



Intimar

Standard Operating Procedure

For Security Services

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Contents

PROFESSIONALISM.....2

 Emergency.....2

 Report Writing2

 Work as a Team3

 Chain of Command3

 Following Instructions.....4

 Discipline4

 Attire4

 Work Procedures4

 Security Vetting.....5

 Health.....5

 Equipment.....5

LOG BOOKS5

 Record Books6

 Visitors Log Book.....6

 Contracts Log Book6

GENERAL EMERGENCY PROCEDURES7

 (i) Electrical Breakdown/Power Failure7

 (ii) Fire Alarm Activated7

 (iii) Lifts Breakdown7

 (iv) Flooding8

 (v) Accident / Injuries.....8

 (vi) Shoplifting /Suspicious Person/Fight/Drunkeness8

 (vii) Reporting to Police or use of force9

 (viii) Traffic Accidents.....9

ROLES & RESPONSIBILITIES10

 Security Officer / Supervisor10

RECRUITMENT & TRAINING12

WHY INTIMAR?13



Every company a security guard works for will have a different Standard Operating Policies and Procedures (SOP) manual. The guard is required to know and abide by the company's SOP.

PROFESSIONALISM

A guard should always maintain a professional mannerism, have a professional appearance and exhibit a positive attitude. Being physically fit is essential to the success of the guard in this field. When dealing with an irate person, the guard should make all attempts to de-escalate the situation and take control. Standard Operating Procedures vary with each Employer The job of a security guard varies, so it is extremely important for the security guard to know exactly what the employer specifically expects of them. The standard operating procedures for a security guard varies with the type of work that the guard is doing. If the guard works in uniform, then he is responsible for maintaining himself in a highly visible manner, deter crimes from happening on the property he is overseeing and ensure the people on the property are safe.

Emergency

Security guards should have received specialized training in how to respond to emergency situations. They are required to interact and coordinate with the fire department and law enforcement. Any suspicious activity should immediately be reported to the supervisor.

Report Writing

Most security guards are required to write incident reports and keep an accurate daily activity log, which details time, location and a description of events.

Work as a Team

To ensure optimal safety, the security guard needs to work as a team with other security personnel, and not allow any personal differences to interfere with professional relationships. Each guard should be able to rely on one another, especially in the event of an emergency. Effective communication is critical to safety. Security guards need to communicate with one another so everyone is on the same page.

Chain of Command

A guard should always respect the chain of command and talk directly to his supervisor regarding any issues that concern him.





Security Personnel at **KAUVERY HOSPITAL**

Following Instructions

All security personnel and officers are to obey all instructions and commands given by their superior officers either in writing or verbally without fail.

Discipline

All security personnel must be disciplined and courteous to all occupants, visitors, public, superiors and subordinates at all time.

Attire

All security personnel must be in full uniform to include headgear whilst on duty. Hair must be kept short and tidy at all time.

Work Procedures

- All security personnel must be alert at all times.
- All security personnel are not allowed to sit or chit-chat in any of the shops or offices in the building.
- All security personnel are not allowed to lean against a wall or appear sleepy while at their respective posts of duty.
- All security personnel are not allowed to leave their post whilst on duty or before a replacement guard arrives.
- All security personnel are not allowed to sleep whilst on duty.
- All security personnel are not allowed to neglect their duties.
- All security personnel are to report all incidents that happened within their area of responsibilities to their superior officer.

- All security personnel are not allowed to consume alcohol or be under the influence of alcohol or drugs whilst on duty.
- All security personnel are not allowed to take into possession or safe keeping any properties, stocks, displays, unattended item whether valuables or not without proper authorization or means or sales and transfers.
- All security personnel are not allowed to stay or wander around their working post whilst on leave, off duty or after duty.
- All security personnel are not allowed to carry any video instruments or cameras whilst on duty unless authorized by the management.
- All security personnel are not allowed to abuse, enter into a quarrel, fight or use abusive languages against the management, superiors, occupants, colleagues or visitors at all times unless their own life is threatened.

Security Vetting

All security personnel must be properly vetted to ensure that they are free from criminal records within three months of their months of their enrolment. Those who fail in the vetting are to be dismissed from the company.

Health

All security personnel must be physically and mentally fit to perform their duties.

Equipment

All security personnel must be fully equipped with a note book, pen, whistle, baton, identification tag, walkie-talkie, torch light, rain coats and umbrellas.

LOG BOOKS

All security personnel must ensure all diaries and record books are to be kept in good order and produced for verification by their superiors and/or the management from time to time. The incident report should tally and act as precedence to any separate or detailed report to be submitted by the management to the management or any local authorities with the written consent of the management. All incident reports are to contain the following basic information:-

- Full name, designation and the identification number of the person submitting the report.
- The date, time and location of the incident.
- Details of the person's full name(s), identification number(s), vehicle shop lot(s), office unit, value, items, damages, type of incident involved and any other relevant information.
- Personal particulars of the witness(es), address(es), identification number(s), contact numbers- mobile phone, office and residential, if any.

- Action(s) taken, follow up action(s) or in progress action(s) required and recommendations.
- Investigation details as to the cause of the incident, contributing factors, suspected persons or factors, how the incident occurred and its impact on the security of the building.

Record Books

Incident Report Book To record all incidents in the building with comprehensive details of occurrence, action taken including any follow up action or in progress their required recommendations. To be kept in a proper order for reference, induced as a supporting facts or evidence in the filing of the incidents with the local authorities subject to the written consent of the management and the report should be treated as private and confidential.

Visitors Log Book

Visitors entering during the operational hours are to register with the security guard at the guard house and to be observed on the full compliance of the house rules and any rules and regulations as assigned by the management. All visitors and occupants entering the building after the operation hours are required to register at the guard house. Details to be included are date, time in, time out, full name, identification number, place of destination, reason and the person's signature.

Contracts Log Book

All Contractors doing renovation, repair and maintenance works are required to register and obtained contractor passes at the guard house. Details to include in the record book are date, time out full name, identification number, vehicle registration number, place of destination, reason and the workmen signatures.



GENERAL EMERGENCY PROCEDURES

(i) Electrical Breakdown/Power Failure

Cause identification – If caused by incoming supply failure, the guard /officer shall liaise immediately with the maintenance staff. The date, time, person called, reason(s) given, expected re-connection time and report number is to be recorded for reference. Caused by tripping of the main switch board Maintenance personnel must be informed to check and reset or rectify the problem. **In case of electrical breakdown after normal operation hours, to contact the maintenance personnel as per emergency contact number provided by the management.

(ii) Fire Alarm Activated

- * The guard in the control room to check the fire alarm panel, switch off buzzer sound and isolate the alarm for the affected zone only.
- * To check on the affected zone and determine whether it is a 'false' alarm where false alarm is due to it have been activated by insects or dust.
- * In case of 'true' alarm and there is a fire but it is small and localized, security personnel can douse it with the nearest available fire extinguisher(s).
- * If the fire has spread to a larger area, attempt to douse the same time by using the nearest available fire hose reel. If it is raging fire and moving RAPIDLY, break the nearest available alarm break glass to activate fire alarm and serve as a warning of a fast-spreading fire.
- * To contact the fire and Rescue Department immediately, activate in-house fire squad for firefighting and safety evacuation, including visitors from the building.

(iii) Lifts Breakdown

- * Use lift intercom to communicate with person(s) trapped in the lift (if any) to ascertain whether there is any people trapped in the lift.

- * If there are people trapped in the lift, try to calm and inform them that assistance is on the way to rescue them.
- * Contact the maintenance personnel to coordinate with the lift contractor to release passenger(s) and rectify the lift.
- * If the incident occurred after normal operation hours, duty officer to contact maintenance personnel, lift breakdown's service immediately and monitor closely on the arrival of the lift contractor's technicians.
- * If lift is empty, put up the life "out of order" or "under repair" sign on all the affected lift doors while for the lift Technician to repair the lifts.

(iv) Flooding

Flooding can be caused by the following: -

- (a) Intentional opening of fire hose reel valves by irresponsible person. In this case, please turn off the valve(s), immediately inform The Management and maintenance personnel to arrange for clearing up flood water.
- (b) Accidental or intentional breakage of sprinkler head(s). In this case, inform The Management and maintenance personnel immediately to arrange isolation/turning off the affected sprinkler zone and for clearing up of flood water. In a normal case, alarm will be triggered. The duty officer is to isolate the fire panel and reset the alarm.
- (c) Bursting of pipe. Duty Officer is to contact the maintenance personnel and The Management to arrange for shutting off the nearest supply valve(s), carried out rectification works and clearing of flood water.

(v) Accident / Injuries

In cases of minor injuries, security personnel are to assist the victim (s) to control room and render first aid to victim(s). If further medical attention is required i.e. serious injuries, unconscious victim(s), heart problem etc., call and inform the emergency contact number.

(vi) Shoplifting /Suspicious Person/Fight/Drunkeness

- * Security personnel should immediately proceed to the scene of the incident and try to apprehend the shoplifter(s).
- * If the suspicious persons behave unruly and no clear evidence of crime, fraud or malicious to be seen or observed, disperse them from the premise and request them to leave the building. Security personnel should monitor from a distance that they leave the building.

* If the situation worsens or where insistence or assistance and presence of police are needed, contact the police immediately.

(vii) Reporting to Police or use of force

* Direct all parties to the control room to a controlled situation and to minimize provocative remarks or comment from the public.

* Inform reception or guards posted at the main entrance to direct police to the room.

* Do not interrogate, use force on the suspect(s) or demand anything from the suspects as settlement. Duty Officer is to ensure all details of the incidents are to be recorded and reported to the management.

(viii) Traffic Accidents

* Security personnel are to be sent to the scene of accident to investigate the extent of the accident, injury, damages, control the crowd and cordon off the area.

* If it is a minor accident, get the person(s) involved to park their vehicles to the side of road or open area to avoid traffic congestion or another accident.

* Clear off any obstacles, on the road, if any, to avoid traffic congestion and further accident.

* If it is a minor injury, removed the person(s) to an open area or preferably to control room and apply first aid to the person(s).

* Contact the rescue team and ask for ambulance if further or immediate medical attention is required.



Security Department at **Kauvery Hospital**

The Hospital handles human traffic consisting of patients, attendants and visitors on a daily basis. This human traffic coupled with the ever-increasing threat of acts like violence, terrorism, theft, pilferage and sabotage has made it imperative for the Hospital to have a well-defined security plan and well-equipped security team, 24/7 to ensure safety and security to all the personnel/patients inside the campus.

ROLES & RESPONSIBILITIES

Security Officer / Supervisor

The primary role of security officers is to provide protection to the property, buildings and grounds and support the people to execute their duties properly, security guards work in a team. A security officer/supervisor coordinates all of the team's activities, such as scheduling shifts and training. He ensures that all the daily security operations run smoothly and effectively. Apart from the management role, the security officer/supervisor also carries out patrol and other security duties himself.

Security Guards

- **Main Gate:** To observe, check and guide the person/vehicle entering the premises properly after making required entry procedure.
- **Emergency Entrance:** To check and guide the entrant to the concerned department/floor after making and entry in the register.
- **Parking lot:** To guide and ensure the vehicle is properly parked without causing any damage to the other vehicles.
- **Main lobby:** To observe the people inside and guide them if required and ensure the place is not crowded and everyone inside is maintaining safe social distance and wearing face masks.

- **Staff Entrance:** To observe and make an entry in the register and frisk/ check the staff who are signing out.
- **Lady Guard near OT & ICU:** To ensure there is absolute silence in the floor and no visitor enters the ICU / OT rooms.
- **Lady Guard on 3rd Floor:** To ensure the place is safe and there is absolute silence and no stranger enters the floor/rooms.
- **Admin Block Entrance Gate:** To ensure only the employees are entering and parking their vehicles and the place is safe round the clock.
- **Ladies Hostel:** To ensure only the employees are entering. Apart from all these above mentioned points, the Security team has an additional role to play. They need to ensure that all the visitors and the staff inside the Hospital premises are wearing proper face masks and maintaining social distance. Patients, Visitors without masks and those who fail the temperature check at the gate should strictly not be allowed inside.

RECRUITMENT & TRAINING

- Identifying and screening the security staff as per our selection criteria and recruiting the selected staff.
- Background verification check by our backend team.
- Briefing and educating them about the organization and their roles and responsibilities.
- Joining formalities after crosschecking their qualification, Id & address proofs.
- 1 round of basic training at office place.
- 2 to 3 days of On-Job training at the deployed location.
- Daily briefing before the shift starts and Debriefing after the shift ends.
- Surprise checks during night.
- Periodic Recognition & Reward programs for keeping the staff motivated.

WHY INTIMAR?

- ❖ Organization of good repute.
- ❖ Experienced and efficient core team.
- ❖ Reasonable costing without compromising on the quality.
- ❖ Quality Services delivered consistently.
- ❖ Quick and Timely response.
- ❖ Savings on heavy unplanned maintenance costs.
- ❖ Trained/Experienced and Vaccinated staff deployment.
- ❖ Specially trained, Tailor-made services for Hospitals.
- ❖ Provision of relievers in absence of regular staff.
- ❖ Pre-deployment and onsite training.
- ❖ Periodic training for the deployed staffs.
- ❖ Periodic audits for better quality results.
- ❖ Surprise checks to ensure alertness of the deployed staff.
- ❖ Round the clock updates on deployment and activities.
- ❖ Staff Salaries released in time.
- ❖ Retention of staff by motivating and keeping the staff intact with the system.
- ❖ 24/7 customer support



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