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ACCEPTANCE SHEET

I hereby accept that these Assignment Instructions are in compliance with the wishes of the management of.

NAME OF COMPANY CLIENTS NAME

And that their implementation will effectively ensure that all security matters in relation to the Site/Premises are covered. I confirm that the information supplied to Saltaire Security Ltd throughout these instructions is current and I will ensure that it is maintained in line with agreed service requirements.

Signed on behalf of

<table>
<thead>
<tr>
<th>Print Name</th>
<th>Clients Name</th>
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<tbody>
<tr>
<td>Signature</td>
<td>---------------</td>
</tr>
<tr>
<td>Position in Company</td>
<td>DIRECTOR</td>
</tr>
<tr>
<td>Date</td>
<td>29 JAN 2012</td>
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</table>

Signed on behalf of Saltaire Security Ltd

<table>
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<tbody>
<tr>
<td>Print Name</td>
</tr>
<tr>
<td>Position in Company</td>
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<td>Date</td>
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Any alterations to these instructions will only take place after consultation between the client and Saltaire Security Ltd and must be the subject of a record amendment.

These instructions will be subject of review at least once per year

ISSUE DATE 11 JANUARY 2012

REVIEW DATE 11 JANUARY 2013
Terms and Conditions

Thank you for choosing Saltaire Security Ltd. Our aim is to meet all our clients’ security requirements and to ensure the wellbeing of all our clients and to provide a first class security service which meets with all our clients’ requirements and expectations. All of our Security Personnel have worked for Saltaire Security Ltd for a number of years and are all fully qualified Security Personnel who are SIA (Security Industry Authority) approved and all work to industry standards BS7499:2007 code of practice for Static Site Guarding and Mobile Patrol Service. We also hold full security liability insurance.

We would be grateful if you would read our TERMS AND CONDITIONS detailed below before signing the form where indicated. This should be read in conjunction with our ASSIGNMENT INSTRUCTIONS which have been developed and tailor made to meet with all your requirements.

1. Contract to run from INSERT DATE To INSERT DATE

2. Times to be worked from See Page 14 Contract Manning Levels

3. The fee for our service is £0.00 Per Visit for each Security Guard/Mobile Patrol required.

Except on the following days 25th, 26th, 31st Dec and 1st, 2nd Jan which our fee for our service is £0.00 Per Visit for each Security Guard/Mobile Patrol required.

4. To provide Clients Name with 4 Mobile Patrols per night from Monday to Friday when the site is closed From (time) and reopened at (time) would cost £0.00 per visit Cost per Night = £0.00

5. To provide Clients Name with 1 Static Site Guard per night from Monday to Friday when the site is closed from (time) and reopened at (time) would cost £0.00 per hour for? Hours Cost Per Night = £0.00

6. To provide Clients Name with 2 Mobile Patrols per day for Saturday and Sunday when the site is closed Cost Per Day = £0.00

7. To provide Clients Name with an Alarm Response Service will cost £0.00 per call out for the first hour and £0.00 per hour for every hour after.

8. To provide Clients Name with 2 Mobile Patrols per day for the? Day shut down during (Months) Cost Per Day = £0.00

9. To provide Clients Name with 2 Mobile Patrols per night from Monday to Friday when the site is open? Hours would cost £0.00 per visit Cost Per Night = £0.00

10. To provide Clients Name with 2 Mobile Patrols per day for Saturday and Sunday when the site is open? Hours would cost £0.00 visit Cost Per Day = £0.00

11. To provide Clients Name with an Alarm Response Service will cost £0.00 per call out (time of call out will start from when Saltaire Security Ltd receives instructions from the Alarm response company) for the first hour and £0.00 per hour for every hour after.
12. An Itemized Invoice will be emailed to the client on the first day of each Month

Terms and Conditions Continued

13. All fees are to be paid within 7 days after the last day of each month unless by prior arrangement with Saltaire Security Ltd Management.

14. The Mobile Patrol Service is provided simultaneously for a number of clients and that, accordingly, interruptions

Or Delays can arise if an incident occurs at the premises of another client during the course of a Security Officers round of duty

15. If you wish to terminate this Contract we require 1 Months’ notice

16. Should you require us to work any additional hours and require additional manpower which we have not been contracted to work we will be only too happy to provide you with a cost for this please call for details 07775208923

Signed on behalf of Clients Name
Print Name ______________________________
Signature ______________________________
Position in Company ______________________________
Date ______________________________

Signed on behalf of Saltaire Security Ltd

Signature ______________________________
Print Name Steve Robertson
Position in Company Director
Date ______________________________
More info needed

The main reasons for a Security presence at the [Clients Name] Site are.

1. To control access and prevent unauthorised access to the [Clients Name] Site.

2. To make prearranged visits to inspect the site as detailed in the Assignment Instructions and to ensure that they are secure as far as reasonably possible.

3. To react to out of hours Intruder and Fire Alarm responses

Contractually Agreed Manning Levels

See page 14 for a detailed breakdown of contracted Manning Levels.

All other times by prior arrangement with Saltaire Security Ltd Management

Clients Hours of Work

The client’s main core hours of work are 04.30 hrs. To 22.30 hrs. Monday to Friday

However such is the nature of the clients business that access to the site is required at all times

Saltaire Security Ltd Personnel Staff Information

1. Saltaire Security Ltd Management    Steve Robertson    Mobile 07775208923

Mobile Patrols

1. Mobile Patrols will be verified by documented or mechanical/electronic systems and be available for inspection by [Clients Name] at any reasonable time.

2. Security Guards on Mobile Patrols will have access to Assignment Instructions for each site to be visited.

Alarm Responses

1. Saltaire Security Ltd will respond to all alarm calls within 45 minutes from receiving the Telephone call from the Alarm response company an email confirming these instructions will be required as confirmation.

2. If the Site is being manned 24 hours when Saltaire Security Ltd receives an alarm response call we will contact the On Site Duty Manager Who can be contacted on TELEPHONE NUMBER _____________________
Assignment Overview for Clients Name

Control of Keys

1. The security of keys held by Saltaire Security Ltd will be controlled in a manner that prevents misuse

2. A receipt will be given for keys that are provided by Clients Name solely for the use by Saltaire Security Ltd

SEE PAGE NUMBERS 28 TO 31

3. A receipt detailing the Date and Time of the Key exchange and the Persons Names issuing/receiving, the keys with a description of the keys

SEE PAGE NUMBERS 28 TO 31

4. ALL KEYS MUST BE SIGNED FOR BY EACH SECURITY OFFICER AT THE START OF DUTY AND SIGNED AGAIN WHEN RETURNING KEYS AT THE END OF THERE PERIOD OF DUTY ALL KEYS MUST BE SIGNED IN AND OUT IN THE KEY REGISTER.

Dress Code

1. Hi-Vis Coat or Hi-Vis Waistcoat, Black Trousers, Sturdy Black Boots, Hi-Vis Polo Shirt, Gloves, Woollen Hat

Buses coming on to the Site at the Start and End of Shift when the Site is Manned 24 hours

1. The Security Guard is to be stationed in the Site Car Park to provide a security presence when staff are getting on and off the Buses

Need to Vary Patrol Times

1. Due to the nature of Security Work it will be necessary to sometimes Vary Patrols so that there is no fixed pattern to the Patrol
<table>
<thead>
<tr>
<th>NO</th>
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<th>ISSUE DATE</th>
<th>AMENDMENT NO</th>
<th>PAGE NUMBERS</th>
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Mission Statement

Saltaire Security Ltd strives to deliver a first class service by

1. Providing a professional and reliable service which meets the needs of our clients
2. Providing our clients with consistent, professional knowledge and courteous service
3. Achieve growth through quality and professionalism
4. All employees and sub-contractors will be expected to co-operate fully with the above statement

Signed  
____________________________  Director

Print Name  
Steve Robertson

Date  
11 Jan 2012
Health and Safety Policy Statement

Saltaire Security Ltd
54 High Street
Fochabers
Moray IV32 7DU
SCOTLAND
11 Jan 2012

It is the policy of this company to give the greatest importance to Health & Safety and welfare at work of all of its employees and sub-contractors. Furthermore, to provide and maintain safe and healthy working conditions, equipment and systems of work, as far as is reasonably practicable, for all our employees and sub-contractors and to provide such information, training and supervision as they will need to complete their work in a safe and effective manner.

This company will also ensure, as far as is reasonably practicable, that their working activities do not endanger members of the public and information will be made available to the general public if any process or job has the potential to cause injury.

This company will require all its employees and sub-contractors, whilst at work to conduct themselves in a safe and conscientious way, ensuring at all times that the work is carried out with a high regards to personal safety, the safety of co-workers and the general public.

All employees and sub-contractors will be expected to co-operate fully with the above general statement of policy. The implementation of this policy shall be regularly monitored.

Signed ____________________________ Director

Print Name Steve Robertson

Date 11 January 2012
Saltaire Security Ltd Organisational Chart – Clients Name

- OWNERS
  - CLIENTS NAME
    - SALTAIRE SECURITY
    - STEVE ROBERTSON
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF

- SENIOR MANAGEMENT
  - MANAGEMENT
    - STAFF
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF
    - SALTAIRE SECURITY STAFF

- MANAGEMENT
  - STAFF
  - SALTAIRE SECURITY STAFF
  - SALTAIRE SECURITY STAFF
  - SALTAIRE SECURITY STAFF
  - SALTAIRE SECURITY STAFF
**Mandatory Instructions**

**ALL SECURITY PERSONNEL ARE TO SIGN BELOW AT THE START OF THEIR DUTY**

I certify that I have read and fully understand the Assignment Instructions and that I am fully conversant with all duties.

At the start of each duty all Security Personnel must check for any recent amendments PAGE 6. Where amendments apply Security Personnel must sign below to indicate they fully understand the requirements and will follow the Assignment Instructions.

<table>
<thead>
<tr>
<th>Name of Security Officer</th>
<th>Amendment No</th>
<th>Signature</th>
<th>Date</th>
<th>Signature of Supervisor</th>
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**THIS IS A MANDATORY INSTRUCTION YOU MUST READ THE ASSIGNMENT INSTRUCTIONS**

To have not read these instructions will not be considered as an excuse for failing to carry out any duties contained therein. If you have any doubts or questions regarding these Assignment Instructions then please contact STEVE ROBERTSON for clarification if you are unsure.
Special Client Instructions for Clients Name

Site Visits 1 & 2

1. On site visits one and two all Doors are to be physically checked to ensure they are closed and locked.

2. On site visits one and two all Windows are to be visibly checked to ensure they are closed.

3. Any Door or Window not secure should be noted in your Security Officers Note Book and an Incident Report Form filled out as soon as possible.

4. The exact location of the Door or Window not secured needs to be recorded accurately so that follow up action can be implemented without delay.

5. **PROCEDURE ON WINDOWS OR DOORS FOUND OPEN CAN WE GO IN AND CLOSE**

6. If in any doubt phone Steve Robertson for further advice

7. On site visit one and two all external Gates are to be checked to make sure they are secure and locked

8. The only Two Gates that are not locked and do not have padlocks on them are the Two Small Gates on the South Side of …..

9. There is a designated Smoking Area which is a small shack near the main Entrance to the site.

10. There should be no one smoking in any other area of the site

11. If you find any discarded cigarette ends on any other area of the site except the smoking area this should be noted in your Security Officers Note Book and Reported to Steve Robertson at the first available opportunity

12. **CCTV SIGNS WILL BE DISPLAYED THROUGH OUT THE SITE INFORMING PEOPLE THAT THEY ARE BEING RECORDED FOR SECURITY PURPOSES AND TO PREVENT CRIME**

On arrival at the Site

1. All security officers visiting the site when it is closed should find a vantage point and sit for 5 minutes before they enter the site and watch for any activity within the site that maybe going on.

2. If on arrival at the Site you discover that there is activity on the site when there should not be you should challenge the person if it’s safe to do so if it is not safe to do so you should phone the Police giving the police details of who you are and what is going on

3. Should the person or persons leave the site before you have time to challenge them then you must take down as much information as you can

   **A. TIME.**

   **B. DATE**
Special Client Instruction for Clients Name

C. DESCRIPTION OF WHAT THEY WERE WEARING

D. DIRECTION THEY HEADED.

4. You must preserve any evidence for the police keep the area sealed off from contamination as the Scheme of Crime Officer may have to look over the area for any evidence

5. Any external lights that are not working should be reported as soon as possible.

Alarm Callout

1. SEE ASSIGNMENT OVERVIEW ON PAGES 4 & 5

Site Visits 3 & 4

1. On site visits 3 & 4 there is no need for the Security Guard to physically check all Doors are locked a visual inspection is all that is required

2. The only Doors that need to be physically checked are Door Numbers INSERT DOOR NUMBERS

Use of Clients Facilities

1. Toilets

2. Restroom

3. Staff Shop

CCTV SYSTEM

1. All Saltaire Security Ltd Staff are qualified to use the cctv system at Clients Name the system will only be used by Saltaire Security Ltd to investigate any breach of Security
# Emergency Procedures Customer Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Contact Numbers</th>
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<tbody>
<tr>
<td>1. NAME OF CONTACT</td>
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<td>2. NAME OF ALARM COMPANY</td>
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<td>5. Steve Robertson</td>
<td>Saltaire Security</td>
<td>07775 208923</td>
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<tr>
<th>Type of Emergency</th>
<th>Action Required</th>
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<tbody>
<tr>
<td>Fire</td>
<td>Telephone 999&lt;br&gt;Evacuate Building</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>Telephone 999&lt;br&gt;Evacuate Building&lt;br&gt;Complete Bomb Threat Checklist</td>
</tr>
<tr>
<td>Injured Person</td>
<td>Only give first aid if you are trained to do so&lt;br&gt;Contact site first aider or call for an ambulance&lt;br&gt;Complete Incident Report Sheet</td>
</tr>
<tr>
<td>Serious Incident</td>
<td>Telephone 999&lt;br&gt;Only attempt to apprehend suspect if safe to do so&lt;br&gt;Only give first aid if you are trained to do so&lt;br&gt;Contact site first aider or call for an ambulance&lt;br&gt;Complete Incident Report Sheet</td>
</tr>
</tbody>
</table>
Contract Manning Levels

Description to be inserted
## SIA Badge Number, Expiry Date and Qualifications

<table>
<thead>
<tr>
<th>NO</th>
<th>NAME</th>
<th>MOBILE NUMBER</th>
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<th>EXPIRY DATE</th>
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<tbody>
<tr>
<td>1</td>
<td>STEVE ROBERTSON</td>
<td>07788789974</td>
<td>0130013167337285</td>
<td>July 17, 2013</td>
<td>1 &amp; 2</td>
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### Notes

<table>
<thead>
<tr>
<th>Notes</th>
<th>Qualifications</th>
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<tbody>
<tr>
<td>1 UPDATE ASSIGNMENT INSTRUCTIONS</td>
<td>1 HSE FIRST AID TRAINED</td>
</tr>
<tr>
<td>2 THE RED FILE</td>
<td>2 PROJECT GRIFFIN COUNTER TERRORISM TRAINED</td>
</tr>
<tr>
<td>3 STEVE'S COPY IN SECURITY NOTE BOOK</td>
<td>3 HSE FIRST AID ASSESSOR</td>
</tr>
<tr>
<td></td>
<td>4 PHYSICAL INTERVENTION LEVEL 2 INSTR</td>
</tr>
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<td>5</td>
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<td>6</td>
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</table>
Conduct for Security Guards

STANDARDS OF BEHAVIOUR FOR SECURITY GUARDS.

PERSONAL APPEARANCE.

A Security Guard should at all times.

1. Wear clothing which is smart, presentable and easily identifies the individual as a SECURITY GUARD, and is in accordance with the employer’s guidelines.

2. Wear his/her SIA license on the outside of their clothing whilst on duty, displaying the photograph side.

PROFESSIONAL ATTITUDE & SKILLS.

A Security Guard should.

3. Greet visitors to the Site/Company in a friendly and courteous manner.

4. Be friendly and do not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the Security Guard responsibility.

5. Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.

6. Behave with personal integrity and understanding.

7. Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.

8. Be fit for work and remain alert at all times.

9. Develop knowledge of local services and amenities appropriately.

GENERAL CONDUCT.

In carrying out his/her duty a Security Guard should.

10. Never solicit or accept any bribe or other consideration from any person.

11. Not drink alcohol or be under the influence of alcohol or drugs.

12. Not display preferential treatment towards individuals.

13. Never abuse his/her position of authority.

14. Never carry any item which is or could be considered threatening.

15. Report all incidents to the management.
Conduct for Security Guards

16. Co-operate fully with members of the Police, Local Authority, SIA, and other statutory agencies with an interest in the Site/Company or the way they are run.

ORGANISATION/COMPANY VALUES AND STANDARDS.

A SECURITY GUARD should.

17. Make yourself familiar with the employing Site/Company standards.

18. Be perceptive of the employing Site/Company culture and values.

19. Contribute to the goals and objectives of the employing Organisation/Company.

LOCAL HOUSE RULES.

A SECURITY GUARD should.

20. Make yourself familiar with the Site/Company you are working at i.e. Building Layout, Emergency Exits, Gates, CCTV Muster Points, Fire Alarm Positions. Fire Fighting Equipment.

21. At end of night report any hazards or incidents that have occurred throughout the course of the night and the outcome of them in the incident book.

22. Look after and support the welfare and needs of your colleagues while on duty.

23. THERE IS TO BE NO USE OF MOBILE PHONES DURING WORK UNLESS IT’S TO CONTACT THE EMERGENCY SERVICES.

IMPORTANT THESE NOTES HAVE BEEN BASED ON THE SIA’s CODE OF CONDUCT FOR SECURITY GUARDS WHICH WE ALL SIGN UP TO WHEN WE JOIN THE SIA
**Dress Code**

1. You will have been given detailed Instruction on the dress code requirements for the Site/Company you’re working at.

2. If you are in any doubt about the dress code requirements please contact Steve on 07775208923 prior to you Starting your shift.

3. See Assignment Overview PAGE 4 & 5 for Detailed Instructions on Dress Code for the Site/Company you’re working at.

4. There will be no variations to the dress code unless they have been approved by the Site/Company management.

5. Any variations to the premises dress code will have been approved by the Site/Company management and will have been updated in the Assignment Instructions Issue & Amendment Record PAGE 6 which you should have read and understood when you signed on at the start of your shift.

6. Remember it’s your responsibility when you sign on for your shift to have checked the Amendment Record.

7. Remember there will be a monthly Service Evaluation Report which will inform Saltaire Security management of any breaches of the dress code.
**Booking On/Off Duty**

1. Assignment Instruction Issue and Amendment Record.  
   PAGE 6

2. Assignment Instructions Mandatory Instructions.  
   PAGE 10

   Separate Book
Patrols Internal and External

External Patrols

1. AS PER SPECIAL CLIENTS INSTRUCTION PAGE 11 & 12

Internal Patrols

1. THERE ARE NO INTERNAL PATROLS TO BE CARRIED OUT ON THIS SITE. (NOT INSIDE THE BUILDING)

.
General Duties

1. For General Duties Read Assignment Overview  
   Page 4 & 5

2. For General Duties Read Special Client Instructions  
   Page 11 & 12
Car Park

1. The site car park should be patrolled to make sure that there is no unauthorised suspicious vehicle in the car park.
2. Any unauthorised suspicious vehicle in the car park should have its
3. Vehicle registration took
4. The make and model of the vehicle
5. The Time
6. The Date
7. If the vehicle was acting suspiciously
8. Did you report the incident (What was the vehicle doing?)
9. Did you report the incident to the Police
10. Make sure you fill out an Incident Report
Security Equipment

1. Torch
2. Pen
3. Security Officers Note Book
4. Radio If Required (See Assignment Instructions for Further details.)
5. Ear Piece if Required (See Assignment Instructions for Further details.)
6. If doing external patrols hi-vis clothing.
7. Small belt held first aid kit only to be carried if your first aid qualified.
8. Keys to premises
10. Mobile Phone
Site Records

1. A Daily register will be maintained for the Site/Company all occurrences, incidents and actions taken will be recorded

2. BY TIME AND DATE

3. THE SIGNING ON AND OFF DUTY OF ALL SECURITY STAFF

4. THE TIME OF ALL CHECK CALLS WILL BE RECORDED

5. RECORDS OF INCIDENTS WILL BE RECORDED AND WILL INCLUDE

A. THE DATE TIME AND PLACE OF THE INCIDENT

B. NATURE OF THE INCIDENT (I.E. THEFT, BREACH OF SECURITY, WINDOWS OPEN)

C. THE DATE AND TIME OF REPORTING AND THE NAME OF THE REPORTEE

D. DETAILS OF THE INCIDENT

E. ACTION TAKEN INCLUDING ONWARDS REPORTING

F. ACTION TO BE TAKEN

G. NAME AND ADDRESSES OF PERSONS WHO WITNESSED THE INCIDENT
Nominated First Aid Person

1. Saltaire Security Ltd HSE First aid Trained       Steve Robertson
2. Saltaire Security Ltd HSE First aid Trained/Assessor       Wullie Nicol
3. Saltaire Security Ltd HSE First Responder Trained       Gareth Wolford
4. Saltaire Security Ltd HSE First aid Trained       Johnny Williams

1. Clients First aid trained person ................................
2. Clients First aid trained person ................................
Designated Exterior Smoking Area

1. While the management of SALTAIRE SECURITY LTD don't recommend that any of their employees or sub-contractors smoke, should they wish to smoke they should do so discreetly and use the staff smoking area.

2. You should read SALTAIRE SECURITIES LTD SMOKING LTD POLICY PAGE 52

3. You should read the Assignment Instructions overview for a detailed brief on the Site/Company designated smoking area and the advice you should be giving those who wish to smoke.
Threats to Staff

1. Threats to any member of staff should be taken seriously.

2. You should firstly establish what the problem is and who was threatened by speaking to the member of staff involved.

3. You should then approach the person who made the threat in a non-aggressive manner and establish what the situation is and why they made the threat.

4. You should inform the person involved that threats to any member of staff are not acceptable under any circumstances.

5. If the threat is in your judgement of a serious nature the person who made the threat should be asked to leave the Site/premises immediately.

6. Inform the person who made the threat that should they not leave the Site/premises immediately then you will call the Police.

7. If the person who made the threat does not leave the Site/premises when they have been asked to do so then call the Police immediately by dialling 999.

8. Complete the incident report sheet at the first available opportunity.
Control of Keys 1

**BUILDING NAME**

**FACTORY NUMBER 1**

**BUILDING NUMBER**

1

**BUILDING TYPE**

PROCESSING/OFFICE

---

**CLIENTS KEY SIGNATURES**

1. **DATE AND TIME OF ISSUEING/RECEIVING OF KEYS**
   
   **DATE**__________________ **TIME**___________________________

2. **NAME OF PERSON ISSUEING/RECEIVING KEYS FOR CLIENTS NAME**
   
   **NAME**___________________

3. **SIGNATURE OF PERSON ISSUEING/RECEIVING KEYS**
   
   **SIGNATURE**_____________________

4. **POSITION IN COMPANY**
   
   **POSITION**_______________________

5. **KEY BUNCH NUMBER**
   
   **NUMBER**_______________________

6. **HOW MANY KEYS ON BUNCH**
   
   **HOW MANY KEYS**_______________________

---

**SALTAIRE SECURITY LTD KEY SIGNATURES**

1. **NAME OF PERSON RECEIVING/RETURNING KEYS FOR SALTAIRE SECURITY LTD**
   
   **NAME S ROBERTSON**

2. **SIGNATURE OF PERSON RECEIVING/RETURNING KEYS**
   
   **SIGNATURE**_____________________

3. **POSITION IN COMPANY**
   
   **POSITION** DIRECTOR

---

**ALARM CODES**

**INTRUDER ALARM CODE**

**CODE**____________________________

**FIRE ALARM CODE**

**CODE**____________________________

**INTRUDER ALARM COMPANY CONTACT TELEPHONE NUMBER**

**NUMBER**____________________________

**FIRE ALARM COMPANY CONTACT TELEPHONE NUMBER**

**NUMBER**____________________________
Control of Keys 2

BUILDING NAME          FACTORY NUMBER
BUILDING NUMBER          2
BUILDING TYPE          PROCESSING/OFFICE

CLIENTS KEY SIGNATURES

1. DATE AND TIME OF ISSUEING/RECEIVING OF KEYS  DATE__________________  TIME___________________________

2. NAME OF PERSON ISSUEING/RECEIVING KEYS FOR CLIENTS NAME  NAME___________________

3. SIGNATURE OF PERSON ISSUEING/RECEIVING KEYS  SIGNATURE_____________________

4. POSITION IN COMPANY  POSITION_______________________

5. KEY BUNCH NUMBER  NUMBER_______________________

6. HOW MANY KEYS ON BUNCH  HOW MANY KEYS_______________________

SALTAIRE SECURITY LTD KEY SIGNATURES

1. NAME OF PERSON RECEIVING/RETURNING KEYS FOR SALTAIRE SECURITY LTD  NAME S ROBERTSON

2. SIGNATURE OF PERSON RECEIVING/RETURNING KEYS  SIGNATURE_____________________

3. POSITION IN COMPANY  POSITION  DIRECTOR

ALARM CODES

INTRUDER ALARM CODE  CODE____________________________

FIRE ALARM CODE  CODE____________________________

INTRUDER ALARM COMPANY CONTACT TELEPHONE NUMBER  NUMBER___________________________

FIRE ALARM COMPANY CONTACT TELEPHONE NUMBER  NUMBER___________________________
Control of Keys 3

BUILDING NAME

WAREHOUSE NUMBER 1

BUILDING NUMBER

1

BUILDING TYPE

WAREHOUSE

CLIENTS KEY SIGNATURES

1. DATE AND TIME OF ISSUEING/RECEIVING OF KEYS

DATE__________________ TIME___________________________

2. NAME OF PERSON ISSUEING/RECEIVING KEYS FOR CLIENTS NAME

NAME___________________

3. SIGNATURE OF PERSON ISSUEING/RECEIVING KEYS

SIGNATURE_____________________

4. POSITION IN COMPANY

POSITION_______________________

5. KEY BUNCH NUMBER

NUMBER_______________________

6. HOW MANY KEYS ON BUNCH

HOW MANY KEYS_______________________

SALTAIRE SECURITY LTD KEY SIGNATURES

1. NAME OF PERSON RECEIVING/RETURNING KEYS FOR SALTAIRE SECURITY LTD

NAME S ROBERTSON

2. SIGNATURE OF PERSON RECEIVING/RETURNING KEYS

SIGNATURE_____________________

3. POSITION IN COMPANY

POSITION DIRECTOR

ALARM CODES

INTRUDER ALARM CODE

CODE___________________________

FIRE ALARM CODE

CODE___________________________

INTRUDER ALARM COMPANY CONTACT TELEPHONE NUMBER

NUMBER___________________________

FIRE ALARM COMPANY CONTACT TELEPHONE NUMBER

NUMBER___________________________
Control of Keys 4

BUILDING NAME                  WAREHOUSE NUMBER 2
BUILDING NUMBER                 2
BUILDING TYPE                   WAREHOUSE

CLIENTS KEY SIGNATURES

1. DATE AND TIME OF ISSUEING/RECEIVING OF KEYS DATE__________________ TIME___________________________
2. NAME OF PERSON ISSUEING/RECEIVING KEYS FOR CLIENTS NAME NAME__________________________
3. SIGNATURE OF PERSON ISSUEING/RECEIVING KEYS SIGNATURE__________________________
4. POSITION IN COMPANY POSITION__________________________
5. KEY BUNCH NUMBER NUMBER__________________________
6. HOW MANY KEYS ON BUNCH HOW MANY KEYS__________________________

SALTAIRE SECURITY LTD KEY SIGNATURES

1. NAME OF PERSON RECEIVING/RETURNING KEYS FOR SALTAIRE SECURITY LTD NAME S ROBERTSON
2. SIGNATURE OF PERSON RECEIVING/RETURNING KEYS SIGNATURE__________________________
3. POSITION IN COMPANY POSITION DIRECTOR

ALARM CODES

INTRUDER ALARM CODE CODE__________________________
FIRE ALARM CODE CODE__________________________
INTRUDER ALARM COMPANY CONTACT TELEPHONE NUMBER NUMBER__________________________
FIRE ALARM COMPANY CONTACT TELEPHONE NUMBER NUMBER__________________________
Managing Aggression

The table on the next page shows some of the characteristics of three types of behaviour, aggressive, assertive and passive. Ideally you and other members of staff should aim to be assertive when handling an incident.

It’s easy to recognise that people acting in an angry or violent way are being aggressive. Two people, each determined to win an argument, whether or not they obviously become angry, can also be showing aggression.

Most people have an aggressive drive. It’s very important that the person dealing with an incident whether it’s you or another member of staff is aware of their own aggression and is able to keep it under control.

What happens when someone gets angry? As the anger grows, the body starts to react physically.

You may feel you’re losing control, and are likely to show signs in the aggressive list in the table. This is mainly due to the drug adrenaline. When you are particularly upset or feel threatened, the body reacts in what is known as the fight or flight response. It’s getting you ready to stay and fight or run away from danger. If you can remain calm and assertive, you can defuse anger and aggression in others.

Do’s

1. Be assertive
2. Be aware of your body language, appear to remain in control
3. Speak slowly and evenly if you appear calm this will have a calming effect
4. Respect personal space
5. Position yourself where you feel safe, ie stand slightly to one side and not directly facing the person
6. Make sure you have an exit route to be able to walk away from an aggressive situation you don’t want to be cornered

Don’ts

1. Get angry as this will increase the risk of conflict
2. Shout or point as this can be seen as aggression
3. Show fear or passiveness
## Managing Aggression

<table>
<thead>
<tr>
<th></th>
<th><strong>Aggressive</strong></th>
<th><strong>Assertive</strong></th>
<th><strong>Passive</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Posture</td>
<td>Leaning forward, rigid</td>
<td>Upright/straight</td>
<td>Shrinking</td>
</tr>
<tr>
<td>2. Head</td>
<td>Chin jutting out</td>
<td>Firm, not rigid</td>
<td>Head down</td>
</tr>
<tr>
<td>3. Eyes</td>
<td>Strongly focused, Staring Often piercing or Glaring eye contact</td>
<td>Good regular eye contact</td>
<td>Glancing away or downward Little Eye Contact</td>
</tr>
<tr>
<td>4. Face</td>
<td>Set or firm, red (or very white)</td>
<td>Expression fits the words</td>
<td>Smiling even when upset</td>
</tr>
<tr>
<td>5. Voice</td>
<td>Loud, emphatic Speaking quickly Threats</td>
<td>Well-modulated to fit content</td>
<td>Hesitant or soft trailing off at ends of words or Sentences wavering</td>
</tr>
<tr>
<td>6. Arms/Hands</td>
<td>Hands on hips Fists, sharp Gestures, fingers pointing, jabbing</td>
<td>Relaxed, moving easily, open palms</td>
<td>Aimless, fidgeting</td>
</tr>
<tr>
<td>7. Movement/Walking</td>
<td>Slow and pounding or fast and deliberate</td>
<td>Measured pace suited to the Situation</td>
<td>Slow and hesitant or fast and jerky</td>
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<tr>
<td>8. In General</td>
<td>Heart beating faster Breathing rapidly</td>
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</tbody>
</table>
Removing Triggers

Good service can remove some of the triggers that can lead to frustration and anger. Common examples of poor
Customer service include

- Ignoring customers
- Being rude or unhelpful
- Having dirty or messy premises
- Leaving stuff lying around and not tidied away

The service tends to set the tone. Therefore, if different staff treats customers in different ways, or there seem to be
different rules for different people, customers will not know what standards are expected of them. This can lead to
arguments and conflict between customers and with staff. Research has found that frustration and aggression is more
likely if there are different standards. This applies to the physical surroundings as well as the behaviour of staff.

The frustration caused by poor customer service may build up until the customer eventually ‘explodes’. This could lead
to a verbal or even physical assault on you, your staff or other customers.

It’s better to try to calm people in the early stages. An example of this would be dealing with a customer’s complaint
immediately and to their satisfaction. If people get to the top of the escalation phase or into the crisis phase, they are
much more difficult to control and trouble is more likely.

People may remain in a ‘heightened’ state for several hours after an aggressive outburst and during this period it is easy
to ‘trigger’ them into repeated outbursts. This is something that Door Supervisors who are dealing with customers at
the end of the evening need to take into account.
Dealing with complaints

A complaint is an opportunity to turn a dissatisfied customer into a satisfied one. It’s a fact of life that dissatisfied customers tend to be very vocal. They often tell their friends and family about their bad experience, putting off potential customers. Every member of the team should know how to handle complaints, as a badly handled complaint can escalate into an argument or ‘verbal conflict’. The dos and don’ts below give the basics.

**Do**

Listen to the customers without interrupting

Try to acknowledge their point of view

You don’t have to agree with them, just try to show that you understand, eg I can see how that has upset you

Show you’re taking the complaint seriously by listening and questioning them to clarify matters

Paraphrase or repeat the complaint back to the person ‘So, you’re saying that……. which shows you have understood the issue

Take action. Tell them what you intend to do, ie pass the complaint to your manager. Better still write it down

**Don’t**

Take the complaint personally

Let yourself become angry

Get into arguments with customers

Blame the management

Blame your colleague which looks unprofessional and shows a weakness in the staff team

Try to justify your actions or make complicated excuses they don’t want to know why the problem happened, just what you are going to do about it

Make jokes at the customer’s expense

**You may need to**

Apologise even if it is not your fault, eg I’m sorry that there’s been a misunderstanding here

Let the customer have the last word
Risk Assessment

This form must be completed for all areas and specific projects and activities.

Area, Project or Activity: CLIENTS NAME

Who is undertaking the risk assessment? STEVE ROBERTSON

1. Are there any electrical hazards?  No
2. Are there any hazards due to extremes of temperature (e.g. welding or freezing) or any special fire risks?  No
3. Are there any mechanical hazards involving tripping, impact, entrapment, heavy weights or moving parts?  No
4. Are there any chemical hazards or COSHH related substances?  No
5. Are there any hazards that may cause medical alarm*? (* Medical factors can be treated confidentially.)  No
6. Is part of the work out of doors?  Yes
7. Are there any special risks or hazards?  Yes

If the answer to any of the above is Yes, a full Risk Assessment must be carried out.

The following participated in this assessment:

Print Name STEVE ROBERTSON

Signature

Position in Company

Date

IMPORTANT NOTE

A hazard is the potential of a substance, activity or process to cause harm. Hazards take many forms including, for example, chemicals, electricity and the use of a ladder. A hazard can be ranked relative to other hazards or to a possible level of danger.

A risk is the likelihood of a substance, activity or process to cause harm. Risk (or strictly the level of risk) is also linked to the severity of its consequences. A risk can be reduced and the hazard controlled by good management. It is very important to distinguish between a hazard and a risk – the two terms are often confused and activities often called high risk are in fact high hazard. There should only be high residual risk where there is poor health and safety management and inadequate control measures.
## Risk Assessment

<table>
<thead>
<tr>
<th>1. Activity Being Assessed</th>
<th>Site Security</th>
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<tbody>
<tr>
<td>Possible Hazards</td>
<td>Risk Rating</td>
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<td>4. Heat Exposure.</td>
<td>4. Heat Exposure</td>
</tr>
<tr>
<td>5. Mental or Physical Aggression.</td>
<td>5. Mental or Physical Aggression</td>
</tr>
</tbody>
</table>


### 10. Method of work and / or control measures

11. Overall control of the Static/Mobile Security lies with Mr Steven Robertson Mobile Telephone Number 07775208923.

12. 1 Security Guard will be responsible for Patrolling the Site.

13. 1 Security Guard will be on duty Mr S Robertson is their supervisor and will be in contact with each other via Mobile Telephone in case of Emergency.

14. All Security Guards will be provided with a list of contact Telephone Numbers for the Emergency Services.

15. All Security Guards working near to moving vehicles will be provided with High Visibility clothing.

16. Security Staff will be provided with foul weather clothing.

17. Welfare facilities are provided and all Security Staff will take regular breaks.

18. During hot and humid weather Security Guards will be given ample amounts of bottled water to help reduce the Effect of heat stroke/Exhaustion.

19. When directing traffic Security Guards will keep a safe distance from the vehicles and be aware of the surrounding.

20. All Security Guards will be given an induction before they start work at Site Name

21. All Security Guards have been issued with a detailed set of written instructions on their duties at Site Name

22. Drivers will be told to keep their speed below 15 MPH.

### 23. Assessed by

- S Robertson Director Saltaire Security Ltd

### 24. Date

- Tue 31 January 2012

### 25. Review Date

- Tue 31 January 2013

### NOTES
Hazard Checklist

1. EQUIPMENT/MECHANICAL.
- Entanglement
- Friction/abrasion
- Cutting
- Shearing
- Stabbing/puncturing
- Impact
- Crushing
- Drawing-in
- Air or high pressure fluid injection
- Ejection of parts
- Pressure/vacuum
- Display screen equipment
- Hand tools

2. TRANSPORT
- Works vehicles
- Mechanical handling
- People/vehicle interface

3. ACCESS
- Slips, trips and falls
- Falling or moving objects
- Obstruction or projection
- Working at height
- Confined spaces
- Excavations

4. HANDLING/LIFTING
- Manual handling
- Mechanical handling

5. ELECTRICITY
- Fixed installation
- Portable tools and equipment

6. CHEMICALS
- Dust/fume/gas
- Toxic
- Irritant
- Sensitizing
- Corrosive
- Carcinogenic
- Nuisance

7. FIRE AND EXPLOSION.
- Flammable materials/gases/liquids
- Explosion
- Means of escape/alarms/detection

8. PARTICLES AND DUST
- Inhalation
- Ingestion
- Abrasion of skin or eye

9. RADIATION
- Ionising
- Non-ionising

10. BIOLOGICAL
- Bacterial
- Viral
- Fungal

11. ENVIRONMENTAL
- Noise
- Vibration
- Light
- Humidity
- Ventilation
- Temperature
- Overcrowding

12. THE INDIVIDUAL
- Individual not suited to work
- Long hours
- High work rate
- Violence to staff
- Unsafe behaviour of individual
- Stress
- Pregnant/nursing women
- Young people

13. OTHER FACTORS TO CONSIDER
- Poor maintenance
- Lack of supervision
- Lack of training
- Lack of information
- Inadequate instruction
- Unsafe systems
**Basic checklist of items to be covered in an area inspection.**

<table>
<thead>
<tr>
<th>1. Access Equipment</th>
<th>Right equipment for the job? Properly erected? Maintained?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Access ways</td>
<td>Unobstructed?</td>
</tr>
<tr>
<td>4. Cleaning</td>
<td>Slip risk controlled?</td>
</tr>
<tr>
<td>5. Contractors</td>
<td>Are there control rules and procedures? Are they followed?</td>
</tr>
<tr>
<td>6. Eating facilities</td>
<td>Clean and adequate / Means of heating food</td>
</tr>
<tr>
<td>7. Electrical equipment</td>
<td>Portable equipment tested? Leads tidy not damaged?</td>
</tr>
<tr>
<td>8. Ergonomics</td>
<td>Tasks require uncomfortable postures or Actions</td>
</tr>
<tr>
<td>9. Eye wash bottles</td>
<td>Full? In date?</td>
</tr>
<tr>
<td>10. Employers liability insurance</td>
<td>Notice displayed? In date?</td>
</tr>
<tr>
<td>11. Fire exits</td>
<td>Unobstructed? Easily opened</td>
</tr>
<tr>
<td>12. Fire extinguishers</td>
<td>In place? Full? Correct type?</td>
</tr>
<tr>
<td>13. Fire instructions</td>
<td>Posted up? Not defaced or damaged?</td>
</tr>
<tr>
<td>14. First aid</td>
<td>Suitably placed and provisioned? Appointed person? Trained first aider?</td>
</tr>
<tr>
<td>15. Flammable liquids</td>
<td>Stored properly? Used properly?</td>
</tr>
<tr>
<td>16. Flooring</td>
<td>Even and in good condition?</td>
</tr>
<tr>
<td>17. Hand tools</td>
<td>Right tool for the job? In good condition?</td>
</tr>
<tr>
<td>18. Health and safety law poster</td>
<td>Displayed/completed?</td>
</tr>
<tr>
<td>19. Housekeeping</td>
<td>Tidy, clean, well organised?</td>
</tr>
</tbody>
</table>
## Basic checklist of items to be covered in an area inspection.

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Machinery</td>
<td>Guards in place? Effective?</td>
</tr>
<tr>
<td></td>
<td>Service schedules available?</td>
</tr>
<tr>
<td>22. Manual handling</td>
<td>Moving excessive weight?</td>
</tr>
<tr>
<td></td>
<td>Assessments carried out?</td>
</tr>
<tr>
<td></td>
<td>Using correct technique?</td>
</tr>
<tr>
<td></td>
<td>Could it be eliminated or reduced?</td>
</tr>
<tr>
<td>23. New or nursing mothers</td>
<td>Facilities for resting?</td>
</tr>
<tr>
<td>24. Noise</td>
<td>Normal conversation possible?</td>
</tr>
<tr>
<td></td>
<td>Noise assessment needed / not needed?</td>
</tr>
<tr>
<td></td>
<td>Noise areas designated?</td>
</tr>
<tr>
<td>25. PPE</td>
<td>Correct type? Worn correctly?</td>
</tr>
<tr>
<td></td>
<td>Good condition?</td>
</tr>
<tr>
<td>26. Risk assessments</td>
<td>Carried out? General and fire ?</td>
</tr>
<tr>
<td></td>
<td>Suitable and sufficient?</td>
</tr>
<tr>
<td>27. Safe systems of work</td>
<td>Available? Satisfactory? Followed?</td>
</tr>
<tr>
<td>28. Sharps</td>
<td>Safety knives used?</td>
</tr>
<tr>
<td></td>
<td>Knives / needles /glass properly used/disposed of?</td>
</tr>
<tr>
<td>29. Vehicles</td>
<td>Speeding? Following correct route?</td>
</tr>
<tr>
<td></td>
<td>Driver looking where he is going ?</td>
</tr>
<tr>
<td></td>
<td>Properly maintained?</td>
</tr>
<tr>
<td>30. Visual display units</td>
<td>Workstation assessments needed/not needed?</td>
</tr>
<tr>
<td></td>
<td>Chairs adjustable/comfortable/maintained properly?</td>
</tr>
<tr>
<td></td>
<td>Cables properly controlled?</td>
</tr>
<tr>
<td></td>
<td>Lighting ok? No glare?</td>
</tr>
<tr>
<td></td>
<td>Humidity? Dusty? Lighting?</td>
</tr>
<tr>
<td>32. Welfare</td>
<td>Washing and toilet facilities satisfactory?</td>
</tr>
<tr>
<td></td>
<td>Kept clean, with soap and towels/ adequate changing facilities?</td>
</tr>
<tr>
<td>33. Young persons</td>
<td>Employed? Special risk assessments?</td>
</tr>
</tbody>
</table>
Incident Report Log Book

This log book must not be removed from the premises without authorisation from the management.

<table>
<thead>
<tr>
<th>Assignment Number</th>
<th>SIX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Name</td>
<td>CLIENTS NAME</td>
</tr>
<tr>
<td>Date Opened</td>
<td></td>
</tr>
<tr>
<td>Date Closed</td>
<td></td>
</tr>
<tr>
<td>Incident Number From</td>
<td>1</td>
</tr>
<tr>
<td>Incident Number To</td>
<td>20</td>
</tr>
</tbody>
</table>

THIS DOCUMENT FORMS PART OF SALTAIRE SECURITY LTD ASSIGNMENT INSTRUCTIONS AND IS DUE FOR REVIEW AND UPDATE WHEN THE REST OF THE DOCUMENTATION IS BEING UPDATED AS PER THE ACCEPTANCE SHEET
### Incident Report Sheet

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENTS NAME</td>
<td></td>
</tr>
<tr>
<td>INCIDENT DESCRIPTION</td>
<td></td>
</tr>
<tr>
<td>REPORTING SECURITY GUARD</td>
<td></td>
</tr>
<tr>
<td>OTHER SECURITY GUARD</td>
<td></td>
</tr>
<tr>
<td>MANAGEMENT INFORMED</td>
<td>YES/NO</td>
</tr>
<tr>
<td>DATE AND TIME OF INCIDENT</td>
<td></td>
</tr>
<tr>
<td>TICK BOX WHERE INCIDENT OCCURRED</td>
<td>CCTV TAGGED YES/NO</td>
</tr>
<tr>
<td>CAR PARK</td>
<td></td>
</tr>
<tr>
<td>BACK OF BUILDING</td>
<td></td>
</tr>
<tr>
<td>SIDE OF BUILDING</td>
<td></td>
</tr>
<tr>
<td>FRONT OF BUILDING</td>
<td></td>
</tr>
<tr>
<td>MAIN DOOR</td>
<td></td>
</tr>
<tr>
<td>MAIN GATE</td>
<td></td>
</tr>
<tr>
<td>OTHER</td>
<td></td>
</tr>
<tr>
<td>ACTION TAKEN</td>
<td></td>
</tr>
<tr>
<td>FURTHER ACTION TAKEN</td>
<td>YES/NO</td>
</tr>
<tr>
<td>REMOVED FROM SITE/PREMISES</td>
<td>YES/NO</td>
</tr>
<tr>
<td>THREATS/VIOLENCE TO STAFF</td>
<td></td>
</tr>
<tr>
<td>POLICE DETAILS /CALLED</td>
<td>YES/NO</td>
</tr>
<tr>
<td>NAME</td>
<td></td>
</tr>
<tr>
<td>GRAMPIAN POLICE NUMBERS</td>
<td></td>
</tr>
<tr>
<td>SURNAME OF SUSPECT IF KNOWN</td>
<td></td>
</tr>
<tr>
<td>FIRST NAME OF SUSPECT IF KNOWN</td>
<td></td>
</tr>
<tr>
<td>DESCRIPTION OF PERSON</td>
<td></td>
</tr>
<tr>
<td>AGE APPROX</td>
<td>YEARS</td>
</tr>
<tr>
<td>HEIGHT</td>
<td>FOOT INCHES</td>
</tr>
<tr>
<td>COLOUR OF HAIR</td>
<td></td>
</tr>
<tr>
<td>WHAT WERE THEY WEARING</td>
<td></td>
</tr>
<tr>
<td>UPPER CLOTHING</td>
<td></td>
</tr>
<tr>
<td>FOOTWEAR</td>
<td></td>
</tr>
<tr>
<td>HEADWEAR</td>
<td></td>
</tr>
<tr>
<td>FIRST AID ADMINISTERED</td>
<td>YES/NO</td>
</tr>
<tr>
<td>LIST INJURY IN BOX BELOW</td>
<td></td>
</tr>
<tr>
<td>DETAILS OF INCIDENT</td>
<td>PLEASE FILL THIS SECTION OUT ACCURATELY</td>
</tr>
</tbody>
</table>

1. ALL FIELDS IN THIS INCIDENT REPORT SHEET MUST BE FILLED IN
2. GIVE A BRIEF DESCRIPTION OF WHAT HAPPENED IE CLIMBING FENCE, ON PREMISES ETC
3. IF THE INCIDENT IS OF A SERIOUS NATURE MAKE SURE THE CCTV HAS BEEN TAGGED AND THAT THE TIME AND DATE MATCH UP WITH THIS REPORT
4. IF THE INCIDENT IS OF A SERIOUS NATURE THEN THE POLICE SHOULD BE CALLED IMMEDIATELY
5. WHEN THIS REPORT HAS BEEN COMPLETED IT SHOULD BE KEPT ON THE PREMISES AND MUST NOT BE REMOVED FROM THE PREMISES WITHOUT WRITTEN AUTHORISATION FROM THE MANAGEMENT
6. THREATS/VIOLENCE TO STAFF BANNED FROM SITE/PREMISES
7. MAKE SURE YOU INFORM MANAGEMENT OF INCIDENT
Bomb Threat Evacuation Procedure

IF YOU DISCOVER A SUSPICIOUS PACKAGE OR ITEM

DO NOT attempt to touch or try to move a suspicious package or item

Immediately raise the alarm by CALLING 999

Report the location and nature of the suspicious package or item.

ON HEARING THERE IS A SUSPICIOUS PACKAGE OR ITEM

YOU WILL BE TOLD TO EVACUATE THE BUILDING IMMEDIATELY BY THE SITE/PREMISES STAFF

Leave the building by the SAFEST EMERGENCY EXIT

DO NOT RUN

DO NOT DELAY to collect your personal belongings or for any other reason

Report immediately to the MUSTER POINT

Which is TO BE INSERTED

DO NOT RE-ENTER the building until instructed it is safe to do so by the Police Officer in Charge.
**Bomb Threat Checklist**

*KEEP THE CALLER TALKING AS LONG AS POSSIBLE, NEVER HANG UP, GAIN AS MUCH INFORMATION AS POSSIBLE, WHEN THE CALLER HANGS UP, DIAL 1471 TO FIND CALL ORIGIN THEN CONTACT THE POLICE IMMEDIATELY DIAL 999 THEN EVACUATE THE BUILDING*

<table>
<thead>
<tr>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>________________________________________________</td>
</tr>
<tr>
<td>________________________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Call</th>
<th>Background Noise (Tick which one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Machinery</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Aircraft</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Music</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Children</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Talking</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Typing</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Traffic</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Windy</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Church bell</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Rail</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time of call</th>
<th>About the caller (Tick which one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Laughing</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Drunk</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Shouting</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Calm</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Read</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Spontaneous</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Child</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where is it?</th>
<th>About the voice (Tick which one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Soft</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Harsh</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Gravel</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Wheeze</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Deep</td>
</tr>
<tr>
<td>_____________________________</td>
<td>High</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When will it go off?</th>
<th>Accent (Tick which one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Scottish</td>
</tr>
<tr>
<td>_____________________________</td>
<td>English</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Welsh</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Irish</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Dutch</td>
</tr>
<tr>
<td>_____________________________</td>
<td>German</td>
</tr>
<tr>
<td>_____________________________</td>
<td>French</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Spanish</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Polish</td>
</tr>
<tr>
<td>_____________________________</td>
<td>American</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Asian</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Caribbean</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Other</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Chinese</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What does it look like?</th>
<th>Direct Call – Fax – Computer - Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Notes</td>
</tr>
<tr>
<td>_____________________________</td>
<td>______________________________________</td>
</tr>
<tr>
<td>_____________________________</td>
<td>______________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Why these premises?</th>
<th>Phone number on which the call was received</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>Phone number when you dialled 1471</td>
</tr>
<tr>
<td>_____________________________</td>
<td>______________________________________</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Reporting door supervisors name</td>
</tr>
<tr>
<td>_____________________________</td>
<td>______________________________________</td>
</tr>
<tr>
<td>_____________________________</td>
<td>Reporting door supervisors signature</td>
</tr>
<tr>
<td>_____________________________</td>
<td>______________________________________</td>
</tr>
<tr>
<td>REVIEW DATE</td>
<td>JAN</td>
</tr>
<tr>
<td>-------------</td>
<td>-----</td>
</tr>
<tr>
<td>REVIEWED BY (SALTAIRE)</td>
<td></td>
</tr>
<tr>
<td>REVIEWED BY (CLIENT)</td>
<td></td>
</tr>
</tbody>
</table>

1. Use of mobile phone
2. Time keeping
3. Uniform & Appearance
4. Customer Complaints
5. Reaction to Incidents
6. Saltaire Management support
7. Communication with staff
8. Communication with Site manager
9. Attitude to customers
10. Communication with customers
11. Familiarisation with Site/premises
12. Helpful and courteous
13. Attitude to staff
14. Display SIA badge at all times

OVERALL SCORE

OVERALL PERCENTAGE

<table>
<thead>
<tr>
<th>SCORING CRITERIA</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FREQUENTLY EXCEEDS</td>
<td>5</td>
</tr>
<tr>
<td>SOMETIMES EXCEEDS</td>
<td>4</td>
</tr>
<tr>
<td>ONLY DOES THE BARE MINIMUM</td>
<td>3</td>
</tr>
<tr>
<td>SOMETIMES FALLS BELOW WHATS REQUIRED</td>
<td>2</td>
</tr>
<tr>
<td>FREQUENTLY FALLS BELOW</td>
<td>1</td>
</tr>
</tbody>
</table>

**TOP SCORE IS 70**

100% divided by 70 = 1.428 to work out score multiply score by 1.428 will give you the percentage score if the score should fall below 70% then a saltaire security Ltd management action plan will have to be implemented to bring the score back up to over 70% this action plan will be done with the cooperation of the establishment.
**Fire Evacuation Procedure**

**IF YOU DISCOVER A FIRE**

Immediately raise the alarm by **CALLING 999**

Report the location and the nature of the fire

Operate the nearest **BREAK GLASS**

CALL FOR ASSISTANCE and if it is safe to do so, use the fire extinguishers in the area to extinguish the fire.

If the fire is not immediately extinguished, evacuate the building by the nearest emergency exit and make yourself known to the **Fire Officer in Charge**

**ON HEARING THE FIRE ALARM**

Leave the building by the **SAFEST EMERGENCY EXIT**

**DO NOT RUN**

**DO NOT DELAY** to collect your personal belongings or for any other reason

Report Immediately to the **MUSTER POINT**

Which is **TO BE INSERTED**

**DO NOT RE-ENTER** the building until instructed it is safe to do so by the **Fire Officer in Charge**

**YOU SHOULD ASSIST FIRE CREWS & POLICE SHOULD THERE BE A NEED FOR ANY BUILDINGS TO BE EVACUATED**

**DO NOT UNDER ANY CIRCUMSTANCES PUT YOUR OWN SAFETY AT RISK**
## Fire Risk Assessment

<table>
<thead>
<tr>
<th>DATE:</th>
<th>LOCATION:</th>
<th>SECTION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN 2012</td>
<td>CLIENTS NAME</td>
<td>ALL BUILDINGS ON ELGIN SITE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ASSESSMENT CRITERIA</th>
<th>RECOMMENDED CONTROL MEASURES</th>
<th>CURRENT SITUATION AND OBSERVATIONS</th>
<th>ASSESSOR’S RECOMMENDATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRE PRECAUTIONS ACT</td>
<td>Does the building have an existing fire risk assessment?</td>
<td>The fire risk assessment must be kept on site, in an accessible but secure location. (E.g. reception area.) The fire risk assessment must be up to date and reviewed when any significant changes occur.</td>
<td></td>
</tr>
</tbody>
</table>
CCTV Policy

1. This CCTV equipment and the images recorded by it are controlled by TO BE INSERTED who is responsible for how the system is used and for the notifying the Information Commissioner about the CCTV system and its purpose (this is a legal requirement of the Data Protection Act 1998).

2. The above controller has considered the need for using a CCTV system and has decided it is required for the prevention and detection of crime and for protecting the safety of customers. It will not be used for other purposes.

3. Notification has been submitted to the Information Commissioner and the next renewal date recorded.

4. Cameras have been sited so that their images are clear enough to allow the police to use them to investigate a crime.

5. Cameras have been positioned to avoid capturing the images of persons not visiting the premises.
### CCTV Policy

<table>
<thead>
<tr>
<th>Checked (Date)</th>
<th>By</th>
<th>Date of next review</th>
</tr>
</thead>
</table>

6. There are signs showing that a CCTV system is in operation visible to people visiting the premises and the controllers contact details are displayed on the sign where it is not obvious who is responsible for the system.

7. The recorded images from this CCTV system are securely stored, where only a limited number of authorized persons may have access to them.

8. The recorded images will only be retained long enough for any incident to come to light (e.g., for a theft to be noticed).
CCTV Policy

9. Recordings will only be made available to law enforcement agencies involved in the prevention and detection of crime, and no other third parties.

10. The operating equipment is regularly checked to ensure that it is working properly (e.g. the recording media used is of an appropriate standard and that features on the equipment such as the date and time stamp are correctly set).
11. The controller knows how to respond to requests from individuals for access to images relating to that individual. If unsure the controller knows to seek advice from the Information Commissioner as soon as such a request is made.

Guide Lines to CCTV use

1. Under the Data Protection Act any CCTV system which records people on a public or private space must be registered unless it meets certain criteria. Failing to do so is a criminal offence.

2. If you can answer Yes to all of the following questions you will not need to be registered under the DPA.

3. I only have a basic system with a couple of cameras

4. I cannot remotely move the cameras

5. The system can only record what the cameras pick up

6. I cannot target the cameras in any way on to an individual

7. I only provide the recorded images to the police for evidence purposes

8. If you are in any doubt about your CCTV system and its legalities you should contact the ICO
Smoking Policy

Purpose

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

It is the policy of SALTAIRE SECURITY LTD that all of our workplaces are smoke-free and all employees has a right to work in a smoke-free environment. The policy shall come into effect on 20 APRIL 2010 and be reviewed on 11 Jan 2013 by STEVE ROBERTSON.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, sub-contractors, customers or members and visitors.

Implementation

Overall responsibility for policy implementation and review rests with STEVE ROBERTSON.

All staff are obliged to adhere to, and facilitate the implementation of the policy.

The person named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They’ll also have to give all new personnel a copy of the policy on recruitment/induction.

Appropriate ‘No smoking’ signs will be clearly displayed at the entrances to and within the premises.

Non-compliance

Local disciplinary procedures should be followed if a member of staff does not comply with this policy. The procedures set out on page 12 of the booklet ‘Helping to get your business or organization ready for the new law on smoking’ should be followed if a customer, visitor or passenger does not comply. Those who do not comply with the smoking law are also liable to a fixed penalty fine and possible criminal prosecution.

Help to Stop Smoking

Support for smokers who want to stop will be provided.

Sources of support are: Smokeline 0800 848484, www.hebs.com/tobacco, the Public Health Department of your local NHS Board, or your local GP surgery. Contact details can be found in your local directory.
Grievance & Disciplinary Procedures

Foreword

The Acas statutory Code of Practice on discipline and grievance is set out at paras 1 to 45 on the following pages. It provides basic practical guidance to employers, employees and their representatives and sets out principles for handling disciplinary and grievance situations in the workplace. The Code does not apply to dismissals due to redundancy or the non-renewal of fixed term contracts on their expiry. Guidance on handling redundancies is contained in Acas’ advisory booklet on Redundancy handling.

The Code is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992 and was laid before both Houses of Parliament on 9 December 2008. It comes into effect by order of the Secretary of State on 6 April 2009 and replaces the Code issued in 2004.

A failure to follow the Code does not, in itself, make a person or organisation liable to proceedings. However, employment tribunals will take the Code into account when considering relevant cases. Tribunals will also be able to adjust any awards made in relevant cases by up to 25 per cent for unreasonable failure to comply with any provision of the Code. This means that if the tribunal feels that an employer has unreasonably failed to follow the guidance set out in the Code they can increase any award they have made by up to 25 per cent. Conversely, if they feel an employee has unreasonably failed to follow the guidance set out in the code they can reduce any award they have made by up to 25 per cent.

Employers and employees should always seek to resolve disciplinary and grievance issues in the workplace. Where this is not possible employers and employees should consider using an independent third party to help resolve the problem. The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in the disciplinary or grievance issue. In some cases, an external mediator might be appropriate.

Many potential disciplinary or grievance issues can be resolved informally. A quiet word is often all that is required to resolve an issue. However, where an issue cannot be resolved informally then it may be pursued formally. This Code sets out the basic requirements of fairness that will be applicable in most cases; it is intended to provide the standard of reasonable behaviour in most instances.

Employers would be well advised to keep a written record of any disciplinary or grievances cases they deal with.

Organisations may wish to consider dealing with issues involving bullying, harassment or whistle blowing under a separate procedure.

More comprehensive advice and guidance on dealing with disciplinary and grievance situations is contained in the Acas booklet, ‘Discipline and grievances at work: the Acas guide’. The booklet also contains sample disciplinary and grievance procedures. Copies of the guidance can be obtained from Acas.

Unlike the Code employment tribunals are not required to have regard to the Acas guidance booklet. However, it provides more detailed advice and guidance that employers and employees will often find helpful both in general terms and in individual cases.
Introduction

1. This Code is designed to help employers, employees and their representatives deal with disciplinary and grievance situations in the workplace.

   • Disciplinary situations include misconduct and/or poor performance. If employers have a separate capability procedure they may prefer to address performance issues under this procedure. If so, however, the basic principles of fairness set out in this Code should still be followed, albeit that they may need to be adapted.

   • Grievances are concerns, problems or complaints that employees raise with their employers.

The Code does not apply to redundancy dismissals or the non-renewal of fixed term contracts on their expiry.

2. Fairness and transparency are promoted by developing and using rules and procedures for handling disciplinary and grievance situations.

   These should be set down in writing, be specific and clear. Employees and, where appropriate, their representatives should be involved in the development of rules and procedures. It is also important to help employees and managers understand what the rules and procedures are, where they can be found and how they are to be used.

3. Where some form of formal action is needed, what action is reasonable or justified will depend on all the circumstances of the particular case.

   Employment tribunals will take the size and resources of an employer into account when deciding on relevant cases and it may sometimes not be practicable for all employers to take all of the steps set out in this Code.

4. That said, whenever a disciplinary or grievance process is being followed it is important to deal with issues fairly. There are a number of elements to this:

   • Employers and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.

   • Employers and employees should act consistently.

   • Employers should carry out any necessary investigations, to establish the facts of the case.

   • Employers should inform employees of the basis of the problem and give them an opportunity to put their case in response before any decisions are made.

   • Employers should allow employees to be accompanied at any formal disciplinary or grievance meeting.

   • Employers should allow an employee to appeal against any formal decision made.
Discipline

Keys to handling disciplinary issues in the workplace

Establish the facts of each case

5. It is important to carry out necessary investigations of potential disciplinary matters without unreasonable delay to establish the facts of the case. In some cases this will require the holding of an investigatory meeting with the employee before proceeding to any disciplinary hearing.

In others, the investigatory stage will be the collation of evidence by the employer for use at any disciplinary hearing.

6. In misconduct cases, where practicable, different people should carry out the investigation and disciplinary hearing.

7. If there is an investigatory meeting this should not by itself result in any disciplinary action. Although there is no statutory right for an employee to be accompanied at a formal investigatory meeting, such a right may be allowed under an employer’s own procedure.

8. In cases where a period of suspension with pay is considered necessary, this period should be as brief as possible, should be kept under review and it should be made clear that this suspension is not considered a disciplinary action.

Inform the employee of the problem

9. If it is decided that there is a disciplinary case to answer, the employee should be notified of this in writing. This notification should contain sufficient information about the alleged misconduct or poor performance and its possible consequences to enable the employee to prepare to answer the case at a disciplinary meeting. It would normally be appropriate to provide copies of any written evidence, which may include any witness statements, with the notification.

10. The notification should also give details of the time and venue for the disciplinary meeting and advise the employee of their right to be accompanied at the meeting.

Hold a meeting with the employee to discuss the problem

11. The meeting should be held without unreasonable delay whilst allowing the employee reasonable time to prepare their case.

12. Employers and employees (and their companions) should make every effort to attend the meeting. At the meeting the employer should explain the complaint against the employee and go through the evidence that has been gathered. The employee should be allowed to set out their case and answer any allegations that have been made. The employee should also be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses. They should also be given an opportunity to raise points about any information provided by witnesses. Where an employer or employee intends to call relevant witnesses they should give advance notice that they intend to do this.
Allow the employee to be accompanied at the meeting

13. Workers have a statutory right to be accompanied by a companion where the disciplinary meeting could result in:

• A formal warning being issued; or
• The taking of some other disciplinary action; or
• The confirmation of a warning or some other disciplinary action (appeal hearings).

14. The chosen companion may be a fellow worker, a trade union representative, or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

15. To exercise the statutory right to be accompanied workers must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for workers to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for a worker to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

16. The companion should be allowed to address the hearing to put and sum up the worker’s case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing. The companion does not, however, have the right to answer questions on the worker’s behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.

Decide on appropriate action

17. After the meeting decide whether or not disciplinary or any other action is justified and inform the employee accordingly in writing.

18. Where misconduct is confirmed or the employee is found to be performing unsatisfactorily it is usual to give the employee a written warning. A further act of misconduct or failure to improve performance within a set period would normally result in a final written warning.

19. If an employee’s first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to move directly to a final written warning. This might occur where the employee’s actions have had, or are liable to have, a serious or harmful impact on the organisation.

20. A first or final written warning should set out the nature of the misconduct or poor performance and the change in behaviour or improvement in performance required (with timescale). The employee should be told how long the warning will remain current. The employee should be informed of the consequences of further misconduct, or failure to improve performance, within the set period following a final warning. For instance that it may result in dismissal or some other contractual penalty such as demotion or loss of seniority.
21. A decision to dismiss should only be taken by a manager who has the authority to do so. The employee should be informed as soon as possible of the reasons for the dismissal, the date on which the employment contract will end, the appropriate period of notice and their right of appeal.

22. Some acts, termed gross misconduct, are so serious in themselves or have such serious consequences that they may call for dismissal without notice for a first offence. But a fair disciplinary process should always be followed, before dismissing for gross misconduct.

23. Disciplinary rules should give examples of acts which the employer regards as acts of gross misconduct. These may vary according to the nature of the organisation and what it does, but might include things such as theft or fraud, physical violence, gross negligence or serious insubordination.

24. Where an employee is persistently unable or unwilling to attend a disciplinary meeting without good cause the employer should make a decision on the evidence available.

*Provide employees with an opportunity to appeal*

25. Where an employee feels that disciplinary action taken against them is wrong or unjust they should appeal against the decision. Appeals should be heard without unreasonable delay and ideally at an agreed time and place. Employees should let employers know the grounds for their appeal in writing.

26. The appeal should be dealt with impartially and wherever possible, by a manager who has not previously been involved in the case.

27. Workers have a statutory right to be accompanied at appeal hearings.

28. Employees should be informed in writing of the results of the appeal hearing as soon as possible.

*Special cases*

29. Where disciplinary action is being considered against an employee who is a trade union representative the normal disciplinary procedure should be followed. Depending on the circumstances, however, it is advisable to discuss the matter at an early stage with an official employed by the union, after obtaining the employee’s agreement.

30. If an employee is charged with, or convicted of a criminal offence this is not normally in itself reason for disciplinary action. Consideration needs to be given to what effect the charge or conviction has on the employee’s suitability to do the job and their relationship with their employer, work colleagues and customers.
Grievance

Keys to handling grievances in the workplace

Let the employer know the nature of the grievance

31. If it is not possible to resolve a grievance informally employees should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance. This should be done in writing and should set out the nature of the grievance.

Hold a meeting with the employee to discuss the grievance

32. Employers should arrange for a formal meeting to be held without unreasonable delay after a grievance is received.

33. Employers, employees and their companions should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary.

Allow the employee to be accompanied at the meeting

34. Workers have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honouring the worker’s contract, or is in breach of legislation.

35. The chosen companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

36. To exercise the right to be accompanied a worker must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However it would not normally be reasonable for workers to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for a worker to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

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37. The companion should be allowed to address the hearing to put and sum up the worker’s case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing.

The companion does not however, have the right to answer questions on the worker’s behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.
**Decide on appropriate action**

38. Following the meeting decide on what action, if any, to take. Decisions should be communicated to the employee, in writing, without unreasonable delay and, where appropriate, should set out what action the employer intends to take to resolve the grievance. The employee should be informed that they can appeal if they are not content with the action taken.

**Allow the employee to take the grievance further if not resolved**

39. Where an employee feels that their grievance has not been satisfactorily resolved they should appeal. They should let their employer know the grounds for their appeal without unreasonable delay and in writing.

40. Appeals should be heard without unreasonable delay and at a time and place which should be notified to the employee in advance.

41. The appeal should be dealt with impartially and wherever possible by a manager who has not previously been involved in the case.

42. Workers have a statutory right to be accompanied at any such appeal hearing.

43. The outcome of the appeal should be communicated to the employee in writing without unreasonable delay.

**Overlapping grievance and disciplinary cases**

44. Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

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**Collective grievances**

45. The provisions of this code do not apply to grievances raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. These grievances should be handled in accordance with the organisation’s collective grievance process.
Equality and Diversity Policy statement

The aim of this policy is to communicate the commitment of Steven Robertson to the promotion of equality and opportunity in SALTAIRE SECURITY LTD.

It is our policy to provide employment equality to all, irrespective of:

- Gender, including gender reassignment.
- Marital or civil partnership status.
- Having or not having dependants.
- Religious belief or political opinion.
- Race (including colour, nationality, ethnic or national origins, being an Irish Traveller).
- Disability.
- Sexual orientation.
- Age.

We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees, sub-contractors and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds.

Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

We recognise that the provision of equal opportunities in the work place is not only good management practice; it also makes sound business sense. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the work force will be utilised fully to maximise the efficiency of the organisation.
Improvements Planned and Implemented Policy

1. Improvements will be planned and implemented before the next Service Evaluation Report.

2. Steve Robertson will be the nominated person acting on behalf of Saltaire Security Ltd who will implement the planned improvements by the next Service Evaluation Report.

3. All meetings planned to discuss the SER will be recorded in writing by Steve Robertson and a copy sent to the client for their comments and records.

4. When the client has had time to view the minutes of the meeting on the SER and has returned their comments to Saltaire Security the improvements will be implemented with immediate effect and the Assignment Instructions will be updated and amended accordingly.
Corporate Social Responsibility Statement

At Saltaire Security Ltd, we recognise and live up to our responsibilities to our stakeholders and wider community and we commit to conducting our business in an ethical and socially responsible way.

Our first responsibility is to our customers. In providing services to meet their needs everything we do must be of high quality. We will create continuous improvement through a comprehensive performance management framework. We will endeavour constantly to deliver best value and will innovate continuously to reduce our costs in order to maintain reasonable and competitive prices. On a daily basis we will demonstrate that we care passionately about service and will earn our customers trust as people they can rely on to deliver outstanding performance. In so doing we will support our customers reputations and our own.

We are responsible to the men and women who deliver our service and who we entrust with our business and our good name. Every employee and sub-contractor must be considered as an individual. We must respect their rights, their diversity and their dignity and recognise their merit. There must be equal opportunities for employment and for development and advancement for those qualified. We will encourage them through training and recognition to exemplify excellence in their respective jobs.

They must feel free to make suggestions or complaints and report suspected misconduct. They will work within an organisation that is run by accountable leaders who are competent and fair. In this way we will attract, retain and keep motivated the best people in our sector.

We have a responsibility to all our stakeholders for the ethical and socially responsible conduct of our business. We will comply fully with the spirit as well as the letter of all relevant legal and regulatory requirements and act as a good corporate citizen. Our policies and procedures will conform to recognised best practice in corporate social responsibility and governance and will conduct our business with honesty, integrity and transparency.

We have a responsibility to safeguard the health and safety of our employees, sub-contractors, customers and premises where we are employed. We believe accidents are preventable and we are committed to achieving injury free workplaces and encouraging and supporting our employees and sub-contractors.

We are responsible to the communities in which we conduct our business to behave as good citizens, to minimise any disruptive effect of our or our customers operations, to support community endeavours and good causes and to make a positive impact. We are responsible to the wider community to minimise the environmental impact of our business by reducing our consumption of resources and the waste we produce. We will continuously find innovative ways to help our customers to improve their own environmental performance.

We have a responsibility to treat our suppliers and business partners as we would wish to be treated as customers. Suppliers must have the opportunity to make a fair profit within competitive pricing and to be paid promptly according to mutually agreed terms.

We also have a responsibility to ourselves, our stakeholders and to maintain sound finances, return a fair profit and invest for the future.
**Alcohol and Drugs Policy**

To support our responsibility for and commitment toward our team members to ensure a safe and healthy workplace;

To ensure that all team members at **SALTAIRE SECURITY LTD** have a work environment which is free of alcohol and drug abuse;

To outline the company’s expectations and requirements for creating and maintaining a drug free work environment, and for dealing with substance abuse in the workplace.

To provide an opportunity to team members with a substance use problem to get well rather than provide grounds for the employer to terminate such a team member’s employment.

**Scope**

This policy applies, at the workplace, to all team members of **SALTAIRE SECURITY LTD** (referred as the “Company”) and also includes visitors and subcontractors inside and outside of normal scheduled working hours.

1. All individuals working at **SALTAIRE SECURITY LTD** are expected to report fit for duty for scheduled work and be able to perform assigned duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medications or any other substance.

2. Off the job and on the job involvements with alcohol or drugs can have adverse effects upon the workplace, the integrity of our work product, the safety of other team members, the wellbeing of our team member’s families, and the ability to accomplish the goal of a drug free work environment. As such, the Company wants to impress upon all team members that it has zero tolerance for team members who arrive at work under the influence of alcohol or drugs, and/or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol or drugs on Company property.

3. The Company strictly prohibits the use of, unlawful manufacture of, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs.

**Assistance & Rehabilitation**

The Company recognizes the fact that a certain percentage of any population may develop the disease of chemical dependence. This disease is characterized most notably by denial of the disease by those who suffer from it.

The Company also recognizes that dependency on alcohol and/or drugs can be successfully treated, and encourages team members with drug or alcohol dependencies to assume ownership of gaining control over their dependency.

Team members are expected to recognize that problems related to alcohol and drug use or dependency are not an excuse for poor or unsafe performance. Team members who suspect they have a substance dependency or emerging alcohol or drug problem are expected to seek advice and to follow appropriate treatment promptly.

Full participation in appropriate treatment programs is expected. Participation in appropriate treatment programs does not remove the requirement to regain satisfactory performance.

Team members who voluntarily request assistance in dealing with such issues will be treated with respect and, to the highest extent possible, such information will be treated in confidence.
Roles & Responsibilities

It is the responsibility of all supervisors to identify a situation in which they have concerns about an individual’s immediate ability to perform their job, and take appropriate steps.

Where necessary, they will remove any team member who is suspected of violating the provisions of this policy, pending investigation and a decision on appropriate consequences including potential disciplinary action.

The following requirements are meant to provide you with guidance on how to administer this policy; however, not every situation can be predicted.

1. If a team member, visitor or contractor arrives at the workplace, and you have reasonable cause to suspect that the team member, visitor or contractor is under the influence of alcohol or drugs, the supervisor shall immediately remove him/her from the work environment. In the event you have any doubt as to whether the team member is, or is not impaired you should err on the side of caution and remove him/her from the work environment.

2. Unexpected circumstances can arise when an off-duty team member is requested to work. It is the team member’s responsibility to refuse the request and ask that the request be directed to another person if the team member is unfit due to the influence of alcohol or other drugs.

3. Team members who are prescribed medication are expected to consult with their personal physician or pharmacist to determine if medication use will have any potential negative effect on job performance. They are required to report to their team leader if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment, and provide appropriate medical verification on restrictions in performance of duties.

4. If a team member or contractor believes an individual holding a more senior position is in violation of this policy, they are encouraged to get a second opinion where possible. They are also expected to notify their leader.

5. In support of those who may have developed or are developing the disease of chemical dependence, all employees and contractors are required to document and report any violations of this policy. Any team member, co-worker, contractor or supervisor not complying with this is enabling. Enabling behaviour leads to on-going health and safety concerns for an addicted individual and those around him or her.
Policy Violations and Procedures for Supervisors and Managers

Where the situation dictates that a witness is required to corroborate a reasonable suspicion that a team member, visitor or contractor is under the influence, supervisors must seek corroboration from two of the following individuals.

1. Owner
2. Another Security Guard
3. Manager
4. Deputy Manager.
5. Charge hand
6. If in any doubt phone Steve for advice

Questions & Answers

1. What if I smell alcohol or drugs on a team member when they arrive at the workplace?

If you have reasonable cause to believe that the team member in question is impaired in ANY way by drugs or alcohol it is the Company’s direction that it is your duty to send the team member home notwithstanding the fact that you cannot prove with certainty that he/she is intoxicated. To do otherwise could endanger the safety of that team member and/or others with whom he/she is working. The Company prefers to err on the side of prudence than expose the particular team member (and potentially others) to injury. (Refer to question 4 below.)

2. How do you determine if a team member is intoxicated or his/her ability to work is impaired by reason of an intoxicant?

The Company is aware that we are not doctors or specialists in assessing intoxication or impairment; however the following non-comprehensive list provides some direction as to likely indicators of impairment:

Smell of alcohol or drugs on breath
Glassy eyes
Slurred speech
Unusually loud and/or argumentative
Unsteady gait or unusual body movements
Face abnormally flushed
Deterioration in job performance such as sporadic work pace, neglect of details, increase in mistakes, difficulty recalling instructions and/or
Smell of cannabis in the air at team member’s work location and/or discarded drug evidence in the same area.
3. Steps to take when you smell alcohol or drugs on a team member or a team member is suspected of being at work in an intoxicated or impaired condition.

After you smell or confirm physical and behavioural observations, approach the team member with your suspicions;

Have a witness with you for corroboration, but do not wait to take action if a witness is not readily available;

Escort the team member to a private location when confronting him/her and ask if he/she has had anything to drink (or is on, or has consumed drugs);

If reasonable suspicions or signs of impairment (as per 2 above) are confirmed, immediately remove the team member from the workplace and make arrangements to have his/her functions covered off;

Direct the team member to a supervisor’s office and (after securing two other representatives as a witness) question the team member once again in the supervisor’s office;

If, as result of such interview, you still have reasonable cause to believe that the team member is impaired direct the team member to go home, pending further investigation.

4. What should I do to ensure that the team member gets home safely?

You must take all reasonable steps to ensure that the team member does not drive.

At a minimum, you should:

Call his/her home to have someone else drive him/her home (if someone is available);

If no one is available at home to drive the team member home, advise the team member that you will summon a taxi for him/her.

Ask him/her to leave the keys to his/her car with you;

If he/she refuses all of the foregoing, then tell the team member if he/she gets into his/her car you will be forced to call the police; and

If, notwithstanding the above, the team member insists upon driving his/her own car, then you should take immediate steps to contact the police and inform them of the situation. Where possible you should advise the police of the impaired team member’s license plate number and the make and model of his/her vehicle, as well as their destination.

If the team member refuses to leave the premises, the police must be called.

5. How do I accumulate proof of what I observed?

Immediately after the team member has departed the premises (is sent home) prepare an Incident Report, including all of your observations and actions taken.

Ask corroborative witness to do the same.
6. What happens from there?

Mr Steve Robertson at the first available opportunity will review the facts and circumstances surrounding the incident. If it is confirmed that the team member’s ability to work was impaired by reason of drugs or alcohol, then progressive disciplinary action will be taken up to and including termination, depending upon the circumstances (e.g., others; past disciplinary record; and reasons tendered (e.g. was on prescribed medication).

7. What do I do if I find someone in possession of or consuming alcoholic beverages or illegal drugs on the premises?

You should confront the team member immediately (preferably in the presence of a corroborating witness) and send the team member home. All of the facts should be recorded in an individual statement at the first available opportunity for the Mr Steve Robertson to review the facts and circumstances surrounding the incident. The company has zero tolerance approach to events such as these and the team member will be subjected to progressive disciplinary action, up to and including termination, depending on the individual circumstances.

8. What if I catch a team member selling drugs to another team member?

The facts should be recorded and the team member(s) confronted and then sent home pending investigation. Depending upon the circumstances, you should immediately report the matter to the police and ask the team member(s) to wait in the office until the police arrive. You cannot, however, force the team member(s) to stay.

9. What if the team member upon confrontation says that he is an alcoholic or otherwise addicted to drugs or alcohol?

Proceed with steps outlined in points 2, 3, and 5 above and make a note of the team member’s response.

If, after further investigation, the team member’s addiction is confirmed at the first two steps of disciplinary measures, then he/she will be offered assistance by the company to address and rectify this situation.

10. What if the team member responds that he/she is taking medication prescribed by a physician?

You should still follow the steps outlined in points 2, 3, 4 and 5 above.

If, after further investigation, it is determined that the cause of the impairment is attributable to an unexpected reaction from medication prescribed by a duly licensed physician then, depending upon the circumstances, the disciplinary penalty may be modified.

11. What if this is a repeat offender?

The team member will be subject to progressive disciplinary measures, up to and including termination.

12. What if I find Illicit Drugs in the Building?

Notify the bar Manager immediately. If you cannot reach a manager, arrange for a supervisor to attend as a witness. Call the police for disposal.
Quality Policy Statement

Saltaire Security Ltd
54 High Street
Fochabers
Moray IV32 7DU
SCOTLAND
11 Jan 2012

It is the policy of this company to give the greatest importance to Quality and welfare at work of all of its employees and sub-contractors. Furthermore, to provide and maintain safe and healthy working conditions, equipment and systems of work, as far as is reasonably practicable, for all our employees and sub-contractors and to provide such information, training and supervision as they will need to complete their work in a safe and effective manner.

This company will also ensure, as far as is reasonably practicable, that their working activities do not endanger members of the public and information will be made available to the general public if any process or job has the potential to cause injury.

This company will require all its employees and sub-contractors, whilst at work to conduct themselves in a safe and conscientious way, ensuring at all times that the work is carried out with a high regard to personal safety, the safety of co-workers and the general public.

All employees and sub-contractors will be expected to cooperate fully with the above general statement of policy. The implementation of this policy shall be regularly monitored.

Signed

____________________________
Director

Print Name

STEVE ROBERTSON

Date

11 Jan 2012
Escalation Policy & Flow Chart

SITUATION TO BE MONITORED BY SECURITY GUARD

RISK OF DAMAGE TO PROPERTY OR PERSONNEL

CALL POLICE BY DIALING 999

REQUEST AMBULANCE IF REQUIRED
Search Policy

SITE/PREMISES SEARCH

Part of the Security Guards Duties is to carry out an effective external search of the Site/Premises.

The purpose of this search is to check that;

1. Doors are locked and secure
2. Fire & Emergency doors are not blocked
3. Windows & skylights are secure
4. The external fence is intact and secure
4. Any security equipment ie; lighting, alarms, locks and bolts are in working order
5. All areas are free from litter and that there are no suspicious objects
6. Make a note of all the issues and put them in the incident book
7. Issues of a serious nature should be reported to STEVE ROBERTSON immediately without delay
SEARCHING PEOPLE AND THEIR PROPERTY

ALWAYS ensure that there is a witness present when conducting a search of someone or their property.

ALWAYS ensure that only women search women and men search men

A man can search a woman’s handbag with her consent but always ask the patron to empty bags and pockets themselves

It is important

To be sensitive to peoples embarrassment
To be firm
To be polite
Not to ridicule
Not to be threatening

By following these procedures security guards will avoid

Accusations of impropriety
Accusations of planting of evidence
Risk of injury to him/herself

ALWAYS REMEMBER TO

GET PERMISSION
BE POLITE
BE POSITIVE
BE PROFESSIONAL
RECORDING OF ARTICLES SEIZED DURING SEARCHES

Anything confiscated during a search must be recorded in the security guards own pocket book and in the Site/Premises security incident book.

These records should contain the following information:

1. Date and time of search
2. Name of person conducting the search
3. Name of witness to search
4. Name & Address of person being searched (if given)
5. Signature of person being searched (if consenting)
6. Description of item(s) being confiscated
7. Time handed over to police
8. Name & warrant number of receiving police officer

ACCURATE RECORDS CAN HELP TO DISPROVE FALSE ALLEGATIONS
Location of Fire Extinguishers

1. SEE MAP OF SITE FOR LOCATIONS OF FIRE EXTINGUISHERS PAGE 71

Location of Fire Hoses ONLY FIGHT FIRES IF ITS SAFE TO DO SO DO NOT PUT YOURSELF IN ANY DANGER

1. THERE ARE NO FIRE HOSES AT CLIENTS SITE NAME
Location of External Fire Alarms

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Map of Site

1. PLAN OF SITE
2. MAP OF FACTORY NUMBER 1
3. MAP OF FACTORY NUMBER 2
4. MAP OF WAREHOUSE NUMBER 1
5. MAP OF WAREHOUSE NUMBER 2
6. First floor plan attached.
7. Second floor plan attached
8. Ground floor plan attached.
Map of Muster Point
Assignment Instruction Register Clients Name

1. There are two paper copies of the Clients Name Assignment Instructions.

2. Copy number one is kept by Clients Name

3. Copy number two is kept by Saltaire Security Ltd.

4. There is an electronic copy of the Clients Name Assignment Instructions held by Saltaire Security Ltd on a secure password protected memory stick.

5. There is an electronic copy of the Clients Name Assignment Instructions held by Saltaire Security Ltd on a secure password protected external hard drive.