hour period is acceptable.1. Foot patrols without CCTV cover, due to failure inadequate

lighting must be carried out by two persons in Radio contact with the Security Control Centre.1. Foot patrols shall be conducted by one person under CCTV

surveillance from the Security Control Centre and in Radio communications.1. Fence to be physically inspected if unexplained PID alarms

are generated and a report generated.1. Patrol statistics for part of the KPI and must be recorded for

the DO.1. If the alert state is heightened, the DO will increase the

patrols.1. Foot patrols can be suspended in the short term with the

agreement of the DO. | These requirements and parameters are measurable within the KPI process. |  |

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| **3. External Tasks** | **Requirement** | **Additional Information** |
| 3.5External Escort | 1. Act as escort to un-cleared persons within compound when

requested to do so.1. Liaise with Security Control Centre to ensure CCTV is

overlooking area where un-cleared person is working.1. Escort visitors or contractors from the guardroom to site

when requested to do so by the DO or his representative.1. Act as ‘Banksman’ for reversing vehicles if required.
 | To ensure no damage is caused to building or plant during vehicle manoeuvres and to assist where necessary. |  |
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| 3.6Perimeter Patrols | 1. Perimeter within the compound fence line is to be foot

patrolled Information Redacted 1. External doors are to be checked for any insecurity or signs

of surreptitious entry1. All duct covers are to be checked to ensure tamper evident

seals have not been damaged since the last patrol.1. All accessible security padlocks are to be checked for

integrity.1. Confirm external lighting around the building and within the

compound is operating effectively.1. Visually there are no leaks or hazards that could impinge on

the building functionality,1. Any issues should be recorded in the DOB, making the DO

aware, if urgent, guard to raise a works request. |  |  |

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| **3. External Tasks** | **Requirement** | **Additional Information** |
| 3.7Fire Muster/Business Continuity Plan | 1. In the event of an evacuation the muster print-out is to be collected and taken to the muster area.
2. All entrances to the building or are to be point guarded or made secure under the direction of the DO.
3. All gates in the fence line are to be point guarded or made secure under the direction of the DO.
4. Staff are to be familiar with their roles and responsibilities as outlined in orders should the BCP be invoked.
5. Guards are to assist the Fire Service, if safe to do so, under the direction of the DO or IC.
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| 3.8Extraneous Duties | 1. Raise & lower flag(s) as and when required.
2. Out of hours, grit path at front and rear entrances to the road

to ensure safe passage to work for staff into the building.1. Check fire extinguishers.
2. Execute any reasonable request when tasked to do so by

the DO or his representative. |  |  |

 Annex A to

 Statement of Requirement

 Dated 28 Apr 20

**GUARDING CONSIDERATIONS FOR P2**

Information Redacted

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