

Phoenix Security (Essex) Ltd.

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Circulation List		
Copy No.	NAME	APPOINTMENT
1.	Mr. J Atkinson	Quality Manager

The holder of this manual is required to ensure that all personnel within their control have read and understood the relevant parts and the Training Records are marked accordingly.

No changes may be made to this manual without the approval of the Quality Manager

The holder of this manual is responsible for returning it to the Quality Manager on leaving The company.

Copies of Manuals or any part of it are not to be copied without permission from the Quality Manager.

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CONTRACT REVIEW

OP101.

SCOPE.

This Procedure defines the activities required to achieve customer satisfaction in terms of service provided.

PROCEDURE

1.) The contents of all orders must be agreed with the Customer and a written confirmation received.

During the preliminary actions, the customer requirements (both stated and unstated), any statutory and regulatory requirements and any additional requirements will be discussed and resolved before any estimate/work is completed.

After comparing the order with the original estimate (if applicable) and when all the details have been agreed with the customer, a check of resources is carried out before either a contract, (APP 13) or a customers purchase order is raised and signed by the customer and a senior member of staff to indicate contract review. If required, a confirmation of order may be sent with a copy kept on file.

Contracts and assignment instructions are subject to review and signed by a suitably trained member of management every 12 months to ensure compliance and adequacy with the customer's requirements.

Assignment instructions (APP 19) are raised from the reviewed contract or supplied by the customer.

No work/Assignments are to be issued until a contract/purchase order has been signed by both parties and exchanged with the client.

The following information is recorded:

- a.) Place of assignment
- b.) Customers Name and Address.
- c.) Instructions (Place of assignment, terms, conditions etc).
- d.) Insurance liabilities.
- e.) Start and finish dates/times

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f.) Any other information applicable.

Should the original contract be changed after contract review, the order is again reviewed with any relevant changes made to the processing paperwork, if required, a new contract (APP 13) issued.

Any meetings carried out with the customer (before, after and during contract) and any services/personnel used will be recorded in the customers file. A copy of the contract is kept on file for a minimum of two years.

ADVICE ON SECURITY.

If required by the customer, only suitably trained personnel will advise company on security matters and customer records marked accordingly.

SALES CALLS/SITE SURVEYS

Any sales calls/Site surveys will be made by a suitably trained member of The company (APP 18) who will identify himself to the customer and the reason for calling as soon as is practical.

If required by the customer, a site survey/assessment of the premises will be made and recorded by suitably trained personnel prior to the contract being raised.

If the survey is declined by the customer, a record is kept and the customer informed of any requirements required (i.e. Heating, toilet facilities etc.).

Any information obtained during this process will be recorded, kept securely and treated in the strictest confidence and not divulged to a third party without the written consent of the customer.

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PURCHASING

OP 102.

SCOPE.

This procedure defines the activities to be carried out in order to ensure that materials/services purchased for use in Customer Contracts are of the required quality.

PROCEDURE

All orders for raw materials, services, parts or other items directly associated with the customer's requirements are obtained from approved suppliers where possible.

Goods are ordered verbally with the following information:

- 1.) Description of part/service required.
- 2.) Suppliers name.
- 3.) Any specific reference standard (i.e. ISO 9000).
- 4.) Quantity.
- 5.) Date ordered.
- 6.) Certificate of Conformity if required.
- 7.) Any other relevant information.

If the purchase order requires amendment, the changes are to be authorised before placement.

RECRUITMENT

A senior member of The company carries out recruitment of staff. Any adverts will include specific requirements, Qualifications and skills.

An application form is filled in by the applicant and procedures used to test suitability of staff (SEE OP112).

An application form (APP 21) is completed by each applicant, which is kept in personnel file.

If required by the customer, they are given the opportunity to be present during the interviewing and recruitment process although this does not release The company from the responsibility of the final decision.

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RECORDS

OP 103

The following records are identified, retained and filed for a minimum of two years or as stated in BS 7499 and BS 7858.

They will remain legible, readily identifiable, retrievable and not disposed off without the permission of the Quality Manager.

Management review minutes

Contract review.

Subcontractor's performance levels.

Control of customer supplied product.

Process.

Inspection.

Company performance

Goods In.

Corrective actions.

Preventative Actions

Internal/external audits

Training

Guards SIA licence

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DOCUMENT CONTROL

OP 104

SCOPE.

This Procedure details the actions to be taken when an Internal Controlled Document is amended.

PROCEDURE

- 1.) When any Controlled Documents are amended for any reason, the relevant document must be uniquely identified to prevent obsolete information or procedures being used throughout The company.
- 2.) Each document is given an Issue Reference, which is sequentially updated whenever an amendment is made. (ISS A Becomes ISS B etc.) .
- 3.) When changes are carried out in the Quality Manual or Procedures the changes are approved by the Quality Manager before he/she recalls the manuals for up-issue of the relevant pages.
- 4.) Copies of obsolete documents will be filed in an Obsolete File by the Quality Manager to provide Historic Records of any amendments made.
- 5.) When amended or new documents for the Quality Manual or Procedures are circulated, the document reference numbers and a brief description of change will be recorded on Form APP 3.
- 6.) A copy of APP 3 will be held in each Manual, it is the registered holders responsibility to ensure that personnel within his/her control are aware of changes which are applicable to them.
- 7.) The Original Copy of APP 3 will be filed by the Quality Managers for Historic reference when required.
- 8.) A Master list of controlled documents (internal and external) are kept by the Quality Manager who is responsible for ensuring copies are kept up to date and any obsolete documents are removed from general distribution.
- 9.) J R Consultants are responsible for ensuring ISO 9001 2000, SIA ACS and any applicable codes of practice are kept up to date and The company informed of any changes that may affect The company.

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APPROVED SUPPLIERS

OP 105

SCOPE.

Suppliers and Proposed Suppliers to PHOENIX SECURITY (ESSEX) are carefully selected to ensure that they are able to supply Materials/Services that conform to specification.

PROCEDURE .

A List of suppliers is raised using one or more of the following:

- 1.) Assessment of the Suppliers Technical Capability and Documented quality System using the Supplier Questionnaire (APP 1) and visits should the Quality Manager decide them necessary.
- 2.) The use of Historical Quality Performance Data of similar procurement action or prior evaluation or accreditation by an appropriate organisation. (i.e. ISO 9000 Registration).
- 3.) Inspection of the materials at suppliers prior to delivery to The company. The Quality Manager who will distribute it as required will hold a List of Approved Suppliers .
- 4.) Constant monitoring of the service provided by senior management with results recorded.

The Quality Manager will update it as and when required adjusting the inspection ratings as he deems necessary.

SUPPLIER PERFORMANCE.

The Quality Manager will review the Supplier Performance annually by analysing the Delivery Notes against the Reject Notes.

The Quality Manager will notify suppliers with poor Quality Performance that corrective Action and Quality improvements are required.

The Quality Manager for a minimum of two years will keep records of the above.

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GOODS IN INSPECTION

OP 106.

SCOPE.

This Procedure defines the Quality Control activities to be carried out on Materials in order to ensure conformance to requirements.

PROCEDURE

On receipt of goods/services, verification of quality will be checked by either:-

- a) Inspection on receipt or monitoring during service.
- b) Documented evidence of conformity from supplier (if an approved Quality System is in place)
- c) A visit by a senior member of staff to check company's procedures and controls.

No materials/services will be used until either of the above has been satisfied.

Visual checks will be carried out on the goods received from an approved supplier.

Any deliveries received from an unapproved supplier will be subject to Inspection levels as stated by the Quality Manager.

ACCEPTED MATERIALS

If practical, materials accepted at "Goods In" are placed in the stores area ready for use when required.

The Goods received note or invoice is signed to indicate acceptance and passed to the Accounts Dept. for payment.

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REJECTED MATERIAL

Materials found to be non-conforming to specification will be immediately identified as reject and if practical, moved to a Quarantine area until action to be taken has been agreed.

In the event of materials being returned to the supplier, a reject note is raised (as per procedure OP 116) with the reason for reject and action required (i.e. replacement/repair etc).

The Quality Manager for a minimum of two years retains copies of reject notes.

SERVICES

Regular monitoring of companies who provide services will be carried out by the Quality Manager to ensure suitability by spot checks, Questionnaires to customers etc. with any results recorded for future analysis.

The Quality Manager is responsible for communication any problems to the provider for rectification

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STORES

OP 107

SCOPE.

This procedure is used to ensure that ALL materials/equipment at PHOENIX SECURITY (ESSEX) Ltd. is stored /issued in a safe, efficient and effective manner.

PROCEDURE.

The storage areas are operated on the basis of;

- 1) Being maintained in a clean and tidy manner.
- 2) Materials being used, where practical, in age rotation.
- 3) Shelf life of raw materials being closely monitored and checked prior to use.
- 4) Appropriate storage methods for equipment/materials being used to prevent damage or deterioration.
- 5) In a safe, efficient and effective way.
- 6) The guard is responsible for ensuring that the correct equipment is being used and stored appropriately when not being used.

UNIFORM

The guard is responsible for ensuring that the uniform issued to them is kept clean and tidy at all times.

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MAINTENANCE

OP 108

SCOPE.

This procedure defines the system to be employed to ensure that all equipment used for controlling assignments is at all times suitable for use and outlines the action to be taken when equipment is found to be faulty.

PROCEDURE.

It is the responsibility of Management to ensure that a maintenance service is provided within The company where required and that all prescribed equipment is maintained to its specific accuracy level.

This is done by;

- 1) Identifying ALL equipment, used for Assignment controls (i.e. clocks) and marks them with a unique identity.
- 2) If equipment can be maintained by PHOENIX SECURITY (ESSEX) Ltd, records will be kept
- 3) If equipment cannot be maintained by PHOENIX SECURITY (ESSEX) Ltd, an outside maintenance service must be used.
- 4) Keeping records of description, identity, when maintained and when maintenance is due.

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COMPANY QUALITY ASSURANCE AUDITING

OP 109

SCOPE

In order to ensure consistent maintenance and conformance to the Quality System as defined in the Quality Manual, assessments will be conducted on a regular basis.

Corrective action programmes will be developed in all areas of activity where any non-conformities are identified.

PROCEDURE.

A regular Internal Audit will be carried out on individual sections within The company using audit questionnaires (for guidance only) held by Quality Manager by a trained auditor who has no responsibility for the area as per audit timetable (APP 11).

In the event of any non-compliances being found, an audit form (APP 2) is raised and the Quality Manager informed and corrective action agreed.

All corrective actions should be completed as soon as practical, as agreed with the auditor and the Audit form (APP 2) signed on completion.

All non-compliances and related corrective actions will be recorded on the appropriate Audit form and be reviewed at the annual Management Review meetings.

All corrective actions will be fully supported by ALL PHOENIX SECURITY (ESSEX) Ltd personnel who are responsible for ensuring that the Quality Policy is strictly adhered to in the area of activity.

The Quality Manager for a minimum of two years keeps records of the above.

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MANAGEMENT REVIEWS

OP 110

SCOPE

This procedure defines the activities to be carried out by Senior members of staff to regularly review of the effectiveness of the Quality Assurance System.

PROCEDURE

The purpose of the review, held annually, shall be to consider the continuing suitability and effectiveness of the Quality System, and to decide and implement such actions to update it as may be necessary.

The review shall be documented and the effectiveness of corrective actions monitored.

The aspects reviewed will be as per management minutes (APP 17).

It is the responsibility of each member of the Management team to ensure staff are made aware of anything that directly affects them and their input into the Quality System and that The company Quality Policy is strictly adhered to in their area of responsibility and that through the Management Meeting an effective Quality improvement programme is put into effect whenever necessary.

A contingency plan (APP 6), corporate and social responsibility policy (APP 14) and a business plan (APP 7) is in place and are regularly reviewed at the meeting.

The Quality Manager may call an extra review within the 12 month period, should he/she or any other Manager decide it necessary.

The Quality Manager will keep records of these meetings for a minimum of two years and distribute them throughout The company.

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CUSTOMER SUPPLIED/TRACEABLE MATERIAL
SCOPE.

OP 111

This procedure defines the controls necessary to ensure material designated for use on a particular job (either because Purchaser supplied or Traceability is required) is actually used on that job and that any damage or loss caused to customers possessions is recorded and the customer informed.

PROCEDURE.

Customer's equipment/materials

- 1) Segregation (where practical) and storage to prevent damage or deterioration
- 2) Identification and protection from unauthorised use or improper disposal.
- 3) Purchaser notification of any loss of supplied material.
- 4) Material is used on a strict rotational basis with any material out of shelf life quarantined and the Quality Manager informed. (as per procedure OP 117).
- 5) Used in a safe manner with protective Equipment if required.
- 6) Used in compliance with the purchaser specification.
- 7) Any customer supplied material/equipment is recorded on the Assignment Instructions.

Customer's possessions/premises.

Any damage caused to the customer's possessions must be reported to the Quality Manager/Duty controller who will inform the customer of the problem and, if necessary, with the customer decide what corrective action is required
The Quality Manager is responsible for the above.

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PERSONNEL RECORDS/TRAINING

OP 112

SCOPE

This Procedure defines the controls required to ensure that each individual is vetted as per BS 7858 and is able to meet the full requirements of his/her duties.

PROCEDURE

On arrival, each person is given an application form (APP 21) to complete and sign during the first interview, which covers, month by month, the last 10 years of the applicants history.

ALL PARTS OF THIS FORM MUST BE COMPLETED AS COMPREHENSIVELY AS POSSIBLE AND ANY DOCUMENTARY EVIDENCE PROVIDED AS REQUIRED. THE APPLICANT SHOULD BE MADE AWARE THAT THEY WILL BE SUBJECT TO A RIGOUROUS SECURITY SCREENING PROCESS WHICH MAY LEAD TO DISMISSAL IF EVIDENCE CAN NOT BE OBTAINED.

A check made on the following

Physical Ability and medical examination if appropriate.

Mental Ability

Language ability

Personal Documentation.

References (two character/employment history for 5 years) are taken up by phone for provisional employment but these must be confirmed in writing within 12 weeks using reference request sheets (APP 28) before permanent employment can be confirmed. In certain instances it may be considered appropriate to take up employment references for 10 years. These must be confirmed in writing within 16 weeks before permanent employment can be confirmed.

Where employment history is incomplete and cannot be independently confirmed by both character referees written independent statements should be obtained from a further referee(s) so that two references cover the incomplete period. In exceptional circumstances where there is not possible, a Statutory

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Declaration (APP 29) can be made before a solicitor, commissioner for oaths, notary public or justice of the peace by the individual being screened

The individuals financial history will also be checked by direct reference through a recognized credit reference bureau or agent. If the applicant is a current bankrupt/Director of another company or there are CCJ(s) in excess of £5,000 the Managing Director will sign an "Acceptance of Risk " form (APP 4) to show that he is prepared to accept the risk.

A personnel file is raised for each member of staff and any references/information received is filed in it. These records are confidential and must be kept in a secure location at all times.

Vetting is carried out by a senior, trained member of staff, using the vetting history form (APP 27), who will independently check the place of residence, date and place of birth (original copies of birth/marriage certificates required).

On completion, the vetting form is reviewed by a senior member of staff and when signed off as satisfactory, a contract of employment (APP 12) is issued and a copy of The company handbook (APP 16).

Uniform issued to each member of staff as required with records kept. Personnel are responsible for their own uniforms and they are expected wear them and the id. badges whilst representing The company.

Records of ID passes are recorded in the ID book, which is kept in the office. All id badges must be kept secure at all times and are subject to re issuing every 36 months.

The company Training shall consist of the following activities:

- a.) If the applicant does not hold a SIA Licence they will undergo Induction Training (2 days) with a test at end of the session and recorded on the training record form (APP 10)
- b.) Specific Job Training.

It is the responsibility of the Quality Manager to ensure that every individual within PHOENIX SECURITY (ESSEX) Ltd is competent to carry out,

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and has received sufficient training, in order to meet the requirements of his/her duties and has :

- a.) A FULL understanding of his/her duties (including assignment or specialist training).
- b.) A clearly defined area of responsibility.
- c.) A FULL understanding of The company Quality Assurance Policy and any relevant parts of the Operational Procedures.

The Quality Manager will:-

- a.) Review training records every 12 months in order to assess the need for re-training and refresher courses and identify personnel who may be potential supervisory or management material.
- b.) Ensure that no individual is placed in a job for which they have not had the necessary experience or training to carry it out competently.
- c.) Will ensure that he or she or a suitable qualified nominee carries out the training required.
- d.) Encourage staff to take applicable vocational training.
- e.) Collect guard feedback annually using feed back form (APP 25)

Records of ALL Training carried out shall be maintained and kept on file whilst the individual is working within The company and for seven years thereafter.

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CUSTOMER COMPLAINTS AND FEEDBACK

OP113

SCOPE

This Procedure defines the activities to be carried out in the event of all non conformities found (whether customer/in house and written or verbal) and results of customer feedback.

All such non conformities will be recorded on a NC form (APP 5) and acted on as soon as possible.

PROCEDURE.

Customer Feedback

Customer feedback is measured by monitoring the following Key Performance Indicators.

1. Number of customer complaints received.
2. Number of customers lost through dissatisfaction
3. Percentage of customers that renew their contracts.
4. Number of new customers gained through customer recommendations.

The Quality Manager is also responsible for contacting the client on a regular basis and record any comments received for discussion/analysis at the annual Management Review.

During Supervisory visits, the supervisor will talk to the customer and consumer (if available) and record comments on the supervisory visit form (app 26)

PROCEDURE

1. The company representative who initially finds or receives notification of the non conformance will complete a NC form. (APP 5)
2. The Quality Manager and relevant Manager shall in conjunction with the customer (if applicable) specify the action to be taken and when.
3. The Quality Manager shall ensure that the result of the action taken clears the NC, recording actions taken.
4. On completion of the action, the Quality Manager retains the form for discussion at the Management Review meeting.

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NON CONFORMITIES REVIEW

All NC's shall be reviewed at Management Review Meetings to establish if any underlying problem exists and take the necessary corrective action.

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DOCUMENTATION CHANGES.

OP 114.

SCOPE

This Procedure defines the actions to be carried out by the Personnel who suggest changes to any documentation covered by the Quality Assurance Policy.

PROCEDURE

1. Any change requested raised by personnel, will be recorded on Change Request Form . (APP 9) .
2. The Change Request Form is to be completed as follows:
 - Name of individual requesting change.
 - Department.
 - Procedures affected by change.
 - Clear description of the change required.
 - Reason for change.
3. Once completed the form is handed to the Quality Manager who will ensure that they are discussed at the Management Review Meetings and acted on accordingly.
4. Any unauthorised amendment to any controlled document will result in disciplinary action being taken, since such changes will invalidate the Quality Management System.

Actioning Change Request

After authorisation the Quality Manager is responsible for updating the manuals in accordance with OP 104.

The Quality Manager will retain the Change Request Form when the change has been implemented.

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FAULT ANALYSIS

OP 115

SCOPE

This Procedure defines the activity required to ensure that the suitability and effectiveness of the Quality system and work carried out is analysed on a regular basis and any repetitive problems are identified and brought to the Managements Attention.

PROCEDURE.

Annually, prior to the Management Review meeting, the Quality related information (see below) is collated and analysed.

The information is distributed to Senior Management for discussion at the Management Review Meetings and actions taken to correct or prevent any problems are monitored by the Quality Manager to ensure that such action is taken.

Information Collated:

- 1.) Customer Orders.
- 2.) Customer Complaints.
- 3.) Process Records.
- 4.) Reject Note/Supplier Delivery Notes.
- 5.) Customer Feedback
- 6.) Company performance (APP 22)

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EXTERNAL REJECTS

OP 116

SCOPE.

This procedure applies to all goods received/services provided into The company which do not conform to the standards required.

PROCEDURE.

The Quality Manager is responsible for ensuring that Reject Notes are raised and cleared as required.

The reject note (APP 8) is raised, recording the following information:

- a) Description of materials or service rejected
- b) Quantity
- c) PHOENIX SECURITY (ESSEX) Ltd order no.
- d) Suppliers ref. no.
- e) Reason for rejection/action required with time span.
- f) Any other relevant information.

Copies are distributed as follows:

- 1) Copy sent to supplier for information.
- 2) Copy kept by Quality Manager for supplier analysis.

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SHELF LIFE

OP 117

SCOPE

This procedure outlines the system to be used for goods, which are received which are subject to shelf life.

PROCEDURE.

- 1) On receiving goods subject to shelf life (i.e. batteries), the recommended expiry date will be written on the product.
- 2) All goods will be used on a strict date rotational basis.
- 3) Any goods, which are out of shelf life, will be Quarantined and the Quality Manager informed.
- 4) The Quality Manager is responsible for finding out;
 - a) Whether goods are ok. to use
 - b) What checks could be used to check usability, if required.
 - c) Where, if necessary, send goods for analysis.
- 5) If goods are not usable, the Quality Manager will arrange disposal in a safe and responsible manner.
- 6) If goods are usable, a new expiry date is written near the old date.
- 7) All goods where shelf life has been extended, will if practical, are checked before use.

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PROCESS CONTROL

OP 118

SCOPE

This procedure is to ensure that all personnel are aware of the controls/procedures to ensure compliance with the customer's requirements.

PROCEDURE

The Operations Manager is responsible for ensuring that all assignment instructions (APP 19) are issued to guards and is responsible for ensuring:

1) A record of all booking on/off and any check calls carried out. (APP 24)
2) Keeping a record of the following in the daily occurrence book (APP 15).

- a) Date and time of any incidents.
- b) Date and time of reporting and by whom reported.
- c) Nature of incident.
- d) Action taken, including onward reporting.
- e) Action to be taken.
- f) Names and addresses of relevant people present.

3) Ensuring all sites are covered as per customers requirements. This is carried out by:

- a) Issuing the latest assignment instructions.
- b) Ensuring personnel are aware of any changes to those requirements.
- c) Using current assignment instructions/memos, checking guards are on site within 15 minutes of start time, carrying out check calls (APP 24).
- d) Ensuring replacement guard is on site within 2 hours if required.
- e) Raising rosters of staff (Including coverage of Holiday periods).

Visits by a supervisor will be carried out monthly and recorded on a supervisors report form (APP 26) and on the guard incident report form (APP 20) to ensure that The company is satisfying the customer requirements as per contract.

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ON SITE

A copy of the current assignment instructions/customers changes are kept on site at all times with a copy kept in customers file held in operations room.

A complete record of all instances (including visits, special customers instructions, patrols etc) should be recorded on the daily occurrence book (APP 15) with any incidents recorded on an incident report form (APP 20).

ANY QUERIES/PROBLEMS SHOULD BE REFERRED TO THE OPERATIONS ROOM AS SOON AS POSSIBLE AND A RECORD KEPT OF ANY ACTION TO BE TAKEN/ADVICE GIVEN.

CONTROL ROOM

Where a control room is in use, access to the control room is restricted to authorised personnel only.

The control room procedures (APP 23) must be followed and the following information is recorded in the control room

- 1) A record of all booking on/off (control room staff).
- 2) Rosters of staff (Including coverage of Holiday periods).
- 3) Logging all check calls received from Guards (APP 24).
- 4) Copies of Assignment instructions/Customers contract (including hours of cover, contact numbers, names/numbers of guards etc.)
- 5) Telephone numbers of all local police stations and useful companies (i.e. Electricity, water, gas.)
- 6) Evacuation of control room procedures due to fire, explosion etc

Records of all occurrences are retained within the control room for a minimum of two years.