

# OPERATIONAL MANUAL

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### 2. LEGISLATIVE COMPLIANCE

Printac (Ltd) complies with all appropriate legislative requirements including:

- Health, Safety and Welfare at Work Act, 2005

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- Organisation of Working Time Act, 1997
- Private Security Services Act, 2004
- Security Industry Employment Regulation Orders
- Taxation and Social Welfare Acts

Confirmation of this compliance is available on request.

## **3. TRAINING POLICY**

### ***3.1 General***

It is the policy of Primtac (Ltd) to ensure that all employees are fully trained to operate effectively both within the company and the security industry. The Manager has been appointed as Training Officer and it is his responsibility to ensure that this policy is fully and effectively implemented.

### ***3.2 Company Induction Training***

All new employees receive company induction training. This training includes the following:

- Introduction to colleagues (where appropriate)
- Review of H&S procedures
- Review of I.S.999:2004 procedures
- Review of clients and their requirements
- Review of disciplinary procedures
- Review of general responsibilities
- Review of paperwork (incident reports, activity books etc)

Employees sign an induction training form confirming that they have received this training.

### ***3.3 Security Induction Training***

Primtac (Ltd) ensures that its employees attend FETAC approved Security Industry induction training. This training must be successfully completed by the employee within 13 weeks of commencement of employment. Proof of

successful completion must be provided to the Manager and appropriate records are maintained.

### ***3.4 Supervisory and Specialist Training***

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Where appropriate, Primtac (Ltd) will ensure its supervisory staff attend Supervisor Training. Where necessary and appropriate, Primtac (Ltd) will also ensure that specialist training (first aid, fire safety etc) will be provided.

## **3.5 Safe Pass**

All Primtac (Ltd) staff must attend a Safe Pass training programme.

## **3.6 Site Specific Training**

Sample insist that all clients provide them with site specific induction training, including H&S procedures.

Guards must under go assignment-specific training prior to being allowed to operate the site on their own. The duration of this training varies from site to site. In addition to this, the guard is given a copy of the extensive Assignment Instructions for the site.

## **3.7 Training Records**

Appropriate records are maintained in the individual personnel files.

## **3.8 Refresher Training**

Primtac (Ltd) management will monitor the performance of individual guards to assess the need for refresher training. This monitoring can include:

- Meetings and discussions with clients regarding individual guards
- Reports from area managers
- Review of paperwork (incident reports, activity reports etc)
- Assignment evaluations
- Annual review of all training records and competencies

Where a training need has been identified, Primtac (Ltd) will ensure that this need is addressed as quickly as possible.

## **4. COMMAND AND CONTROL SYSTEM**

The office is located at 12 Clonuske View, Balbriggan, Co Dublin. The office is secured and accessible only by authorised employees. It is kitted out with the

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necessary equipment (computer, phone, fax, filing cabinets, first aid kit, fire extinguisher etc).

Any authorised persons using the office must ensure that it is maintained in a neat and tidy fashion. The office must not be left unattended and unlocked at any time, given the nature of the contents.

Personnel having access to sensitive information are obliged to maintain absolute confidentiality regarding this information. Breach of confidentiality may result in disciplinary action.

### **5. STAFFING AND SCREENING**

Primtac (Ltd) conduct pre-employment interviews to assess the suitability of potential employees. During the interview, particular attention will be paid to the applicant's ability to communicate effectively and their physical and mental capability to operate within the industry.

Subject to successful completion of the interview, and favourable references from the listed referees, the employee may be offered employment subject to a trial probation period. Employees must sign Employment Contracts and Codes of Conduct.

During this time, a full background screening check will be carried out. In order for the screening to be completed, the applicant must provide details of their professional activities for the past 10 years (e.g. past employers, details of social welfare claims etc). Management will then seek written verification of the 10 year history of the employees. A Screening Progress report will be maintained throughout this process.

Subject to satisfactory screening and probation, the employee may be offered permanent employment. This decision is entirely at the discretion of the management. Records generated during this process will be maintained in the employee personnel file.

Primtac (Ltd) will not employ persons aged under 18 years. Persons aged over 65 years may be employed subject to the provision of an annual medical report.

### **6. PERSONNEL FILES**

Individual personnel files are maintained in the Command and Control System. These files contain information including (where applicable):

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- Employee CVs
- Immigration information
- Details of screening and references
- Copies of training records
- Details of disciplinary actions
- Driver history forms
- Driver licenses

The contents of these files are confidential.

## **7. ID BADGES**

New employees are issued with ID badges on commencement of employment. It is the responsibility of each employee to ensure they carry their ID badge with them at all times whilst on duty. ID badges remain the property of the employer and must be returned by the employee in the event of them leaving the company.

## **8. UNIFORMS**

Employees are issued with the appropriate uniform (uniforms may vary from contract to contract). Employees sign for uniforms on receipt and they are responsible for maintenance of the uniform and for wearing it in full whilst on duty. The uniform remains the property of the employer and must be returned by the employee in the event of the employee leaving the company.

## **9. EQUIPMENT**

Any equipment issued by Primtac (Ltd) to employees must be signed for by the employee. Returned equipment must be signed back in. If so requested by the company, employees must immediately return the equipment to Sample.

## **10. COMMUNICATION PROCEDURES**

Employees may be issued with mobile telephones to enable them to maintain contact with the Command and Control System and with other employees. Details of details of other specific communication requirements and the

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associated records to be maintained are detailed in individual Assignment Instructions. Management will check in with staff on regular occasions throughout the shift and records of these communications will be maintained.

## **11. EMERGENCY BACK-UP**

The Manager is on call 24 hours per day, 7 days per week. If for any reason, the Manager will not be available, he delegates an associate to be on call. All staff will be notified of this change in advance of it happening.

## **12. CONTRACTS**

It is the policy of Primtac (Ltd) to develop client contracts for all jobs. The contract will address areas such as

- Duration of contract (where applicable)
- Hours of work
- Duties and responsibilities (refer to Assignment Instructions)
- Arrangements for payment
- Insurance coverage
- Use of sub-contractors (where applicable)

## **13. HEALTH AND SAFETY**

Primtac (Ltd) have developed a Safety Statement which is regularly communicated to our employees. The statement is also made available to our clients on request. In addition, we commit to understanding and complying with our clients' Safety Statements in an effort to ensure the safety health and welfare of our employees and our clients.

## **14. ASSIGNMENT INSTRUCTIONS**

Detailed Assignment Instructions are prepared for all sites. These instructions address areas such as:

- Site location
- Contact details
- Working hours
- Handover procedures
- Communication procedures
- Emergency procedures
- Responsibilities and duties

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Instructions are prepared by Primtac (Ltd) based on discussions with the client. The client must endorse the instructions prior to commencement of a contract. Copies of the instructions are available in the Command and Control System and also at the relevant site.

Security guards must familiarise themselves with these instructions and act accordingly. Failure to adhere to instructions may result in disciplinary proceedings.

## **15. ACTIVITY REPORTS**

Activity Books are located at all sites which is used to record details of all activities (e.g. sign in, sign out, details of visitors to site, details of patrols conducted etc). Details of communication with the office are also recorded.

In some cases, the client will request that their own activity sheet is also completed. The Activity Books are reviewed periodically by management to ensure that the level of detail being recorded is sufficient. The books also provide a valuable record in the event of an issue arising at a later date.

## **16. INCIDENT REPORTS**

### ***General***

Incidents are defined as events of a nature serious enough to require the guard on duty to contact either the Gardaí or management. These include (but are not limited to) notification of burglar alarm, break-in, physical attack, fire alarm.

### ***Dealing With Incidents***

Where incidents occur, the guard on will assess the situation and decide on the action to be taken (e.g. deal with the situation themselves, contact management, contact the client, contact Gardaí etc). Security Guards will use their training and experience to determine the course of action, depending on the circumstances of the incident. Security Guards must never at any stage act in a manner which is likely to cause themselves harm or injury. Where security management receive verbal incident reports (i.e. they are informed of the incident as it is occurring) they will similarly assess the situation and decide on the next course of action, depending in the circumstances. Emergency numbers are located both in the office and at each site.

### **Following Up Incidents**

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In all cases, the guard on duty must complete an Incident Report, detailing the event in question, contact details of witnesses, and any further action taken.

Reports are returned to the office and are numbered sequentially. On receipt/investigation of a reported incident management will determine what follow up action (if any) is required. Where further action is necessary, management are responsible for its timely implementation.

### **17. ASSIGNMENT EVALUATION**

Printac (Ltd) management will perform periodic review of every assignment. These reviews may include site inspections and review of assignment paperwork (activity books, incident reports, check in calls etc). Details of these reviews are recorded on the Assignment Review forms and records are maintained in the Command and Control System. These reviews will be made available to clients on request.