

BGS Estates
Management
Specification: Security
Services
2017/18

DUTY INSTRUCTIONS

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Section 1 – Site Details

- | | |
|--|--|
| 1. Company Name | British Geological Survey |
| 2. Address | Environmental Science Centre |
| | Nicker Hill |
| | Keyworth |
| | Nottingham |
| | NG12 5GG |
| 3. BGS Telephone | |
| BGS Fax | |
| 4. BGS Contact – Security | Estates Manager |
| | Soft Services Manager |
| | Internal extension: |
| | Direct Line: |
| | Internal extension: |
| 5. Security | Direct Line: |
| | Internal extension: |
| 6. Manning | 1 Security Officer 24 hours
7 days per week |
| 7. Emergency Services | |
| Fire/Police/Ambulance | |
| Police – West Bridgford | |
| Hospitals – Queens Medical Centre | |
| - City | |
| - BGS Emergency Contacts | |
| Security Systems – Operational Procedures – Intruder Alarms- CCTV Systems | |
| Barrier Systems – Card Access Systems – Telephone Systems | |
| Normal Working Hours | |
| If the duty Security Officer encounters difficulty with any of the above systems between the 08.30 – 16.30 hours he should contact one of the following Estates Management Staff | |

Contact information will be provided to the successful contractor post award.

Section 1 Site Details – continued

8. BGS Emergency Contacts

Security Systems – Operational Procedures – Intruder Alarms- CCTV Systems

Barrier Systems – Card Access Systems – Telephone Systems

Normal Working Hours

If the duty Security Officer encounters difficulty with any of the above systems between the 08.30 – 16.30 hours he should contact one of the following Estates Management Staff

Name	Job Title	Tel. Extension
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Contact information will be provided to the successful contractor post award.

Outside Normal Working Hours

If the duty Security Officer encounters difficulty with any of the above systems between 16.30 – 0800 hours he/she should contact the Duty Officer On Call.

Duty Officer “on-call” See the on-call information (Appendix J page 41/42). A rota is kept in the gatehouse on the Duty Rotas’ notice board. In all cases the action taken and person contacted should be recorded in the site log and an incident report must be completed.

9. BGS – Useful Telephone Numbers

Contact information will be provided to the successful contractor post award.

For all other telephone refer to BGS telephone Intranet directory

Section 2 – Specific Duties

1. General

The security officer will perform entry /exit duties for all personnel requesting entry and exit to/from the site.

The security officer will verify all employees by Employee I.D. cards and/or Employee Vehicle Registration Stickers prior to allowing entry. (See appendix K page 43 – Out of Hours Working).

The Security Officer will direct the visitor/contractor to the short stay parking area, and ask them to report back to the Security office. Where the Security Officer will sign in all visitor/contractor vehicles in the Vehicle Log and direct them to Reception.

Staff who do not have car stickers must also be booked in the Vehicle Log and the entry must be highlighted for easy reference. The Security Officer must inform the member of staff to obtain a car sticker from the Estates Department (KDB 101) as soon as possible.

Entry/exit will be controlled by use of the electronically controlled barriers at the front gate. All deliveries to the back gate will contact the Security Officer via the external telephone. Their details must be recorded in the Site Log and Security Officer should direct them to Goods Inwards. Staff members have access through the back gate by use of a card system. They need not contact the Security Officer when entering /exiting by this method.

At 05.15 am hours the contract cleaners will start to arrive for duty. The Security Officer is to issue them with their I.D. passes and have each person sign in on the cleaners log sheet. The passes must be collected when the cleaners leave.

The Security Officer will issue any keys/equipment by means of the equipment/key log. Any equipment/keys not returned at the end of the shift will be reported to the relieving Security Officer, completing an incident report for any outstanding items.

During non-duty hours of Reception staff the Security Officers will be responsible for signing in/out visitors, contractors and BGS staff who have forgotten their pass on the BGS Visi Badge System. Security Officers should enter all details in the Occurrence Log/Site Log.

Smoking – BGS operates a no smoking policy in any building on site including the gatehouse. But have provided 2 designated smoking areas in the grounds. Exception to the rule are Security officers who can smoke outside the security office.

Security Officer will sign in/out and check all hire vehicles on receipt and return.

2. Specifics - Day Shift

Disarm all blocks at 05.15am (except weekends unless specifically requested by Estates Management).

The off-going Security Officer will unlock Reception doors, and all gates. The on-coming Security Officer will check all equipment, keys and passes and sign that all items are accounted for in the Site Log. Incident reports are to be completed by the off-going Security Officer for all items not accounted for. The off-going Security Officer must confirm in the occurrence Log that all doors and gates have been opened.

Deliveries – the Security Guard is responsible for directing Postal/Goods deliveries to the post room/goods in during normal working hours.

Visitors and Contractors

Visitors and Contractors arriving at the front gate in the first instance should be directed to the Short Stay parking area which is in the front car park. And asked to report back to the security office so they can be booked in. This will elevate que's forming at the front gate during busy periods, i.e. 8.00am to 10am main staff arrival times.

3. Specifics Night Shift

The off-going Security Officer will lock Reception doors, and all access gates. The on-coming Security Officer will check all equipment, keys and passes and annotate that all items are accounted for in the Occurrence Log. Incident reports are to be completed by the off-going Security Officer for all items not accounted for. The off-going Security Officer must confirm in the Site Log that all doors and gates have been locked.

At 20.00 hours, the Security Officer will arm all building alarms from the gate house, unless occupied, if occupied block is armed when empty. (Refer to appendix I page 40 Alarm Instructions).

Section 3 – Site Duties

1. Responsibilities

- a. To protect BGS employees and property from injury and/or loss caused by fire, theft, wastage and accident, as far as it is within the control of the Security Officer.
- b. To assist and advise the Estates Management team as necessary on matters of Security and emergency procedures.
- c. To project a smart, helpful, courteous, efficient and quality image at all times.
- d. Carry out any reasonable request by the Estates Management or their representatives.

2. Security Operational Area

Security Officers will be based in the Gatehouse at all times and must not leave this area for any reason other than for specific duties as detailed in the Site Security Specification.

3. Duty Handover

Relieving officers not personally known to the Officer on duty must be asked to produce their Identity Card and be verified with control before being allowed on site.

Officers coming on duty are to report no later than fifteen minutes prior to the commencement of their duties. All hand –over procedures are to be properly completed, the Occurrence Log must be signed to that effect.

The Hand-over Procedures will include a thorough check of the following:

Site Log/Incident reports

A full debrief will be given on all entries, including what, if any further action is needed.

Equipment Check

Ensure that all equipment, keys passes etc. and items issued to assist you in carrying out your duties are serviceable. Details are to be recorded in the Site Log listing any defects if applicable.

4. Occurrence Log/Site Log

Officers are reminded that the Site Log in addition to a giving a record of duties carried out, may also provide useful information should it be necessary to investigate incidents at these premises. It is essential therefore that:

- a. Times of all occurrences are recorded accurately.
- b. Occurrences are recorded as soon as possible. Details should include action taken by Security Officer and those informed – BGS management, police, fire, ambulance, security companies head office etc. – together with times, names and Police reference numbers.
- c. All incidents likely to be of interest to BGS management or the police are recorded. These should include such items as departure times, out of hour's workers etc. Times doors/gates secured, Out of Hours working personnel found in non-working/restricted areas.
- d. Record check call made to your duty control room.
- e. All visits by supervisors and management personnel are to be recorded in the Occurrence Log.
- f. Record details of all visitors, contractors and deliveries to site.

5. Incident Reports

Incident reports are a crucial part of the reporting process, and care must be taken to ensure that all details are recorded accurately. All reports must include the following details:

- a. Date and time of incident
- b. Where the incident took place
- c. Nature of incident
- d. Action taken, who was involved, names etc.
- e. Outcome

Original to Building Services Manager/Soft Services Manager

Copy to the Security Companies Head Office.

6. BGS Supplied Products

Description	Serial Number	Quantity
Computer Monitor		1
Computer Base Unit		1
Computer Keyboard		1
Visi Badge Camera		1
CCTV Monitors		3
Lone Worker Alarms		5
Electric Heaters		
Refrigerator		1
Kettle		Required
Chairs		2
Fire Extinguishers		2
Cleaners Passes		13
BGS Security Pass		1
Telephones		3
Printer		2
Micro wave		1
Toaster		1
Coffee Maker		1

7. Security Company Supplied Products

Description

Logs - Daily Occurrence Log & Incident Log

Site Security Specification

8. CCTV/Communications Telephone

The CCTV and telephone located in the gatehouse have been installed to assist you in the control of vehicles entering / leaving the site at points which are not directly visible from the gatehouse. Using these aids, obtain the necessary information, allowing access, 'only' when you are satisfied that they have a legitimate reason to enter the site.

9. Unserviceability of Equipment

When any item of equipment becomes unserviceable or in need of exchange, it will be labelled as such and isolated until it can be collected and exchanged by BGS contracted maintenance staff. All requests for new or replacement equipment will be processed through BGGs Estates Management. An entry is to be made in the Site Log before the item is taken away coupled with a completed incident report.

10. Keys/Equipment

Security Officers are responsible for the issue and receipt of keys/equipment.

Keys/equipment will be issued to authorised personnel only and a signature obtained for each item issued on the Equipment/Key Log Sheet, with the time out and the time returned also recorded.

Keys/equipment lost and/or damaged must be reported to the Estates Management at the first available opportunity, an entry is to be made in the Occurrence Log and an incident report must also be completed.

11. Access Control

All visitors/contractors arriving on site must be recorded in the Occurrence Log/Site Log. These details should include name, time of arrival/departure, vehicle registration, and reason for visit, contact name. This rule applies to all visitors/contractors. Outside working hours this also applies to all personnel requiring access to the site. Always ask politely for some form of identification.

12. Rights of Search

For basic rules and procedures refer to page 24.

13. Telephone Duties

Security Officers will be required to answer incoming calls during their tour of duty when the BGS switchboard is closed. The Officer should answer the telephone by saying “Good Morning/afternoon/ evening BGS Security” and assist the caller in a polite and courteous manner.

14. Check Calls

Check calls are to be made to your Duty Control room as follows –

Monday to Friday 1900hrs to 0700hrs every hour on the hour

Saturday, Sunday & Bank Holidays 0700hrs to 1900hrs every hour on the hour

These calls must be recorded in the Site Log. In addition to informing the BGS Emergency Contact, any incident involving this site must be reported immediately to your duty control room.

15. High Risk Areas

The Security Officer is to pay particular attention to the following High Risk Areas:

- a. Main Computer Room
- b. Radiation Stores
- c. Rear Gate area

16. Action To Be Taken In Any Given Emergency

1. Call Emergency Services (if required) – Contact BGS Estates Management (see BGS Emergency Contacts – section 1, page 6) - Contact your duty control room.
2. Make a note of times, incident etc. Complete the Site Log/Incident Reports.
3. Distribute Reports and ensure full debriefs are given during the hand-over.

17. Emergency Contacts

The BGS ‘On Call’ list can be found in appendix J. All major incidents must be reported to the BGS Estates Management, as soon as possible and all relevant details recorded in the Site Log and Incident Report Completed.

18. First Aid

Should an Officer render first aid assistance, however minor, a copy of the Incident Report is to be forwarded to the Estates Management immediately and your Duty Control Room as soon as possible.

The Officer is reminded that injury to himself/herself, however minor, must be reported immediately, and entered on an Incident Report and if applicable, an entry made on line in the BGS Accident Incident and near Miss Reporting System.

The officer is reminded that the primary responsibility is to security and that any call for First Aid could be for the purpose of distracting attention from a specific area. Whilst a First Aid trained cannot ignore a call they should remain aware of the security implications and be prepared to use his/her discretion accordingly.

In the event of anyone on site sustaining an injury or suffering a sickness of a minor nature and 'No' BGS qualified personnel are available, then the Security Officer will deal with this in accordance with his/her training, using the first aid facilities provided. If the injury or sickness is more serious and/or beyond the Security Officers first aid ability, then he should telephone for an ambulance immediately.

The patient must never be left alone. It is preferable for the Security Officer to remain with the patient and, if possible, send someone else for assistance. First aid supplies are located in the drawer marked "First Aid" in the gatehouse.

Remember Only a Trained First Aider Can Administer First Aid

19. Health and Safety

All officers are to be aware of any potential hazards to Health and safety on this site. Under normal circumstances, safety regulations take priority over security instructions. Should compliance with any safety instructions conflict with any security instructions then this fact will be reported at once to the Estates management via an Incident Report and it must also be recorded in the Occurrence Log.

It is the responsibility of the Security Officer to pay particular attention to all possible breaches of good Health and Safety practice. If these incidents of hazards are likely to constitute immediate danger they must be drawn to the attention of the Estates management immediately.

20. Lost and Found property

Any property found by, or handed to the Officer, is to be recorded in the Site Log, details of the person finding and handing in the item must also be recorded.

The property should be handed to the Estates department, obtaining a signature of receipt in the Occurrence Log.

Note

Should anyone report items “Lost” the details will be entered in the site log. If the item is declared to be valuable, then the person should be advised to contact the Police. A copy of the incident report should be forwarded to the Estates Management.

21. Portable Television/Video

Under no circumstances will an officer bring a portable television or video onto the site. An exception will only be granted if a representative of Estates gives written permission.

22. Personal Radio

If the Officer is permitted to use a radio, it must only be played softly in order that he/she may still hear the sound of alarms, and not cause any disturbance to residents in the immediate neighbourhood.

23. Electrical Appliances

Guards bringing any electrical item on to site must notify the Estates department so they can be PAT tested.

Section 4 Emergency Procedures (Fire)

1. Basic Considerations

The prime consideration must always be the safety of the employees and visitors to the site. Precautionary steps should be taken to ensure that all Security Officers are acquainted with, and confident about, the procedures to be followed in an emergency.

2. General Fire Precautions

Security Officers are to make themselves familiar with the operation of the Fire Alarm System. They should also know the location and types of extinguishers and the methods of operation by reference to the equipment. Officers should remember that water and foam extinguishers can be dangerous if used on live electrical circuits and equipment. When such equipment is the only item available, the electrical current should be disconnected or isolated before fighting the fire.

It should be borne in mind that certain types of extinguishers using vaporising liquid can be dangerously toxic if used in confined spaces.

If the Officer discovers that an extinguisher has been discharged or is missing from its normal location, it should be reported to the Estates Management as soon as possible by completing an Incident Report. Any extinguisher, which has been removed from its wall mounting and placed on the floor, should be examined to ensure it is still full, in which case it should be replaced on its mounting. Otherwise report the fact to the Estates Management.

3. Fire Duties

All Fire Duties are to be carried out in accordance with instructions issued in the BGS procedures. (See appendix C pages 29 to 32).

4. Lifts

Security Officers must not use the lifts at any time during their tour of duty. For Emergency Lift Rescue Procedures refer to appendix D page 33.

Section 5 – Emergency Procedures (Bomb)

1. Receipt of Bomb Threat

If received during Office hours inform Estates Management/Police immediately.

Procedures to be followed with Caller

Keep talking, pretend difficulty in understanding and ask the following questions (try to alert someone in the vicinity to listen).

Which area is the Bomb in?

What time is the bomb going off?

How can it be identified?

Confirm code word if given.

Remember and record details of answers to above. Pay attention particularly to type of threat, exact location of alleged bomb, and origin of the call, i.e., public call box, mobile or private telephone.

Note time of call.

Accent of speaker, male or female etc.

Any background noise, e.g. train, traffic, PC, that might provide a hint of the place where the call was made from.

Advise Estates Management As Soon As Possible

Ensure you only speak to someone from Estates Management and ask them to come to your location as you have a major problem. Remember, if you give the message to anyone else, panic could be created. Naturally, if the time of the alleged explosion is less than 30 minutes away, and a code is provided the Fire Alarm should be activated to evacuate the premises, and dial (9)999 immediately to alert the Police (brief details only need be given at this stage).

Record Full Details In writing immediately on a Bomb, Questionnaire; refer to copy at appendix B pages 27 & 28.

2. Suspect Improvised Explosive Devices (I.E.D)

Factors which must be taken into consideration:

Risk Assessment – High, Medium, Low.

Position – is it placed in such a location to cause maximum manufacturing disruption/damage i.e. (plant room, master computer room control systems, gas mains, petroleum, paint) etc. Or positioned to inflict maximum injuries i.e. canteen, main access/egress points, heavily populated work areas.

Noise – Is it making any peculiar noise?

Smell – Is there a smell of marzipan or almonds from the device.

Any signs of wires or batteries.

Initiate cursory enquiries to establish whether the suspicious item is an innocent package.

If in doubt always treat as suspect and take the following action:

Inform the Estates Management/Police immediately.

Inform your Duty Control Room

1. Do not under any circumstances touch the item during investigation.
2. Do not attempt to physically move it to a safe area.
3. Do not attempt to place this package in water.
4. Do not place the suspect package inside a container.

Assist the Estates Management if instructed to evacuate the site and prepare for the Emergency Services to arrive.

3. Suspect Packages (Explosive Devices)

If you suspect that a letter or package may contain an explosive device carryout the following action:

- a. Order everyone out of the room
- b. Leave undisturbed
- c. Leave the room closing the door behind you, after opening windows wherever possible.
- d. Inform Estates Management, Police and your control room.
- e. Make relevant entries in your note book, Site Log and complete a detailed Incident report as soon as possible.

Do Not Interfere with Package

Do Not Place in Water or Sand

The key when implementing a response to any Bomb related Emergency is:

Confirm

Call

Clear

Cordon

Control

4. Suspect Packages (Chemical & Biological)

If you suspect that a letter or package may contain a Chemical or Biological hazard carryout the following action:

- a. Order everyone out of the room
- b. Leave undisturbed
- c. Leave the room closing the door behind you, after opening windows wherever possible.
- d. Inform Estates Management, Police and your control room.
- e. Make relevant entries in your note book, Site Log and complete a detailed Incident report as soon as possible.

Do Not Interfere with Package

Do Not Place in Water or Sand

The key when implementing a response to any Chemical or Biological Emergency is:

Confirm

Call

Clear

Cordon

Control

Section 6 – General Procedures

1. Procedures

The Security Officer will be fully conversant with the agreed Site Security Specification as issued, a copy of which is held in the front gatehouse for clarification and confirmation of duties.

Under no circumstances is the Security Officer to leave the premises or its surroundings without the express authority of the Estates Management. It should be borne in mind that incidents designed to distract the attention of the Security Officers have been orchestrated in order to gain unauthorised access to premises for criminal intent.

The Security Officer will familiarise himself/herself with both site and staff routines in order to fulfil his/her own functions and render assistance as necessary.

The Security Officer will be familiar with the location and usage of all firefighting equipment, fire hazards, location of all fire detection and alarm systems, and the procedure to be adopted in the event of a fire emergency to include the location of assembly points.

The Security Officer will acquaint himself/herself with codes of safe working practices and all other safety regulations enforced on site or which may be published from time to time.

During employment at this Site, the Security Officer may have access to sensitive information regarding the BGS's property, employees or business contacts. This information is to be treated as "Strictly Confidential" and must not be discussed with anyone other than the Estates Management or those authorised to do so as part of their normal duties.

All reasonable requests for assistance of Security Officers, made by Estates Management will be acted upon.

Published instructions may not touch on all circumstances which may call for the attention of a Security Officer. Where the situation arises and no specific instructions have been issued the Security Officer will be expected to use intelligence, imagination and discretion to ensure that it is dealt with to the satisfaction of the Estates Management. All enquiries must be dealt with politely, tactfully and expeditiously as possible. If in doubt the Estates Management must be contacted without delay and advice and direction sought.

Section 7 – Standing Instructions

1. Wearing Of Uniform

Full uniform will be worn at all times (shirt sleeve order is permissible with the consent of the Estates Management). If in shirtsleeve order, braces must not be worn.

2. Timekeeping

Punctuality is essential and any breaches will be dealt with in accordance with the Security Companies Discipline Code.

3. Absence

Should a Security Officer be unable to attend work, due to any reason, he/she must contact their duty control room giving at least 8 hours' notice. Failure to carry out this procedure may result in disciplinary action.

4. Booking On/Off Duty

All Security Officers must book on/off duty with their duty control room on commencing/ceasing each tour of duty.

5. Specific Duties

See Section 2 – pages 8 & 9

6. Key Control

Keys held by Security Officers are not to be handed to any unauthorised person for any reason whatsoever.

7. Unauthorised Persons

Refer to appendix H Alert States page 39- Unauthorised Persons on site.

8. Smoking

Smoking is strictly forbidden inside the gatehouse or any other internal area on site. Smoking shelters are provided on site, but guards must not leave their post to use them whilst on duty. Guards are allowed to smoke outside the gatehouse.

9. Telephones

Will only be used for external calls in the following circumstances:

- a. Booking on/off duty
- b. Check call to Duty Control Room
- c. Emergencies
- d. When requested by authorised personnel

When answering calls always be courteous, polite and project a helpful manner.

Always answer the telephone "Good Morning/Afternoon/Evening BGS Security"

Warning

Any Misuse of the Telephone Will Result In Disciplinary Action

10. Issued Items

See section 3 – page 12

Issued items are to be treated with care and respect. Always ensure that items are returned to the correct location and report any damage immediately.

11. Liability in Connection to Motor Vehicles

You are strictly forbidden to drive any vehicle whilst on duty without prior written permission from the BGS Estates Management. This includes the use of your own vehicle/s except for the purposes of travelling to and from site.

12. Mobile Phone

Mobile Phone

The Security Mobile phone **must be taken at all times** by the guard when he leaves the Security Gate House.

13. Rights of Search

This may only be carried out when searching employees is laid down in the Site Security Specification and on request from Estates Management. Only trained and authorised staff may conduct a search.

a. Routine searching of employees/visitors

1. The person to be searched must always give his/her consent
2. If a person refuses to be searched, no force or threats may be used; the facts will be reported to the Estates Management who will take the appropriate action.
3. Females only to search Females
4. Always be polite and tactful
5. A body search must be carried out in private
6. A search must be recorded in the site log and incident reported completed
7. Whenever possible, a Representative of the Estates Management should be present
8. If the search reveals property that is to believe to have been unlawfully removed from the premises, the Estates Management will decide on the action to be taken.

b. Action on refusal to be searched on exit

1. Obtain the following details:
Name
Works Number
Department
Description in case above is false
Reasons given for refusing search
2. Inform Estates Management re-refusal at the earliest opportunity
3. Record details in the Site Log and complete an Incident Report

c. Action where property has been found on exit

1. Establish whether item has been stolen; ask the person if they have a receipt.
2. If you believe the item to be stolen, contact the Estates Manager (refer to emergency contact list on page 6) and ask the person to remain with you.
3. Record details in the Site Log and complete Incident Report

14. Employee/Visitor Dissatisfaction Procedure

It is the responsibility of the Security Officer who is first made aware of an expressed Employee/ Visitor dissatisfaction to immediately notify the Facilities Management.

If this occurs outside of normal working hours complete a full incident report and ensure the Estates Management is made aware at the earliest opportunity. Never enter into an argument with anyone, simply explain that you are following instructions but you will pass on their comments to the Estates Management.

15. Company Discipline Code

The Contract Security Companies Discipline Code will be enforced. Failure to comply with any instruction incorporated within this Site Security Specification may result in disciplinary action.

16. Escalation Procedure

A full escalation process must be provided by the contractor, which should include escalation to the client. This should include line of responsibility and all contact details.

Appendix A- Site Plan

Please refer to Annex 8 Keyworth Site Plan

**British Geological Survey (BGS)
Environmental Science Centre, Keyworth**

Appendix B – Bomb threat Questionnaire

Callers Identity (tick which applies)

Origin of Call

Male

local

Female

Long distance

Adult

Booth

Juvenile

Internal

Exact Words Used

.....

.....

.....

Voice Characteristics

Speech

Language

Loud

Fast

Excellent

High Pitched

Slow

Good

Raspy

Distinct

Fair

Intoxicated

Distorted

Poor

Soft

Stutter

Foul

Deep

Nasal

Pleasant

Slurred

Other.....

Other.....

Other.....

Appendix B – Bomb Threat continued

Accent	Manner	Background Noise
London	Calm	Factory
Foreign	Angry	Bedlam
Not Local	Rational	Quiet
Region	Irrational	Voices
Irish	Coherent	Music
	Incoherent	Office Machines
	Deliberate	Animal
	Righteous	Street Traffic
	Emotional	Trains
	Laughing	Mixed
Other.....	Other.....	Other.....

Appendix C – Site Emergency Instructions

Fire Alarm System Instructions (Please note can set of Gas Alarm)

Location Security Gate House (On wall behind security desk)

If Alarm Is Activated During Working Hours

1. Check alarm panel
2. Record the following details – Type of alarm/asset number/ location - block/lab/room number
3. Inform Estates – who will check
4. Estates officer to inform Security to Ring Fire Brigade
5. Re-set when informed to do so by Estates

If Alarm Is Activated Out of Normal Working Hours

1. Check alarm Panel
2. Record the following details – Type of alarm/asset number/ location - block/lab/room number
3. Ring control room
4. Check CCTV/location of fire if safe to do so
5. If false alarm – go to point 8
6. If not ring Fire Brigade
7. Ring BGS Duty Officer
8. When given all clear by BGS Duty Officer reset alarm

Alarm Panel Instructions

1. on hearing alarm check panel visual display
2. See system instructions above
3. After checking and been given all clear re-set panel
 - a. Open panel door
 - b. Press silence Key
 - c. Press re-set key

- d. Close panel

Gas Alarm System Instructions

Location Security Hut (On wall by Wash Room)

If Alarm Is Activated During Working Hours

1. Check alarm panel
2. After 5 minutes re-set alarm.
3. If alarm will not re-set contact Estates
4. Record the following details – location block/lab/room number
5. Re-set when informed to do so by Estates
6. Get on sire engineers to re-set gas alarm in boiler house
7. If alarm changes to Fire Alarm follow Fire Procedure

If Alarm Is Activated Out of Normal Working Hours

1. Check alarm Panel
2. After 5 minutes re-set alarm.
3. If alarm will not re-set contact On Call Duty Officer
4. Record the following details – location block/lab/room number
5. Inform Security Contractors control room
6. Check CCTV/location if safe to do so
7. When given all clear by BGS Duty Officer reset alarm
9. On call officer to re-set gas alarm in boiler house
10. If alarm changes to Fire Alarm follow Fire Procedure

Alarm Panel Instructions

1. on hearing alarm check panel visual display
2. See system instructions above
3. After checking and been given all clear re-set panel
 - a. Open panel door
 - b. Press silence Key

- c. Press re-set key

Appendix C - Site Emergency Instructions continued

Fire Alarm/Gas Alarm

Follow the Emergency Procedure – if it is necessary to call the Fire Brigade, the following procedures apply:

- a. Dial (9)999 – ask for the Fire Brigade – inform them of the site address and give details of the type of fire/ gas leak (if known).
- b. Arrange an RV where you can meet them to guide them from the site entrance to the location involved.
- c. On arrival of the Fire Officer, you are to give the following details:
 - 1. Location, nature and extent of fire/gas leak
 - 2. Any special risks in the surrounding area
 - 3. If a sprinkler system is involved, give the location of the 'Stop Valve.'
 - 4. If applicable, where an auto- detection systems is involved, show access to the indicator panels.
 - 5. The Fire Brigade will have a map showing the location of Fire hydrants, direction may be required.

Note

There are 2 Radioactive Source store located on site and situated adjacent to TECS (Q block) boiler house and in PPFPL (K block) (K110) 1st floor. A log book (Red Folder) containing details of the type of Radioactive Sources currently stored in this area is permanently kept in the front gatehouse. Also there is a store of radioactive material in NGR. During 2016 a new Radioactive store is to be built (NORMA), which will replace the store adjacent to TECS (Q block), and house NGR Radioactive material. The store will be located in front of EIGL1 (U block) The Fire Brigade must be informed prior to arrival if a fire has been detected in or near to this location. As a precautionary measure inform them again on arrival if a fire has been detected in or near to this location. As a precautionary measure inform them again on arrival that such a storage area exists on site, even if the fire is in a different location. In addition to the Radioactive Log Book a RDS survey meter is also kept in the Gatehouse in the drawer clearly marked RDS survey meter. The Fire Brigade may require this, so have it ready for when they arrive.

IN order to assist any attending Fire Brigade, the Security Officer is to be aware of any other special risks applicable and is required to pass on this information to the Fire Officer. E.g. flammable, corrosive, or explosive substances and any plant/equipment inherently dangerous when involved in fire, gas cylinders etc. This information is contained in the Emergency Services File kept in the Gatehouse. This should be handed to the Fire Officer on arrival.

No Attempt must be made to extinguish a fire unless it can be put out immediately and without danger to the Security Officer. If a small fire is to be extinguished by the Security Officer, he/she is to inform the fire Brigade and your Duty Control Room of the action taken and comply with any instructions either authority issues. Inform one of the BGS emergency contacts (emergency contacts page 6) immediately about the incident. In all cases complete a full incident report and give details of all equipment used that requires immediate replacement.

Appendix D – Emergency Procedures Lift Rescue

In the event that someone becomes trapped inside a lift located on this site the following procedure must be followed:

During Normal Working Hours

If you are made aware that someone is trapped inside a lift the immediately contact one of the following personal:

Job Title	Extension	Mobile
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Contact information will be provided to the successful contractor post award.

Outside of normal working hours (Lift not to be used after 4.30pm and before 7.30am)

If you are made aware or discover that someone is trapped inside a lift then immediately inform the “On Call Engineer” (see appendix J page 41 & 42 and Duty Rotas in Gatehouse).

If you are able to locate another member of staff on site to assist you, request them to stay near the lift area and if possible continually communicate with person/persons trapped inside, informing them that help is on the way.

Note

Do not attempt to open the lift doors as you will be unaware its current status or position. Remain calm and continually re-assure the trapped person/s. The lift may be stuck between floors so communications may be difficult, try to communicate the best way possible without endangering yourself or the person/s trapped inside the lift. In all cases, enter brief details in the Site Log and complete a full incident report as soon as possible.

Appendix E. Out of Hours Working Monday to Friday

Out of Hours Working

If any member of Staff or Tenant requires to work outside of normal hours, the following procedure should be followed:-

1. Obtain permission from your line manager
2. Send email to Security which should contain the following information –
 - a. Name of person
 - b. Day and date
 - c. Expected finishing time
 - d. Area/location working in

Appendix F. Weekend Working Saturday & Sunday

Weekend Working

If any member of Staff or Tenant requires to work outside of normal hours, the following procedure should be followed:-

1. Obtain permission from your line manager
2. Send email to Security which should contain the following information –
 - a. Name of person
 - b. Day and date
 - c. Expected Start & finishing time
 - d. Area/location working in

Appendix G – BGS/Hire Vehicles – Specific Duties

Security duties relating to BGS fleet and hire vehicles.

The duty officer will be responsible for signing in/out BGS/Hire vehicle keys and documents for vehicles delivered/returned to site.

The Duty Security Officer will sign in/out Hire vehicles delivered to and returned to site. The Officer will inform the recipient if known, that the vehicle has arrived. The vehicle should be inspected by the hirer for damage prior to signing the acceptance documents, any damage should be recorded in the occurrence log, coupled with an incident report. When the vehicle is re-collected by the hire company ensure to check the ID cards of employees and ensure that they tell you which vehicle is to be collected. Do not confirm information regarding hire vehicles currently held on site without them first confirming to you the vehicles registration details which they should have.

In all cases, enter brief details in the occurrence log for collections and deliveries and ensure that each vehicle is booked in/out on the BGS/Hire Vehicle Log Sheet, making a separate entry each time any vehicle is collected or delivered.

If any difficulties are encountered relating to fleet or hire vehicles:

- a. During working hours

Contact FM Help

Contact information will be provided to the successful contractor post award.

- b. Outside normal working hours

Estates Manager

See out of hours contact sheet

Appendix H – Alert States

There are four levels of security alert operated at BGS Keyworth.

BLACK – Moderate – an attack is possible but unlikely

BLACK SPECIAL – Substantial – an attack is a strong possibility

AMBER – Severe – an attack is highly likely

RED – Critical – an attack is expected imminently

Security will be informed by Building Services Manager or the Head of Estates when the level of security alert is changed. Written instructions will be given to Security Staff informing them of the change in status and the procedure to be adopted.

The Duty Security Officer must change the 'Security Status' signs displayed in the front gate house and the Platt Lane entrance, this is the method of informing staff of the present alert status on site.

Security Passes

Each BGS employee is issued with a Site Security Pass, the pass should contain the following information.

- a. Colour photograph of holder
- b. Name of holder
- c. Date of expiry
- d. Pass number

Passes should not be worn offsite. Loss of a pass should be reported immediately. A return address for passes is on the reverse of the pass. Where the pass is also an electronic system access control card, the access code number should be cleared from the system programme immediately and notify Estates Management of action taken. Temporary passes will not contain the above information (except pass number) and will simply state Temporary Pass.

Alert States

Although there is a continuing possibility of terrorist attacks for the foreseeable future, there will seldom be specific intelligence as to when and what the likely target may be. In these circumstances government, and government related organisations and establishments, are required to maintain a basic level of protective security measures capable of being sustained over a long period but backed up by more stringent measures which can be put into immediate effect should the security assessment indicate a more specific or serious threat. To meet this situation the Alert State system has been devised for Government establishments. It is based on three stages defined as follows:

Black (Moderate – an attack is possible but unlikely)

Where there is a continuing possibility of terrorist activity but no specific intelligence as to when or what the likely targets may be. This state is the current norm and is likely to remain in force for long periods until such time as terrorism ceases to be a threat.

Vehicles to be parked on site will only be admitted on a permit system for staff and for registered vehicles. Before acceptance of goods deliveries the bone fides of the deliverer will be established.

Post deliveries will not require close examination except for particular addresses (senior council, or Institute Officials).

Black Special (Substantial – attack is a strong possibility)

Reinforcement of Black measures with increased vigilance (e.g. visitor's hand luggage may be searched).

Amber (Severe – an attack is highly likely)

Security will be increased to include:

Access to main building by main reception only and all other entrances/exits will be closed. All visitors' hand luggage will be searched and all visitors must be collected by their hosts.

The main gate will be manned to prevent unauthorised entry of vehicles. Visitors' cars may be searched and random checks made on staff vehicles. Staff using cars regularly authorised to park on the premises will be encouraged to inspect their own vehicles daily. For goods deliveries, formal identification will be requested and the addressee will be required to confirm.

Mail will be closely scrutinised

Those staff with special responsibilities during alert state Amber will be re-briefed and the implications of the change from Black Special to Amber fully addressed to ensure increased security and vigilance at all times.

Red (Critical – an attack is expected imminently)

Additional measures to be taken on issue of Red Alert will/may include the following:

Those already in force for Amber Alert

Immediate evacuation of all staff vehicles on site

The closing of adjacent public paths and roads by the Police

Continuous perimeter patrols by the Contract Security Company ensuring full visual coverage at all times.

Unauthorised Persons on Site.

With the high incidence of walk in theft, and possibility of extremist action, the need for vigilance is most important. Staff have a responsibility to 'politely' challenge any person on site whom they do not know and who is not wearing a site security pass. The challenge should be simple, for example:

"Who are you and can I help"?

"Whom are you seeing"?

"What are you doing here"?

"Have you a Security Pass"?

If the person cannot provide satisfactory answers but claims to be legitimate visitor, invite him/her to accompany you to Reception to be verified and booked in.

If the individual is not legitimate visitor but does not appear to have any criminal intent ask them to leave. Do this politely, but firmly, pointing out they are on private property. Escort them to the front door/main gate as appropriate. If they refuse to leave either contact the Estates Management or outside normal working hours contact the police.

Appendix I – Alarm Instructions – (Intruder Alarm)

Intruder Alarm System Instructions

Location Security Hut (On wall by Wash Room)

If Alarm Is Activated During Working Hours

1. Check alarm panel
2. Record the following details – location block/lab/room number
3. Inform Estates
4. Re-set when informed to do so by Estates

If Alarm Is Activated Out of Normal Working Hours

1. Check alarm Panel
2. Record following details – location block/lab/room number
3. Ring control room
4. Check CCTV
5. If false alarm – go to point 8
6. Ring Police
7. Ring BGS Duty Officer
8. When given all clear by BGS Duty Officer enter code and reset alarm

Alarm Panel Instructions

1. on hearing alarm check panel visual display
2. See system instructions above
3. After checking and been given all clear re-set panel
 - a. Open panel door
 - b. Enter security code xxxx
 - c. Press re-set key
 - d. Close panel

Appendix J – Duty ON Call Information

There is a considerable amount of plant, equipment and services at the BGS Keyworth site including:

Passenger Lifts

Boilers

Pumps

Air Conditioning Systems

Fume cupboards Systems

Local Exhaust Ventilation

Water Services

Gas Services

Air Handling Units

Refrigeration Systems

Heating Systems

Fire alarm Systems

Computer room

FM 200 Gas Systems

It is essential that failure of plant and equipment is reported quickly to the staff responsible within the BGS Estates Management in order to minimise the effect on the operational performance of BGS.

Outside Normal Working Hours

If the duty guard encounters difficulty with any of the above systems between 1630-0800 hours he should contact the on-call Duty Officer. An on-call duty rota will be issued to security on a monthly basis and should remain on the Duty Rotas clipboard in the gate house until it expires.

If for any reason the Security Officer on duty cannot contact the individual concerned, on both their home telephone number or mobile number, the Building Services Manager or The Head of Estates should be contacted. Only if a situation arises where none of the individuals stated above are unavailable should security contact an alternative person from the on-call personnel list. The telephone in the gate house has been programmed with these

Appendix J Duty On Call Information – continued.

Numbers in the built in directory. Lift the hand set, press directory and locate the number required using the left/right keys (press and hold for a second, scroll through) once you have located the person you wish to call press dial.

Appendix K – Out Of Hours Working

Staff working out of hours and at weekends must email Security with name, times and date of work and be authorised by their line manager.

The Duty Officer Must:

Check that staff/contractors entering site out of hours have been authorised to work on site.

Request all staff attending site out of hours to show their security pass before permitting entry to the site. There are photographs of VIP's that will be permitted entry without authorisation; these photographs are displayed in the front gate house.

Explain to staff entering the site that only the area where they are working will be disarmed and entry to other areas is not permitted. Agree an access route either via EIGL2 or KDB for access to blocks located in the central area of site.

Inform staff to contact security immediately if they inadvertently enter an alarmed area and set off the intruder alarm system.

Log all staff working out of hours in the Site Log and on the out of hours log sheet. The out of hours log sheet must be kept up to date as this will assist you in quickly identify who is on site should an emergency situation arise and evacuation of the premises is necessary. When staff arrive on site request confirmation of the room number/s that they will be working in order to enter this on the out of hours log sheet.

If problems are encountered with regard to out of hours working procedures the Duty Security Officer should contact:

Estates Manager

Head of Estates

Appendix L - Deliveries

General

All deliveries should be directed to Goods Inwards (during normal working hours) and must enter through the rear gate. Only deliveries for the post room, reception, canteen, gas deliveries and refuse collection may enter through the front gates.

Deliveries will be accepted at Goods IN during the following times only:

Monday	08.00 – 12.30 and 13.00 – 15.30
Tuesday	08.00 – 12.30 and 13.00 – 15.30
Wednesday	08.00 – 12.30 and 13.00 – 15.30
Thursday	08.00 – 12.30 and 13.00 – 15.30
Friday	08.00 – 12.30 and 13.00 – 15.00

Special Deliveries

The NRC may accept deliveries of certain items until 17.00 hours. The Duty Security Officer should contact NRC manager extension 3228 for authorisation to have goods directed to them.

The canteen suppliers will attend site from 03.00 am to deliver to the canteen. Store items in the gatehouse if arrives before the canteen staff arrive on site. Ensure this is logged in the Site Log.

In exceptional circumstances the Duty Security Officer may be required to accept deliveries and store them in the gatehouse; in all cases the Security Officer should enter the delivery details in the Site Log.

For parcels to be collected contact Goods Inward extension 3240 or Estates help desk extension 3470, or addressee.

Appendix M – On Site Training Requirements

Each Security Officer will undergo five full shifts training before commencing work on their own. This training will be broken down into two full day shifts and two full night shifts.

Ideally this will be completed consecutively but reasonable allowances will be made subject to the breaks in training exceeding more than three days.

At the end of training, Security Officers will be asked to complete a short test in order that the Estates Management can verify that full comprehensive understanding of the site procedures has been achieved. Further training will be arranged if not.

Each Security Officer will be issued with a training manual and will sign for each area of training once completed. This manual will be held by the Estates Management and will be re-issued if additional training is undertaken.

All security Officers training on site must cover:

Management Expectations

Access Control

Security/Daily Routine

Fire Alarm Systems and Procedures

Security Alarm System and Procedures

Gas Alarm System

Site Orientation

Use of Equipment

BGS Security Officers Training Programme

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- a. Layout of Premises
- b. Block Identification
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- d. Fire Exits
- e. Fire Extinguishers

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- a. BGS Telephone
- b. Barriers

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- a. BGS Telephone/Vehicle Registry Directory
- b. First Aid Equipment
- c. First Aid Trained Personnel
- d. Hand-over Procedure

Section 1 – Welcome to BGS

It gives me great pleasure in welcoming you to our Security Team here at the British Geological Survey. As I am sure was explained by your supervisor, we pride ourselves on the very high standards which we constantly strive to achieve with regards to on-site Security, in order to offer both our employees and visitors the best service possible.

Our aim is to constantly maintain high standards of Security whilst affording ease of access for all legitimate persons requiring access to site.

The training manual has been designed to assist you in your training and will allow Estates Management to monitor a Security Officer progress and development during your employment with our Contract Security Company.

With you as a member of our team we look forward to your valuable contribution in maintaining Security at BGS.

I look forward to meeting to meeting with you in the near future and discussing any issues or topics you may feel are important. In the meantime, please do not hesitate to contact the Officer assigned to train you if you feel you have any immediate queries regarding your duties.

Thank you for your attention

Site Services Manager

British Geological Survey

Section 2 – Duties in Brief

Security Officers will be responsible for controlling access to and from the site. This includes monitoring BGS employees and logging all visitors and goods deliveries.

You will constantly monitor the fire alarm and security alarm systems and immediately report any activation's as specified in your Assignment Instructions. (Emergency Procedures Section – 4).

You will also be responsible for issuing equipment for monitoring access to the site ensuring all staff are booked in/out and that they have the necessary permission to access the site during those times. Regular patrols as specified in your assignment Instructions (Specific Duties Section 2) will form the main part of your duties during this period, as well as continuously monitoring both alarm systems.

Section 3 – Training Schedule

Each Security Officer will undergo five full shift training before commencing work on their own. This training will be broken down into two full day shifts and two full nights.

At the end of your training you will be asked to complete a short test. This test is not designed to measure the intelligence of the Security Officer but has been introduced to ensure that each area of training has been completed to the satisfaction of the Estates Management. This test will also allow the Officer assigned to train you, to identify particular areas of weakness and ensure that any re-training is completed.

Once completed, the BGS Estates Management will retain this manual. It will be re-issued when additional training is undertaken. Please ensure that all the relevant sections are completed when you are satisfied that you understand a particular section.

Section – 4 Management Expectations

a. Dealing with BGS Employees/Visitors/Contractors

When dealing with Employees, Visitors and Contractors you will be required to maintain a professional and courteous manner at all times.

If you experience any problems ensure that you speak to the Client Contact immediately, otherwise complete and incident report and ensure the Client Contact received it at the earliest opportunity.

It is expected that Security Officers will approach all visitors' vehicles and obtain the necessary information and then direct them to either Reception or Goods In where they will be required to book in. Ensure that you enter the details in the Assignment Log.

b. Information Reporting

Within the gatehouse there are many forms and logs that must be completed on a daily basis. The logs are in place for a reason and routinely the Estates Management required the information. You are requested to ensure that all logs are completed correctly in neat Block Capitals. Ensure that all reports contain the necessary facts.

c. Communication

You will be required to have good personnel communication skills, as you will be constantly in contact with BGS employees or visitors during each tour of duty.

At certain times of the day you will be required to answer incoming calls on behalf of British Geological Survey. This should be done in a professional and courteous manner assisting the caller as necessary.

In order that matters of security can be dealt with quickly and effectively, communicating the necessary information to the Estates Management is very important.

d. Appearance

All Security Officers must ensure that they are dressed in accordance with current standing instructions. Uniforms must be neatly pressed, shoes must be highly polished and ties must remain on at all times.

e. Housekeeping

Before handing-over to the relief Security Officer you will be required to ensure that the Gatehouse has been cleaned.

For Security Officers who smoke, you are reminded that smoking is not permitted anywhere inside the Gatehouse. Ensure that cigarette butts are disposed of safely in the ashtray provided outside, ensuring that it emptied regularly.

f. Assignment Instructions

A full comprehensive set of Assignment Instructions has been issued and a copy is kept in the main gatehouse. These instructions contain information that will assist you in your work and detail specific duties, which must be carried out as instructed. Ensure you read these documents and sign the certificate of understanding.

Due to the nature and complexity of the duties on this site, it is a requirement that you read these instructions regularly until you are satisfied that you have understood each section fully and without question. This document is not to be removed, copied altered in anyway

Section 5 – Staff Identification

a. Staff Identification

All BGS employees are issued with an identification card. All ID cards should have a photograph of the employee with their name printed at the side. These passes allow staff to enter the blocks by swiping them through the card access doors outside each block.

Currently these can either be the white plastic type or new yellow coated card. Temporary staff are issued with ID cards which do not have a photograph or the bearers name printed on them and will simply state Temporary Pass.

From time to time you will be requested by Estates Management to carry out random checks on employees' passes. All employees should carry their passes at all times as this is the only means of entering the blocks without the assistance of other employees.

b. Vehicle Passes

All BGS employees must register their vehicles with Estates Department. They will then be issued with a car sticker which during normal working hours allows them unchallenged access to the site.

At all other times all vehicles should be approached for the purpose of booking them on site out of Normal Working Hours.

Staff who do not have a current sticker displayed should be informed that until their vehicle is registered, they are more likely to be stopped each time they require access.

All employee vehicles should be registered with the Estates Department.

c. Visitors

All visitors to the site must enter through the main gatehouse entrance. Enter the following details in the Vehicle Log:

Name of the Person, Vehicle Registration and who they are visiting.

Direct the visitor to Reception where they will need to book in.

Regular visitors to the site must be monitored closely as they have a tendency to go directly to the building without booking in first. This should be reported immediately to Estates Management. Politely remind all visitors that in order to comply with the Fire Regulations they must book in/out at Reception when visiting the site.

d. Contractors

Contractors working on site may enter through either the Back Gate or Front gate. Enter the following details in the Vehicle Log:

Name, Company Name, Vehicle Registration and the time on/off site.

For Contractors who have appointments with members of staff, direct them to the main Reception where they will be required to book in.

Some Contractors working on site for long periods of time may be issued with Temporary Passes. Estates will inform you when this occurs.

As well as complying with Fire Regulations the dual purpose of all Contractors booking on/off site, is so that Estates can verify the times they were here before passing invoices for payment.

e. Deliveries/Collections

Most deliveries/collections are processed through the Goods In area. Vehicles will approach the back gate and contact the Security Officer through the external telephone. Ensure the following details are entered in the Assignment Log.

Company Name, Time on/offsite.

Vehicles can only enter and exit using the external telephone, so this should ensure that all details can be logged.

Any vehicles approaching the Front Gate during normal working hours with a delivery or collection for Goods In should be redirected to the back gate. Vehicles delivering/ collecting from the Post Room, Reception, Canteen, Gas Deliveries and Refuse Collections may access through the Front gate.

f. Out of Hours Working

You will find that many staff work outside the normal working hours Of 0700 hours to 1900 hours Monday to Friday and at weekends.

With the exception of authorised staff listed in the Assignment Instructions, all employees are required to submit an Out of Hours email request signed by their department head. This is sent prior to the employee working.

The details should be entered on the Out of Hours log sheet and then the time on/off site should be recorded, also enter the details in the Assignment Log. Always ask the employee which rooms they are working in, so that in the event of an emergency, you are able to contact them.

You must check the names of all the staff leaving the site outside normal working hours for the purpose of booking them out. An incident report should be raised for staff working on site without prior email consent advising the employee that it is normal practice that they first obtain permission and then submit an email to the front gatehouse; prior to any out of hours work..

Section 6 - Security/ daily Routine

a. Areas of responsibility

During normal working hours you will be based in the main gatehouse and will be responsible for controlling access to the site as well as monitoring the alarm system.

In addition to the above and outside normal working hours; you will be responsible for securing the entire premises as detailed in your Assignment Instructions.

b. Current Log Sheets

In this section you will be shown all the current log sheets that are in use. It is important that you complete these forms accurately as they may be required at a later date. If at any time you are unsure of which form to use enter the details in the Assignment Log, with the necessary details and request confirmation of which forms to use. You will be required to demonstrate how to complete each log sheet.

c. Daily Entries Assignment Log

The Assignment Log should be used for the following:

Booking on/off duty

Check call times

Short reference entries for incidents

Alarm activation

Staff working Out of Hours including sports and social events – name, time on/off

All deliveries made to site include – company name, time on/off

All visitors include – name, vehicle registration, time on/off and name of person they are visiting.

d. Report Writing

All reports should be typed or written neatly in Block Capitals and contain the full facts regarding the incident.

Whilst it is encouraged that Security Officers maintain their own particular style of report writing it is requested that personal opinions regarding incidents should not be included. Remember these are legal documents and should contain facts only.

Incident reports should be completed for all unusual occurrences during your tour of duty.

e. Administration of Records

Assignment Logs/Incident Reports/Block Alarming Logs

The above logs are required on a daily basis by the Estates Management. Please ensure at the end of each shift the log sheets are arranged and stapled in the following order.

Assignment Logs (in ascending numerical order)

Block Alarming Logs (Night Shift Only)

Incident Logs (in ascending numerical order)

f. Mail Handling

During your tour of duty and in the event that both the Post Room and Goods In are closed, you may be required to take responsibility for mail delivered direct to the gatehouse. Ensure that all necessary details are logged on the Mail Log Sheet. If during working hours contact the Post Room or alternatively contact the person to whom the item is addressed. Before allowing the item to be taken away, ensure ID cards are checked and that a signature is obtained on the Mail Log sheet.

g. Barrier Control

The rear barriers are equipped with a swipe card access so that employees can get into the site without the need to contact Security during Normal Working Hours. Alternatively these barriers can be controlled from the gatehouse once the Security Officer has obtained the necessary details over the external telephone. This barrier control only allows the barriers to be raised and they will close automatically once the vehicle has passed through.

The main barriers adjacent to the gatehouse are controlled by the Duty Security Officer. There are two separate barriers, in/out, which are also controlled separately. Once the necessary requirements for access/egress have been met, the barrier can be raised.

h. Key/Pass Issue

All keys issued to designate Personnel/Contractors, must be signed for on the Equipment/Key Issue Log. (Cleaners sign on individual cards/sheet)

Master keys must not be issued to anyone without prior instructions from the authorised person from Estates Management.

Security passes must not be issued to personnel who have forgotten their passes or whose passes have stopped working. Contact Estates Management if you experience any problems regarding this matter. Outside of normal working hours consult the assignment Instructions for designated person who you can contact.

i. Equipment issues

You will be responsible for issuing various items of equipment from the gatehouse. Ensure that ID cards are checked and that the Equipment/Key Log is completed and that a signature is obtained. Once returned, ensure that it is booked back in, using the same form.

j. BGS ON Call Personnel

Each month you will be issued with a list detailing the On Call roster for the period. This must remain on the roster board until it expires.

The Duty Officers ON Call telephone number can be found in the Assignment Instructions (appendix E) should you have any problems with plant or equipment on the site outside of normal working hours.

Please note: This roster may change from time to time and you will be informed prior to any changes.

k. Vehicle Issues

Hire Vehicles

Hire vehicles keys are to be collected and returned to the gatehouse. There is a specific log sheet for hire vehicles, which must be completed for all incoming/outgoing vehicles.

All hire vehicles on delivery should be checked for damage/marks and the same on return, any defects found should be reported to the hirer of the vehicle who should report this to Enterprise immediately.

Hire vehicles will be delivered and collected by hire companies for BGS personnel. Using the BGS/Hire Vehicle Log sheet, enter the details and book in/out of site.

BGS personnel will collect vehicle keys from the gatehouse, you must ensure all keys are signed for and ID checked before issuing the keys.

The company will collect the vehicle on or after the hire period has expired. Request confirmation of the vehicle details to be taken away. If in doubt, contact the hire company and request confirmation of the vehicles collection details. Ensure the representative signs for the vehicle.

l. Security Monitors

The security monitors in the gatehouse are there to assist you in identifying vehicles entering and leaving site at points not visible from the gatehouse.

Section 7 – Fire Alarm System

a. System Orientation

During this section you will be shown the fire alarm system and how it works.

b. Alarm Activation's

You must respond to all Fire Alarm activation's immediately and in accordance with the procedures, in the event of a fire, are contained in the Assignment Instructions (Emergency Procedures – section 4).

c. Evacuation Procedures

A full comprehensive set of instructions regarding the evacuation procedures, in the event of a fire, are contained in the Assignment Instructions (Emergency Procedures – Section 4). You will be required to demonstrate the use of correct procedures in the event of Fire Alarm activation for normal and out of hours working.

d. Logging Activation's

As well as informing the designated BGS employees, a full incident report must be completed for all FIRE Alarm Activation's.

e. Weekly Tests

On Thursday mornings the Maintenance team will carry out tests on the fire alarm system. They will inform you which areas are to be tested. You will be given a demonstration on what to do during these tests. Ensure that the details of these tests are recorded in your Assignment Log, stating the areas tested and the time started and were completed.

Section 8 – Security Alarms

a. System Orientation

During this section you will be shown the security alarm system and how it works.

b. Alarm activation's

You must respond to all security alarm activation's immediately and in accordance with the Assignment Instructions (Specific Duties – Section 2)

c. Procedures

Once you have identified the activated area on the alarm panel, you must contact your duty control room and inform them that you are going to investigate.

On arrival at the block, first check the external perimeter for signs of a possible forced entry. Only when you are satisfied that it is safe to do so, enter the block and locate the zone, which activated the alarm. Try to establish the cause for the activation. If you are unable to do so, state in your report cause unknown.

If breach of security has occurred, immediately contact the Police and inform your control room as soon as possible. The client contact should also be contacted if an actual break in has occurred, see assignment Instructions.

d. Logging

In all cases enter a brief reference note in the Assignment Log and complete a full Incident Report.

e. Alarm Codes

You will be shown how to use the code and the functions available for use with this number.

f. Block Alarming Procedures

Each evening at a specified time in the Assignment Instructions you will be required to set the alarms of all the blocks.

Using your code you will set each block and make a note of any zones that are open on the Block Alarming Log Sheet.

g. Block Disarming Procedure

There are two ways in which you can disarm the alarm system. You can either unset each block individually using your code number followed by the appropriate block number. Alternatively you can enter your code and simply press the unset button and all the blocks in that zone will be unset. Repeating this for each zone as required.

Section 9 – site Orientation

a. Layout of Premises

You will be guided through the layout of the premises using the current site map.

b. Block Identification

Each block is identified by name. For ease of recognition name plates are located by each entrance access door of each block.

You can also identify which floor you are on as follows: All rooms starting with the following numbers relate to these floors:

0 = Ground Floor

1 = 1st Floor

2 = 2nd Floor

c. Orientation Exercise

You will be guided around the site and sent to look for specific areas. Ensure that you familiarise yourself with as many landmarks as possible.

d. Fire Exits

During your training and whilst working at the BGS ensure that you familiarise yourself with the fire exits located around the site.

Whilst it is not expected that you will remember where every fire exits, it is important that you are aware of their general locations in the event of a Fire or other Emergency.

e. Fire Extinguishers

You will also be required to familiarise yourself with locations of the fire extinguishers. Pay particular attention to the location of extinguishers on the patrol routes.

Example, checking that pipes are not leaking, no alarms have been activated on control panels, freezer settings are as detailed on the information panel etc.

These checks are not exhaustive and if at any time you are in doubt contact the BGS on Call Officer who will either advise you about the matter or may be required to attend site.

Section 10

a. BGS Telephone

This telephone is for communication with your daily control room only. You will be shown how to make outgoing calls and also how to receive and transfer incoming calls. All telephone calls should be answered Good Morning/Good Afternoon/Good Evening BGS Security and assist the caller in a polite and professional manner.

You will be required to demonstrate how you do this.

b. Barriers

The barriers located at three points around the site have been installed to control access to the site. All barriers can be controlled from the gatehouse. Access through the gatehouse barriers is mainly the one controlled all the time by the Duty Security Officer. You will be shown how each barrier works and you will be required to demonstrate how to use them.

Section 11 – General

a. BGS Telephone/Vehicle Registration Directory

Located in the Gatehouse is a folder containing a telephone and vehicle registration directory. The Telephone Directory lists all BGS employees in alphabetical order and details their room number and internal telephone number (also available on the BGS Intranet).

The vehicle Registration section lists all employees' vehicles in alphabetical order. At the side of each registration number is the owner's name. Some employees may have more than one vehicle registered. If you have any problems with vehicles on site you can use this directory to identify the owner and then consult the telephone directory in order to contact them or complete a report. You will also find other useful numbers in the directory.

b. First Aid Equipment

First Aid Equipment is available in the Gatehouse and is kept in the drawer clearly marked First Aid. Ensure that all times used are replaced by submitting a request to Estates Management.

Please note: Only qualified First Aiders can administer First Aid.

c. First Aid Trained Personnel

First Aiders on duty can be contacted on internal extension 5555

A list of all trained First Aiders working at the BGS during working hours can be found in the Gate house.

d. Hand Over Procedures

Fifteen minutes have been allocated for the shift change over (07.00 to 07.15 or 18.45 to 19.00). The following duties must be carried out during this period of time.

The on-coming Security Officer will immediately take over the Gatehouse and check that all equipment, keys etc. have been accounted for. You will be able to verify any quires once the off-going Security Officer has completed his duties.

The off-going Security Officer will open (mornings) and close (nights) the following gate:

Rear entrance gates (Platt Lane).

Each Security Officer will verify in the Assignment Log that these duties have been completed.

At weekends/bank holidays you will not be required to open doors and gates unless a specific request has been made and authorised by Estates Management.

