

## SCOPE OF WORK

### SCHEDULE OF WORKS/ REQUIREMENTS

In this Schedule of requirements, the details of security services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Clients' site are and all such other aspect of the Contracts are to be mentioned.

#### **1. GENERAL INSTRUCTIONS**

- 1.1 The Contractor shall deploy all security personnel at the Client facility in the manner and as per the instructions of the Client.
- 1.2 The Contractor shall ensure that all security personnel are fully conversant with the premises and with the client's business activities and its related security requirements. Hence the deployed security staff will observe / ensure the following :

##### **1.2.1 CODE OF CONDUCT**

The Contractor shall ensure that their security personnel

- (i) Are always on uniform on duty.
- (ii) Are always smartly turned out and vigilant.
- (iii) Are punctual and arrive at least 15 minutes before start of their shift.
- (iv) Take charges of their duties properly and thoroughly.
- (v) Perform their duties with honesty and sincerity.
- (vi) Read and understand their Post and site instructions and follow the same.
- (vii) Extend respect to all the Officers and staff of the office.
- (viii) Shall not be possession of any alcoholic substances on duty or come drunk and report for duty.
- (ix) Will not gossip or chit chat while on duty.
- (x) Will not leave the post unless their reliever comes.
- (xi) Will never sleep while on duty post.
- (xii) Will not read newspaper or magazine while on duty.
- (xiii) Will immediately report if any untoward incident / misconduct or misbehavior occurs to the Contractor and the Client.
- (xiv) When in doubt approach concerned person immediately.
- (xv) Will take periodic rounds around the premises.
- (xvi) Security should not leave the post without the knowledge of the shift – Incharge. If necessary the needful arrangement will be made by the Supervisor.
- (xvii) Security personnel should get themselves checked whenever they go out by the other shift security.
- (xviii) Are extremely courteous with very pleasant mannerism.

### 1.2.2 CONFIDENTIALITY

The following information about the client shall not be shared to anyone unless asked to do so by the authorized person of the client-

- a. Car make, color and number of higher officials.
- b. Telephone no./ any other information.
- c. Location and movement plans.
- d. Meetings and conference schedules.
- e. Site plan of the premises.
- f. Travel details of the clients.

### 1.2.3 PERSONAL MOVEMENTS

- (i) Personnel In and Out record to be maintained manually in the register.
- (ii) Security will keep records of the Sundays, holidays and late working employees.
- (iii) **Contract staff / Casual labourers** – Identify the person and ensure that the casual staffs are wearing the I.D. cards.
- (iv) Housekeeping movements register to be maintained.
- (v) **Be polite with the visitors and ask them to sit till the concerned staff arrives.**
- (vi) In case of doubt the security personnel can check the visitors in a proper way, subject to permission of Administration Department.

### 1.2.4 MATERIAL MOVEMENTS

- (i) Incoming material- Check the documents carefully and receive the items with the due entry and forward it to the concerned person.
- (ii) Outgoing – Before sending the material, have a proper check as per Challans. Do not send out any material without seal and sign of the authorized person.
- (iii) Returnable and non- returnable record has to be maintained. A periodic status report, i.e. weekly report will be generated by security and submitted to Admin. Department for follow up action on items that have not returned on due date.
- (iv) All material coming in and going out to be recorded correctly as per Challans.
- (v) Materials coming in to the premises must be accompanied by a proper Challans.
- (vi) No item will be taken out without written permission of the authorized person.
- (vii) Documents for material incoming and outgoing should be implemented with a list of authorized signatories.

### **1.2.5 MAIL AND COURIER MOVEMENTS**

All Couriers/ Postal incoming shall be directed to the Receive and Dispatch (Inward/Outward) Section of this office.

### **1.2.6 TELEPHONE HANDLING**

- (i) **Security is instructed very strictly not to misuse the telephones in the facility.**
- (ii) All calls should be handled courteously.
- (iii) They shall take the messages correctly and convey to the concerned person immediately.

### **1.2.7 PATROLLING PROCEDURES**

- (i) The guard must ensure that once the office is closed all the unwanted lights and **Air-conditioning units** is put off after office Hours.
- (ii) Security should not switch off the computers, which are left on.
- (iii) Patrolling should be taken on an hourly basis once the office is closed.
- (iv) He will keep a watch on the activities of the casual labourers / contractors.
- (v) If he finds anything unusual, a written report must be given to the Admin. Incharge.

### **1.2.8 FRISKING / CHECKING PROCEDURES**

- (i) All contract staff will be thoroughly frisked at the time of their leaving the office premises in the evening. In case of any person resisting, the same will be clearly informed to the concerned authority.
- (ii) All garbage being removed from the premises by the security personnel or anyone else must be thoroughly checked before they are being taken out.
- (iii) If anything untoward is found, it must be reported to Administration head.
- (iv) If frisking / checking of the employee hand bags and also physical checking is not permitted, then the security will not be held responsible for the loss of all pocket able items like calculators, small music systems, any personal belongings of the staff, computer hardware and Laptops that can be taken away easily. However, Security Guards shall be liable in case the physical checking is permitted by the Client.

### **1.2.9 CHANGING OVER AND TAKING OVER**

- (i) He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- (ii) Both the security guards / Supervisors will check the entire building thoroughly.
- (iii) Reliever guard should check all the documents, which are related to security before taking over charge.

- (iv) They should check all the systems which are in the facility / under security.
- (v) **Occurrences Report Register** to be maintained.
- (vi) Reliever guard should check previous shift guard before taking over charge.

#### **1.2.10 CLEAN DESK POLICY**

All the staff should ensure that their desks are clean before they leave for the day i.e. no important items are left on the table top.

#### **1.2.11 NOTE FOR THE CLIENT**

- (i) List of authorized signatories to be provided by the Client.
- (ii) New employees to be informed to Agency to enable and maintain security procedures.

#### **1.2.12 FIRE CONTROL**

- (i) Security should know where the fire extinguishers are located / installed and be able to operate them immediately in case of any fire accidents.
- (ii) Check the life of the fire extinguishers, i.e. due date of next recharge. If the due date is over, give a written complaint to the Client.
- (iii) In case of fire, prompt action to be taken by the security to safeguard the life and property of the client.
- (iv) In the event of any fire, rush to the spot, muster all manpower available and take control of fire fighting operations.
- (v) If necessary, security should call Ambulance team on phone No. 112.
- (vi) Employees to be made aware to respond during emergency.

#### **1.2.13 EMERGENCY PROCEDURES**

- (i) The security should have all the addresses and contact numbers of nearest police station, hospital, ambulance and fire brigade.
- (ii) Security will immediately report if any untoward incident / misconduct or misbehavior occurs, to the Contractor and Client.
- (iii) Security person should know the entire emergency exits doors and main entry gates, so that he can take suitable action at a short notice.
- (iv) Identify the emergency and its gravity.
- (v) In case of emergency, ring the alarm bell / siren (If available)