



## STANDARD OPERATING PROCEDURES (SOPs)

METROPOLITAN GUARD SERVICES  
ABN 17 143 778 983



1300 73 11 73



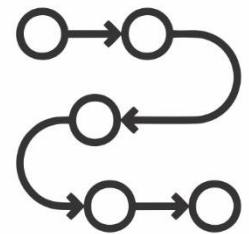
PO Box 97 Glenroy, VIC 3046, Australia



info@metroguards.com.au



www.metroguards.com.au



## SECTION 1.0 – OVERVIEW

### Overview

The Standard Operating Procedures is a manual that has been compiled to achieve several objectives:

- To improve professionalism;
- Guarantee the highest quality of service delivery on an on-going basis;
- Provides detailed procedures and instructions;
- To further personal development and on-going training and;
- To protect the legal interests of Metropolitan Guard Services, employees, clients and partners.



This manual has been developed taking in account expectations of clients, law enforcement agencies and Australian state & federal laws.

The manual is a valuable resource for training and security induction for new security officers and provides useful information required under the Occupational Health & Safety Act 2004 and the Private Security Act 2004.

## Individual Accountability

**All employees are expected to be familiar with the contents of this guide.**



It is every employee's responsibility to comply with the policies and standards relating to their work and seek assistance as required from a Metropolitan Guard Services manager or supervisor, Metropolitan Guard Services legal advisor, or other sources of advice if they do not fully understand a policy or how that policy should be applied.

## Operating Goals

- Conduct all corporate relationships according to the highest moral and ethical standards.
- Seek long-term relationships with our clients, based upon quality of service, not lowest price.
- Continue to improve the quality of service to all our customers.
- Establish and retain a skilled workforce, using high standards of selection.
- Respect the dignity, rights and contributions of our employees and ensure equal opportunity and affirmative action at all staffing levels.
- Continue to improve the workplace environment.

## Employee Relations Philosophy

We believe that our employees are the most valuable resource. In order to assist our employees to their fullest potential, the company strives to provide employment which:

- ✓ Contributes to achieving and sustaining national competitiveness through constant improvement,
- ✓ Enables excellent performance from all people in the company,
- ✓ Is challenging, meaningful and rewarding.

In return, we value the following attributes in our people:

- ✓ Competence and skill,
- ✓ Commitment to Metropolitan Guard Services's goals,
- ✓ Flexibility, adaptability and innovativeness.

We also value those leaders who:

- ✓ Inspire their team to excel,
- ✓ Lead by example,
- ✓ Are team oriented,
- ✓ Work to anticipate and meet the company's future needs.



*We believe that a positive relationship between supervisors and employees is critical to the health of the business.*

This will be supported via:

- Fair appraisal of employees' concerns, with proper regard for the interest of employees, the company, the law and the community,



- The provision of channels through which employee concerns can be raised and resolved by the parties involved,
- Encouragement of the resolution of employees concerns at the workplace and involving arbitration only as a last resort.

## SECTION 2.0 – DISCIPLINE AND CONDUCT

### Conduct

Whilst on duty, you are required to be courteous and conduct yourself in a dignified manner. You must reply to inquiries in a polite manner and, if unable to supply the information requested, must refer to the person from whom the information may be obtained.

### ***Conduct unbecoming an employee will result in disciplinary action.***

Some examples of unbecoming conduct are:

- Discourtesy to the client, the general public or another employee
- Insolence; use of coarse, profane or threatening language
- Immoral Conduct
- Violation of any criminal activity or law
- Intoxication of any drug or alcohol
- Any action, at any time, which would serve to bring discredit to yourself, your division, the client or Metropolitan Guard Services.

### Offences

***Failing to obey to Standing Post Orders constitutes an offence that may result in disciplinary action.***

The following are given as examples of such offences:



- Unlawful or unnecessary reports
- Leaving your post without being relieved
- Not being within the required vicinity of your assigned post
- Avoiding the duties of the post
- Carelessness
- Failure to make assigned patrols
- Failure to exercise ordinary and reasonable care
- Failure to comply with Dress and Bearing standards

If it is part of your duties to hold a driver's licence and it is withdrawn, cancelled or revoked whilst on duty, you may be liable to the removal off the site or instant dismissal.

## Appearance

You must never lose sight of the fact that you are constantly before the Client, visitors and the public. Your appearance at all times reflects the image of Metropolitan Guard Service and it's essential that you always are correctly dressed and well groomed.

For male employees, the face is to be closely shaven (neat, trimmed moustaches are permitted), hair must be neatly trimmed, brushed and not extend below the collar. Exceptions will be made with hair below the collar, if it is tucked into the back of the uniform.

For female employees, the hair is to be neatly groomed so that it does not cover the face. No visible jewellery is to be present. Uniforms are to be cleaned and neatly pressed. You are to be properly attired when first reporting for duty and are to remain so during the period of a shift.

## Dress and Bearing



When travelling to and from duty in sight of the public, your uniform or company badges must be covered. The uniform is the emblem of your authority, distinguishing you from other persons in the area.

Your uniform and equipment is Metropolitan Guard Services property and are provided for use as long as they are needed in the performance of your duties. You are responsible for their safekeeping and upon

leaving your employment; all uniforms and equipment (including any access control card or I.D. card) must be returned. Items of uniforms will be subject to issue or replacement in accordance with local conditions.

*You must take care not to lose or misplace any part of the uniform or pieces of equipment.*

Articles that fall into the hands of unscrupulous persons could prove an embarrassment and security threat to you, the client and Metropolitan Guard Service. The cost of replacing the uniform or equipment could be at your expense where neglect or negligence is proven. Upon termination of employment, any remaining entitlements to yourself will not be granted unless the uniform and other items associated, is returned in full and dry-cleaned.

## Licensing

**By Law you must operate under a current security licence.** Application for and payment of any fees or renewal for this licence, is expressly your responsibility unless otherwise agreed to in writing. Your security licence must be worn (or carried as the case may be) at all times whilst on duty.

It is your responsibility to ensure that you comply with the relevant State Legislation in relation to other requirements including inspection, renewal, change of address and details, etc... The cancellation of a licence or rejection of renewal applications renders you

instant dismissal. This will also include your driver's licence, if you are required to operate a company or client's vehicle on-site.

## Work as Directed

If you are a casual employee, you must be willing to accept any work assignment or project offered and you are expected to be on a minimum 24hr stand-by, unless stipulated to Metropolitan Guard management of your unavailability.

## Reliability

***One of the single most important qualities is reliability.***

You must be completely trustworthy and expected to be on the job twenty minutes before the rostered shift time. Desirable traits include:

- Efficient and constant attention to duty
- Alertness
- Strong loyalty (to your employer, other employees and yourself)
- Ample reporting
- Vigilant curiosity
- Inventiveness and temperance

If people can rely upon you, they will respect you. Every employee, as well as yourself, are paid to be dependable.

## Sleeping on Duty

Sleeping on duty is one of the most serious offences an employee can commit. Prevention and protection is your prime responsibility and you must always be alert. Sleeping on duty would undoubtedly result in an instant dismissal.

## Talking on Duty

***Whilst on duty you must give undivided attention to your duties.***

Long and unnecessary conversations with other staff members and the public will distract you from your given responsibilities and duties. Endeavour to minimise them.



### Smoking on Duty

You are not permitted to smoke when on duty except in designated areas and at those times when it will not interfere with the performance of your duties. Smoking in view of the client or public is not permitted. If a client has a policy which prohibits smoking on their premises at all times or in certain areas, you must conform to the particular policy.

### Leaving a Post

***You are not to leave your post unless properly relieved.***

Exceptions will be:

- Instructions or permission from a supervisor or manager
- Instructions from the client or representative
- To act on a complaint
- To assist another officer in an emergency
- To assist in a First Aid situation
- In the case of a fire, site evacuation or an OH&S extenuating circumstance



When leaving your post under such circumstances, you must notify a supervisor, control point or another employee, for the protection of the post during your absence. Similarly, employees conducting patrols are not permitted to leave the site or required allotted rounds unless specifically instructed by a supervisor or client.

### TV Sets, Radios or Computers

You are not permitted to take televisions sets, radios or other equipment onto client's premises or sites. The use of client's equipment such as a television, radio or computer is not permitted without expressed permission.



## Weapons / Dogs



No weapons, firearms or dogs are to be taken onto client's premises or sites unless specifically authorised by Metropolitan Guard Management.

## Telephones

Apart from the use of Metropolitan Guard Service or Client's telephone / mobile phones for reporting an emergency or otherwise authorised use; you shall not use them for calls of a personal nature. On no account are you to use the telephone / mobile phone to make STD calls, ISD Calls, recorded service calls, or any similar calls which attract a charge against the Client's or Metropolitan Guard accounts. Both the Client and Metropolitan Guard will receive itemised accounts for all calls; and callers can therefore be identified.

If you are found contravening this instruction, you will not only be liable for instant dismissal, but will be required to reimburse the cost of calls prior to dismissal.

## Vehicles

You are not to drive vehicles owned by the Client or the Client's employees. The only exception shall be if the Client has given you authorisation for the use of their vehicle for a specific purpose.



Should damage occur to a Client or Client's employee's vehicle, you may be liable to instant dismissal and incur any costs for damages.

Where a Client's vehicle is driven with authorisation and damage occurs due to negligence, you are responsible for payment for the damages incurred. If you are driving a vehicle owned by Metropolitan Guard Service, whilst on duty, and damage occurs, the incident will be immediately

investigated. If any damage occurs due to negligence, you may be responsible for any cost incurred.

All vehicles will be fitted with required equipment for Security, Emergency and First Aid requirements.

All vehicles odometers are to be recorded monthly in logbook and maintained by supervisors.

## Theft

### **72. Basic Definition of Theft**

(1) A person steals if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it.

*S. 72 substituted by No. 8425 s. 2(1)(b).*

***Stealing from a client's premises or company's premises will result in an instant dismissal and possible legal action.***



## Property Damage

### **197. Destroying or damaging property**

A person who intentionally and without lawful excuse destroys or damages any property belonging to another or to himself and another shall be guilty of an indictable offence and liable to level 5 imprisonment (10 years maximum).

*S. 197(1) amended by Nos 49/1991 s. 119(1)(Sch. 2 item 50(a)), 48/1997 s. 60(1)(Sch. 1 item 70(a)).*

***If you are found wilfully damaging or defacing the Client's or Company's premises or property, it will result in an instant dismissal and possible legal action.***





## Company Property

All Company property, including, but not limited to uniform items, torches, keys, radios, handbooks and manuals, are to be returned to Metropolitan Guard at the end of employment, instant dismissal or earlier, if so directed by management.

Any remaining entitlements you may have owing will be dependent upon the return of all Metropolitan Guard property on issue.

## Authorities

Metropolitan Guard gives to and receives the fullest co-operation to the Victorian Police, Federal Police, Australian Customs and the Private Agents Registry. It is contended that any authority must be above suspicion at all times, and will readily agree to any proper request. Metropolitan Guard Management must initially witness any reports submitted to the above authorities.

## On Premises Without Authority

***Outside of your rostered hours of duty, you are not permitted to be on any client's premises, except in one of the following circumstances:***

- Specific permission has been given by Metropolitan Guard management
- Specific permission has been received from the client who has notified Metropolitan Guard management
- The premises are of such a nature that it is generally open to the public (eg. shopping centre, government department, nightclub, pub, etc...)



- However, in such situations the employee is entitled to no greater privilege of access than that available to the general public.

Whilst off-duty in the above premises, you are not to undertake any duties or involve yourself in any incidents. You are not to handle any complaints from a client if you are off-duty without first having received permission from Metropolitan Guard management.



### Unauthorised Personnel

***You are not to permit entry of unauthorised personnel into a client's site or premises without permission from a supervisor or manager. Metropolitan Guard employees and authorities are accepted.***

## SECTION 3.0 – CUSTOMER AND PUBLIC RELATIONS

### The Individual Employee

You and other Metropolitan Guard employees are the chief link in the chain for customer and public relations. Metropolitan Guard reputation as well as your reputable efficiency will vanish in the mind of the persons you are dealing with, if you are discourteous, rude or overbearing.

You must never lose sight of the fact that you are a company representative. Your appearance, demeanor and conduct reflect upon METROPOLITAN Security. Dignity must be maintained at all times in all situations, for if dignity is destroyed by crudeness or by a boisterous outburst, you will fall short in your corrective effort. Tact is a must and it is a skill that is developed with practice.



## The Employee / Client Relationship

Metropolitan Guard clients are constantly expending time and effort in order to improve employee relations. They recognise that your unrest and affects the quantity and quality of production. If you become officious or belligerent it can

effectively destroy required employee-client relations.

## Courtesy

One of the most effective means of developing staff to public relations is to perform services beyond the scope of regular duties. In need of help or knowledge, persons will turn to you; therefore a little courtesy will always pay dividends.

***You are employed to protect persons and property. To do so, you must look the part in appearance, dress and bearing, but at the same time having, the value of being courteous at all times. This means having a sincere desire to please.***

Courtesy must always extend to clients, the public, other employees whilst striving for discipline and politeness. You must try not to lose your temper and no matter what the provocations do not be rude. Complaints and other problems from any person must be listened to and a willingness to help in any way possible which must be foremost in your duties.

## Attentiveness

Attentiveness is the art of being a good listener. It is a capability that you should master in order to deal with people successfully. You should consider the following:

- When a person is talking or explaining a problem, do not interrupt before they have defined the problem



- If complex information is being given, politely ask the speaker to bear with you whilst you report the main points
- Have the capability and patience of listening to a fast or slow talker, while remembering the gist of the problem

## Patience and Tact

Patience is the quality of composure and keeping your “cool” when dealing with an obnoxious person; a line of impatient people; a tangle of frustrating details, or any departure from easy or normal routines.

Patience is calming down the distraught person or employee who cannot comprehend a solution to a problem. Patience is excusing yourself to answer the telephone while dealing with a person or persons. Their patience may be tested in these situations as well.

Tact is the ability to deal with others without offending. Tact entails sensitivity to other people’s or other employee’s feelings. It rounds out patience.

## Discretion and Impartiality

One of the most important things you must be is discreet. Discretion is what you say, where and when you say it and to whom you say it to.

Unlike talkative persons who cannot resist telling all and all they have seen or done, you cannot reveal sensitive information loosely. Being indiscreet is contrary to the basic purpose of protecting. Be very wary of what you say to anyone including other employees and avoid unauthorised disclosures.

Your control responsibilities require strict impartiality. Treat everyone alike. It is closely related to discretion. Regardless of your political beliefs, religion or racial beliefs, you must always seem to be neutral, acting with the greatest impartiality at all times when on duty.

This may also apply between other Metropolitan Guard employees. Personality conflicts can always arise and you must act as a model employee, putting your differences aside whilst on duty. For those employees who bring their troubles to work or spread gossip, this will decrease the whole teams efficiency and put them at risk.

## Using the Telephone



The telephone is an instrument that requires as much politeness as to a direct conversation. It can create a good or a bad impression. It can save time by the giving and receiving of correct information. Incorrect use may delay in an emergency. Note the following telephone hints:

- Answer promptly and courteously. Remember that the employee's voice represents Metropolitan Guard Services image to the caller
- Always have a pen and paper ready when answering, write messages down and do not rely on memory
- Speak in natural conversation tones, never shout into the telephone or speak indistinctly. There is no place for rudeness or abruptness
- Always assume the call is of the up most importance and be guided accordingly
- For incoming calls; identify the Metropolitan Guard and your name clearly
- If a caller does not identify themselves, ask them nicely their name and company
- Always ask them "is it o.k. if I ask you a few questions"
- Don't engage in idle conversation. Say exactly what needs to be said, to the point and hang up. Needless talk may interfere with other important callers trying to get through
- Keep a log or record of important numbers and extensions for quicker referencing.



## SECTION 4.0 – DUTIES AND PROCEDURES

### Induction Manual / Brief



You will undertake an induction into the Metropolitan Guard at this specific Kew site. There are two forms of induction; off-site and on-site.

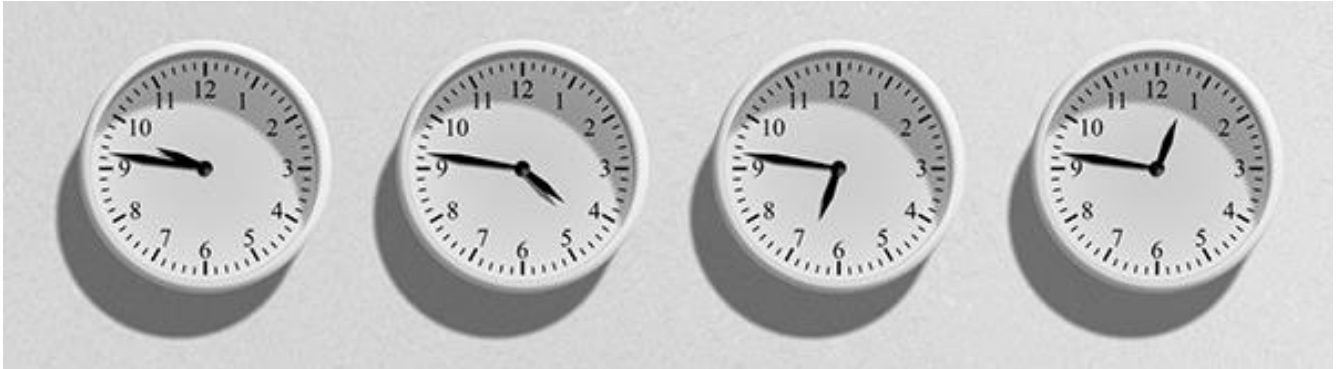
Off-site inductions will take place at Metropolitan Guard office by management. This will include a full briefing and to peruse Metropolitan Guard Induction manual or videos.

Either Metropolitan Guard management or an on-site supervisor will conduct on-site inductions. Provided will be a tour of the site, introductions to the client and other employees.

With all inductions, other facets of your required duties to Metropolitan Guard will be covered, including:

- Job description
- Client expectations
- Quality assurance
- Company policies
- Wages and contracts
- Issuance of a uniform

## Hours of Duty



***Hours of duty shall be in accordance with your rostered hours and given hours by Metropolitan Guard management. You must be sign in and sign out on a shift logbook. Failure to do so may cause loss of time, with consequent loss of pay, which is calculated from the recorded on-duty.***

## On-Duty

The “on-duty” period starts 20 minutes before your shift for a handover brief from the client, client’s representatives or another employee. The period terminates:

- When properly relieved by another employee
- At the time specified on the roster
- Upon the instructions of a supervisor or manager
- Upon the instruction from the client or client representative, where upon a supervisor or manager must be notified

## Inspections



An initial patrol of a site / rostered area is most important at the start of your shift. This is usually the longest one and must be carried out efficiently and with extra vigilance. It is on this patrol that you may find an unlocked door or gate or a piece of machinery left running, etc...

An effective first patrol gives you prior warning during the next patrols should anything untoward be observed. Make sure you know the route and follow a set plan. This plan should be varied on each patrol in order to deter any would-be offender from knowing an exact routine.

The last patrol should be as detailed as the first patrol. This is to ensure that unusual, extraordinary or changed conditions during the shift is found and reported. This will assure you of the status of the site upon completion of shift.

## Work Site



***You are to protect your assigned or rostered work site, as well as occupants and installations. You must always be alert to anything, which may cause injury to persons and loss or damage to the client's property.***

Duties may include the following:

- Protecting life and property from fire, accident, theft, damage and trespass
- Making assigned patrol rounds according to instructions
- Report evidence of and take prompt action against fire and first-aid emergencies
- Permit only persons with proper identification to enter site
- Direct traffic in buildings and on building grounds
- Log all unusual happenings and hazardous conditions, including potential security risks observed whilst on patrol
- Report on security lighting which is not functioning
- Physically inspect doors and windows to ensure that they are secure
- Report fire hazards. In many cases clients will require security to coordinate fire and evacuation incidents
- Carry out additional duties which may be necessary in order to successfully complete shift duties

## Gate / Entrance/ Gatehouse



***You must have regard for the interests and needs of the Client, employees and visitors. You must be willing to help those who seek information or assistance.***

The duties must be performed in a cheerful and courteous manner. Remember that you are most likely the first and last contact a client, representative, contractor, and authority

may see, while impressions and professionalism must be adhered to.

Duties include, but are ***not limited*** to:

- Ensure that only authorised persons are permitted to enter
- Ensure that entrances and exits are clear, unobstructed and clean
- Observe underfoot conditions and report any hazards or potential hazards
- As the majority of stolen goods must pass through a gate, you must observe other employees very carefully. Generally, departure from recognised routines, abnormal conduct, mannerisms and appearance should be viewed with suspicion.
- You should be suspicious of other employees who:
  - Becomes over friendly, or having been friendly, becomes obviously indifferent
  - Arrives at the gate in a non-interested or non-caring manner, maybe whistling on an approach
  - Approaches quickly, then slows down perceptibly; or approaches slowly and then increases the pace
  - Tries to avoid the employee
  - Is over-anxious to show a package or any other article they may be carrying
  - Approaches the gate at an unusual time
  - Approaches the gate walking unnaturally with a marked stoop; or an unnaturally stiffed leg



- Is not dressed to the environmental conditions or surroundings
- Check vehicle loadings to invoices and/or delivery dockets and record details
- Ensure that each entrant, personnel or vehicle, is properly inspected by an external visible presence. Simply waving to an entrant while sitting in a gatehouse is unacceptable
- Conduct bag and vehicle searches where it is an established practice to do so, or under suspicion of theft

***The gatehouse or guardroom is your responsibility, ensure that the area is tidy and free of litter at completion of each shift. All report or occurrences books must be completed until handover time. Any additional jackets, raincoats or uniform items must be placed out of sight.***

***Any equipment such as radios must be attempted to be recharged during shift time and ready at the end of the shift. Unless the client advises otherwise, and that advice is listed in the Standing Post Orders, no employee of the client or contractor/visitor should be permitted access to the gatehouse.***

## **Clients Working Late**

***It is your clear responsibility to challenge and identify any staff (including senior management) that may be working after hours, in order to establish that their presence is properly authorised. The fact that you may know the staff member or senior manager does not negate the importance of challenging.***

***Your failure to challenge and seek authority from senior management being on the premises after-hours can often be the cause of a complaint, and could lead to the failure of a contract. It is important to report this type of activity, with asking the person(s) name and having them sign with a time in and time out.***

## **Unauthorised Personnel**

***You are not to permit unauthorised personnel to any site without permission from a supervisor, manager or client representative.***

## Break-Ins

If you have sufficient evidence on your patrols of a break-in, it is important that careful observations and physical inspections be made. Should a break-in be discovered, observe from a safe distance and report immediately to control, supervisor or a manager. Stand-by if requested to do so and wait for the arrival of an authority. Do not enter the site or premises under any circumstances. Observe, Monitor and Report.

## Offenders on Premises

If offenders are discovered on a client's premises, you are to immediately contact a control point or supervisor, who will notify the authorities. You should remain at a safe distance and to observe and report, thus not making any attempt to apprehend or capture the offender(s), whilst waiting for the authorities. Assistance should be provided to the authorities as required when they arrive.

## Offenders Left Premises

Upon finding a client's premises have been burgled, you are required to immediately contact a control point or supervisor, who will notify the authorities. You are not to touch anything, as it may contain fingerprints and any other important evidence.

## Potential Risks

If you are alert, you will be quicker to report to a supervisor or leave a detailed report on any potential security risks or hazards observed whilst on patrol. Examples may include:

- Damaged fenceline
- Unsecured gates or windows
- Accumulation of rubbish near fenceline providing leverage and cover
- Oil slick on pedestrian walkway or vehicle track



Your vigilance can only serve to enhance the image of Metropolitan Guard in the eyes of the client.

### Bomb Threats

Below are the following procedures if a bomb threat is received by telephone:

- a) Record as accurately as possible the words used by the caller such as:
  - Repetitious language
  - Speech impediments
  - Accent
  - Grammar
  - Obscene language
  - Tone Inflection
- b) Remain calm and do not terminate the conversation, engage the caller in the conversation for as long as possible.
- c) Try to establish the caller's mental stability and familiarity with the premises or the device location.
- d) Ask as many questions as possible to prolong the conversation:
  - Where is the bomb?
  - What type of bomb is it?
  - What type of explosive did you use?
  - What time will it detonate?
  - Why did you place the bomb?
  - What does the package look like?
  - How big is the bomb?
  - What part of the building or site is it in?
  - What is your name?
  - What is your address?
- e) Listen for any background noises and take note of:
  - Conversation or laughter
  - Vehicle noises
  - Trains, planes and trams noises



- Public phone dial tone or coin drop
  - Multiple voices (male or female and how many)
- f) Try to identify or estimate the age of the caller and their gender
- g) Try to determine their motive, again by asking questions. This may prove their sincerity or motive.

## After the Conversation has Ended

- a) Record the time and duration of the call.
- b) Notify the authorities and a supervisor so they may call them.
- c) Complete a written report of the conversation.
- d) Hand over all the information and reports you have completed to the authorities.
- e) Contact the client representative to meet with the authorities.
- f) Contact Metropolitan Guard Services management.

## Subsequent Action

You and the security team will have an important responsibility either as a result of these procedures or acting upon the instruction of a supervisor / authorities. You must be available and prepared to assist in any way possible including search procedures, evacuation procedures or a full-lock down of the site.

## Evacuation



If the client or the relevant authorities (on-site or not) nominate the threat as sincere and time of explosion is imminent, security personnel and authorised supervisors, may have to commence a complete evacuation. This will follow a pre-determined plan or procedure, usually in the sites fire evacuation. The difference between a fire

evacuation and bomb threat situation will be to open all doors and windows in the site, to minimise blast effects of the explosion including glass and other materials. Mobile phones or radios must not be used.



## SECTION 5.0 – PATROLLING PROCEDURES

### Procedures

Security patrolling procedures are duties that you may be required to perform on a routine basis. ***It is to achieve a lock-safe, fire-safe, first aid-safe and weather-safe facility.***

*Lock-safe* means that the facility has been properly secured against unlawful / unauthorised entry by observing incomplete fence lines, unlocked gates, unsecured buildings, etc...

*Fire-safe* means that there is no evidence of fire hazards, fire detection and prevention, extinguishing equipment and arrangements are in place and serviceable.

*First Aid-safe* means that all preventions are in place to secure equipment, machinery and other mechanisms that may result in a first aid incident. It also includes checking the safe guard and stock of all first aid equipment.

*Weather-safe* means that the facility is secure against the various elements of weather (eg. rain, storms, wind, etc...)

Patrolling can require all of the employee's skills and attributes eg. Alertness, observation, reporting skills, initiative and common sense. Effective patrolling will provide a degree of security, both real and psychological to Metropolitan Guard clients through its deterrent, discovery and response factors.

### Patrolling

You should firstly ensure that you have the facility keys in your possession and that the two-way radio (where provided) is charged and working properly. You also must ensure that the gatehouse / guardroom is secured before commencing patrols.

Patrols responsibilities include, but are not limited to:



- Ensuring perimeter fences, gates and buildings are secure against unlawful entry
- Making certain that environmental steps are in place eg. Shelters, etc...
- Being alert to fire and safety hazards
- Being alert to any violations of security procedures
- Investigating for any unusual sounds and for unusual conditions
- Ensure no motor vehicles or machinery has been left running (always contact a supervisor before turning off any equipment, eg. computers, lights, machinery)
- Ensuring unnecessary lights have not been left on

Routine inspections should be undertaken for firefighting equipment and that no flammables such as waste materials, rags, etc... are left close to stoves, heaters or hot pipes.

***Patrols should be in a random, irregular pattern and be thorough in search routines. There is an important need to be constantly alert and observant. Care should be taken on night shifts where areas may be poorly lit or isolated. Torches would be sufficient to minimise any risk.***

All incidents, irregularities, unusual conditions, damages, etc... need to be recorded in a logbook.

## Loss Prevention



During the patrols, you should:

- Pay special attention to carelessness or suspicious attitudes in areas where attractive or valuable items such as batteries, tyres, etc... are used or stored
- Report areas where tools or attractive items and equipment are left lying around after work has ceased (such items should be secured)
- Inspect tool cribs or storerooms for the presence of unauthorised persons or employees acting suspiciously
- Identify any property found outside of its normal area or property which appears to be deliberately place for misappropriation
- Challenge persons moving equipment or supplies

## SECTION 6.0 – MISCELLANEOUS PROCEDURES

### Keys

Keys are a most important and expensive item and must not be removed from the key ring or site. Great care must be exercised in their use, and keys must never be forced. If a key does not operate a lock easily, either the key or the lock may be faulty. Worn or cracked keys and faulty or defective locks should be reported for necessary replacement or repair.

### Post Keys

***Post keys must be locked away on completion of your duty or directly hand to the reliever. If any keys are accidentally taken home, they must be returned immediately. Never leave keys in a vehicle; they must be carried on you at all times.***

### Mechanical Equipment

You must never attempt to operate mechanical equipment of any kind eg. Plant, boilers, refrigerators, compression, forklifts, etc... unless you are specifically qualified and authorised by a supervisor. Even if you are qualified, that equipment should not be operated unless it has been specified and laid in the Standing Post Orders.

### Preparation



In order to recognise unusual or out of place occurrences, you must, by being observant and alert, become thoroughly familiar with the normal daily routine of the site, its staff, customers, people and vehicular traffic within the area. You should make yourself aware of all emergency procedures, first aid procedures and Standing Post Orders.

You must always be alert to possible offenders and threats with observation, recording details and prevention. In time, you will get to know the staff, regular customers and local merchants which will assist in recognising strangers in the area.



## Observation

You must learn to possess the presence of an alert and vigilant employee who will have a marked effect on the planning of a threat or incident. ***To the possible offender, you are an unknown quantity when you have not become complacent or a creature of habit.***

Offenders who are planning an attack or threat against the site will firstly gain a degree of knowledge to its environment. If you perform your duties correctly and efficiently, you will already have acquired that knowledge.

The combination of local knowledge, alertness and vigilance, will, in many cases, serve notice to the potential offender of the increased risk in attacking the site.



## Observation Tips

There are many and varied tactics that offenders will use in attempting to disguise their interest in the site. Although what some offenders will attempt, usually has been tried and failed before with the result, for example:

- Vehicle with number plates obstructed or missing
- Vehicles with different front and rear number plates
- Vehicles cruising the area slowly, observing activities within the site
- Persons attempting to lure or distract the employee away from the site with requests for assistance (this could also be a group that has split up into different areas)
- Persons asking questions about the site, its duration, frequency and other particulars

## Response Procedures

Prompt response in the event of an emergency situation will result in an executive decision and protection of the staff, customers and property.

In the event of a robbery or burglary, you must remain calm and under no circumstances should the employee attempt to interfere. There should also be no attempt to apprehend, capture or chase the offenders. You must provide what you can do, without risking safety to yourself or other persons. You should try to raise an alarm by the most expedient means possible by the means of a two-way radio or leaving the scene to make a phone call to the authorities.

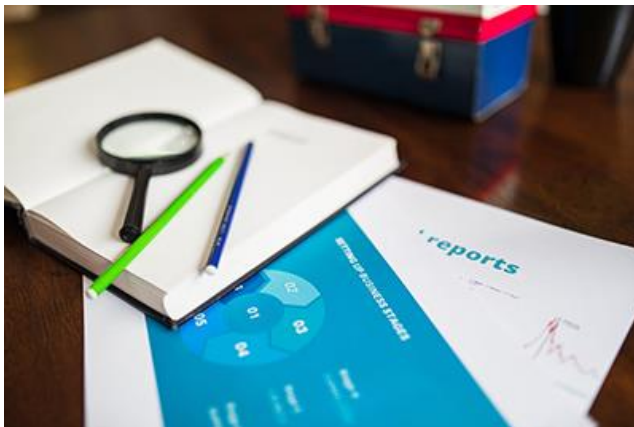


You should observe the scene then report the situation and mentally note all the relevant details and descriptions appropriate to the offenders, means of transport, type of weapons, etc... This can later be reported by the means of a logbook and an Accident / Injury Report.

***You must be aware at all times and remember that the primary function is safety first.***

## SECTION 8.0 – REPORTING PROCEDURES

### Incident Reports



The main objective of recording data on incidents is to keep Metropolitan Guard management, other authorised employees and most importantly the client detailed reports that may include:

- Problems and events which are transpiring
- Which are affecting and may affect staff
- Which could lead to a major crisis, incident or situation
- Damages and claims against Metropolitan Guard Services or a client
- First aid incidents and OH&S emergencies
- Security patrols

## Incident Evaluation

You must always identify: *What is an incident and how is it evaluated?*

An Incident is any happening, occurrence, event, experience, hazard, adventure, encounter of circumstances, which takes place within the scope your duties and within the boundaries of the site. The boundaries may include grounds or buildings, which either does or could represent a risk or harm to persons present within that boundary etc. property belonging to another site, which either does or could affect the normal running or operation of the site.

## Reporting via Communication Devices



When reporting by telephone or two-way radios to a control point, or when seeking authority guidance for a particular incident or situation, the provision of details has to be very accurate. It is very important that great care is taken in the description given to ensure the operator is in full possession of all the facts. This will enhance the efficiency of a response time and the accuracy of the final report.

When making reports by telephone or two-way radios:

- Give the correct name and full address of the site
- Give the time and occurrence / situation / incident
- Give accurate and descriptive details on the area of occurrence
- Give after-hour contact name and number

Note: When providing information over a two-way radio, make sure it is secure before giving out any privy or confidential information.

## Report Writing

Your written report that is addressed to the Client, presented in various forms such as a log book, memorandum, e-mail, etc... must be submitted immediately following the incident as soon as circumstances permits. This is to ensure that the incident is still fresh in your memory and you can accurately recall any detail. If it is left any later, inaccurate reports can be produced.

The report needs to be brief as possible, outlining only the facts and avoiding irrelevant information, which has no bearing on the incident or situation.

## Formatting

When writing reports, you must formulate the thoughts you will be reporting first. Then write those thoughts so you will put your message across in the most effective way. A properly completed report should answer all of the following questions:

- **WHO**

Was injured?

Caused the accident?

Committed the offence?

Discovered the crime?



- **WHAT**

Happened?  
Action was taken?  
Was stolen?  
Did the witness state?

- **WHERE**

Did it happen?  
Was the suspect observed?  
Did you seek assistance?  
Is the weapon?

- **WHEN**

Did it happen?  
Was it reported?  
Was it discovered?  
Was assistance called, arrived and left?

- **HOW**

Was the crime committed?  
Did the fire start?  
Was access gained?  
Much damage occurred?

Times are vital for proving the sequence of events in your report and must be reported accurately as possible, preferably at the time each event started. For example, the times of commencement and conclusion of an interview or the time an ambulance was called, time arrived and time departed. Timings must be in 24hr clock, eg. 22:00 (10 pm)

## Fact vs. Opinion

A fact can be defined as a statement that can be confirmed, verified and most importantly proven. It is easy to stray from the facts when writing reports by letting our imagination and impulses take over. You must remember when writing, report on what happened, not what could, should or might have happened. No assumptions, just the facts.

Anything in the report other than the facts must not be stated. An opinion is a conclusion drawn, a conclusion that you might but cannot be proven. If your opinion is called, then express it; however make it perfectly clear that it is your own opinion and nobody else's.

## Presentation



The written report may be used as supporting evidence to the authorities or in a court of law and will be referred to by Metropolitan Guard management and the client. Care must be taken in its compilation to ensure:

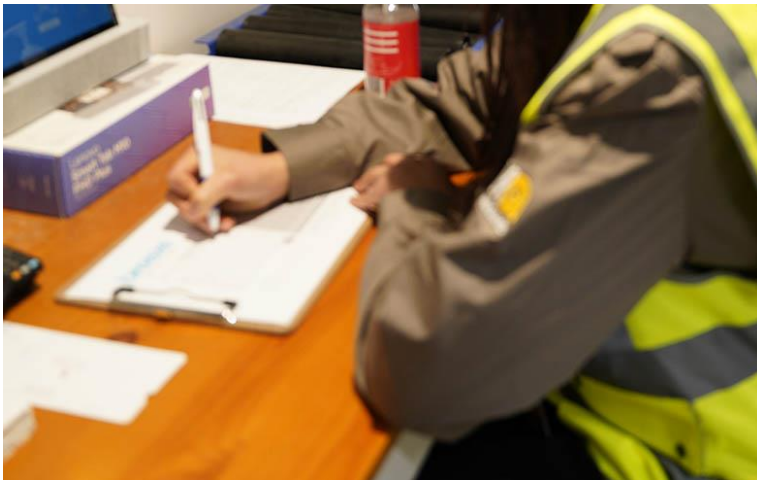
- Neatness
- Correction of errors
- Legibility of writing

- Correct use of punctuation and grammar
- Correct spelling

It is not necessary to impress the reader of your report with your immense vocabulary. Long and technical terms, slang, abbreviations, etc... have no place in any report unless request or directly quoting someone.

The average length of a sentence in a report should be around 15 words, long sentences tend to confuse and complicate what you are trying to say. As a guide, a sentence usually ends where another one begins. Your sentence should be at least restricted to one or two main thoughts or ideas.

## Daily Diary /Log Book



A daily diary /logbook is used as a communication source between yourself and other employees, which will be kept in the gatehouse. It should provide convenient records of occurrences, actual hours worked, roster changes, rest periods or breaks, areas visited, problem areas encountered and any additional information. This may include brief notes, contact details of a client, contractor, etc...

At the completion of a shift, you should put a line after the last entry and record the new information that commenced that day or time. Notes must be in chronological order.

The following guidelines for the diary /logbook must be strictly observed:

- Never use loose-leaf paper and place them between pages, they can easily be misplaced.
- Pages must never be removed
- Erasures or liquid paper must never be used
- Try to fill out the whole diary, avoid leaving any blank lines or pages

- No overwriting is permitted on someone else's notes
- All entries to made in blue or black pen, never in pencil

All report books; logbooks, diaries etc... must be stored in a dry, safe place, preferably in a proper cardboard storage box. Items must be placed in a chronological order, preferably monthly, for easy referrals at a later date. Storage box must also be labelled on the outside of the box with a site location and date period.

## SECTION 9.0 – RADIOS

The effective two-way use of correct radio and voice radio procedures, are provided as a means of emergency communication and operational communications. Messages are to be kept brief, accurate and to the point. Unnecessary or lengthy messages, personal conversation and obscene language will not be tolerated. Two-way radios are both delicate and expensive pieces of equipment and must be treated with the upmost of care.

### Security

The prevention in disclosing any information that benefits those whom security personnel are retained to protect is essential. Client's names, addresses and other sensitive information should never be underestimated. Those who may possess an effective scanner or have the ability to monitor two-way conversations can gain valuable Intel from your broadcast.





## Clarity and Brevity



Clarity is essential as it is important to have all information passed and understood completely. There must be no risk that all or any part of the message can be left open to the possibility of misinterpretation. It is equally important to be brief and concise, without overlooking important facts or information. If the channels are tied up too long, due to unnecessary lengthy

conversations, it may well be preventing an operator with a life-threatening situation from making urgent contact. In the interests of clarity and brevity and to reduce any misunderstanding, the phonetic alphabet and twenty-four hour clock must be used on all occasions.

## Phonetic Alphabet

A	=	Alpha H	= Hotel	O O	=
	OscarV	= Victor			
B	= Bravo	= India	IndiaP P	= PapaW	
	= Whiskey				
C	=	J = Juliet	Q =	Juliet=	
QuebecQ	=	X = X-ray			
D	= Delta	= Kilo	KiloR R	= RomeoY	
	= Yankee				
E	= Echo	= Lima	LimaS S	= SierraZ	
	= Zulu				
F	=	M=	= MikeMike	T = Tango	
G	=	GolfN	= November=	NovemberU	
	= Uniform				

## Twenty-Four (24) Hour Clock

12 pm	= 1200	6 pm	= 1800	12 am	= 2359 *	6 am	= 0600
1 pm	= 1300	7 pm	= 1900	1 am	= 0100	7 am	= 0700
2 pm	= 1400	8 pm	= 2000	2 am	= 0200	8 am	= 0800
3 pm	= 1500	9 pm	= 2100	3 am	= 0300	9 am	= 0900
4 pm	= 1600	10 pm	= 2200	4 am	= 0400	10 am	= 1000
5 pm	= 1700	11 pm	= 2300	5 am	= 0500	11 am	= 1100

Note: \* 12 am (12 midnight) is sometimes referred to as 0000hrs or 2400hrs. To avoid confusion it must be replaced with 2359hrs or 0001hrs.

## Standard Reports

Being nervous or excited, while transmitting vital information to the receiver, can tend to cause the transmitter to waffle on. In most cases, if you act in this way while transmitting, you are likely to cause confusion and viable in receiving some of the following responses:

- Who are you and where are you?
- What are your intentions to solve the problem?
- What assistance is required for you to do with the problem?
- Can you repeat, I didn't catch all that?

If you follow this procedure, you may have to repeat yourself, ultimately slowing the transmission time and causing delays in response times.

## Call Signs

The operator, with use of call signs on the two-way radio should:

- Ensure the radio is set to the correct channel and the volume is turned up at an audible level.
- Set the squelch control slightly above the level that cuts out background noise



- Hold the microphone a minimum of 6 cm from your mouth
- Depress the microphone button two seconds after all radio transmissions have completely finished
- Have the message prepared before transmitting and speak clearly and concisely
- Identify yourself using a designated call sign (never your full name). A number, location or position of employment can identify this.
- At the end of each sentence, use "over" to indicate you are ready for a response.
- If no reply is required at the end of the sentence, use "end".
- If a message has been clearly received, use "roger".
- When the conversation from your end is complete, use "out"

## **SECTION 10.0 – SEARCH PROCEDURES**

### **The Right to Search**

There is no right to search on suspicion by anyone, unless the person that is required to be searched, agrees voluntarily. Authorities do have the right to conduct a search, however the right and the extent of that search are dependable upon the particular Legislation under which they are acting.

### **Consent**

Consent may be given in either one of the following ways:

- Employment agreements or contracts may have a clause for conducting searches
- The person in question, at a particular time, may voluntarily agree to submit to the search.

### **Refusal to be Searched**

Should an employee or person refuse you to allow a search of his bag, vehicle or on-body, you must remain calm and avoid any argument. The person should be advised that they are required to comply (only if condition of employment) and that their co-operation is required. If they refuse a second time, you must ask the person to remain in the area until their manager or supervisor is summoned.



If the person refuses to wait and being searched, inform them that it will be reported to management. It is important to remember that you cannot detain the person unless you place them lawfully under arrest. You should treat this type of situation from a professional and not a personal point of view.

If you do not have “finds committing” you should not take any action which may jeopardise the situation or leave yourself and Metropolitan Guard open to any civil / criminal litigation.

## Limits

If the person consents to being searched, either written or verbal, your searches must not exceed the limits expressed or implied.

Should the circumstances in which you asked person, or the manner in which your request was made, carrying the implication that he was under suspicion; a claim for defamation may arise.

In the absence of consent or other justification, an attempt to search could render the person liable to assault action. Similarly, if you were to restrain the person in any way, an action for false arrest could also be possible.

Upon consent, same gender-to-gender (female to female, or male to male) searches must be conducted, where applicable.

## Bag and Vehicle Inspections

The most common area that you will become involved in relation to inspections will be of the client's and Metropolitan Guard employee bags, parcels and vehicles upon entering or exiting the site. This may also extend to visitors, contractors, couriers and their associated vehicles.





## Inspection Procedures

The main purpose of conducting an inspection of bags, parcels and vehicles is essentially for a deterrent factor, to minimise the combat in theft. Properly conducted inspections will actively deter persons who may be tempted to remove an item of the client's or Metropolitan Guard property.

Unfortunately, the professional thief, who will be familiar with the law and search procedures, may take full of advantages of all limitations.

## Bag and Parcels

- During the search, you must always be tactful and act in a polite manner. You must never make any remark during the course of the search that could be construed as offensive or suggestive. Wisecracks or assumptions about their bags being heavy today must be carefully avoided.
- Be aware that the person you search may deliberately attempt to provoke you into any discreet actions. There has been cases where the person will deliberately provoke you to act imprudently by unlawfully detaining them, hence a false arrest.



- Do not attempt to force a search as it could result in an assault charge.
- If you have cause for suspicion, you must report it to a supervisor. You must not take action of your own volition.
- Do not touch or handle bags or their contents. When conducting bag checks, you must never place your hands inside the bag or even outside the bag.

This precaution is in the case of suspect property being found and the person alleging that you placed the objects in there. This will also remove the allegations that you have damaged the property or you stole it.

Should an article be present at the bottom of the bag, you must ask the person to remove the object.

## Vehicles

- Examine only the areas of the vehicle laid down in the Standing Post Orders. This may include large compartments, such as the boot, toolboxes, under the bonnet, etc...
- When checking cargo areas, you should politely request the driver to accompany you and open the compartments in question.
- You must never take the keys from the driver and open the compartment yourself. This will ensure that the driver remains in attendance whilst the search is performed.
- You should always be firm and polite at all times when requesting and conducting searches and not be moved by excuses.



## Suspected Stolen Property

If you locate property which you believe is to be that belonging to the client or Metropolitan Guard Services:

- You are not, under any circumstances, to suggest or allege that the person is stealing or unlawfully removing the property without consent.
- The person must be asked to explain the reason for the property in possession and whether or not the property belongs to them, reporting their answer.
- If there is no satisfactory response or explanation, you must ask that person to remain and management or a supervisor is to be notified for positive identification of the property in question.

## Bomb Searches



A search for such device, after a potential bomb threat, must be orderly, complete and thorough. The number of searches should be kept to a minimum for the area. Each group must include individuals who are familiar with the premises or area, which could be cleaners, gardeners, maintenance, supervisors or management. These people would be able to observe and notice anything that is out of place or foreign to them within the area.

The search must be systematic and cover all corridors, rooms, landings, storage areas, lockers, waste containers, electrical panels, telephone booths, offices, equipment fixtures, furnishings, hazardous materials or gaseous areas.

The use of two-way radios or telephones during the search should be avoided at all costs including a no smoking rule. If the site has been evacuated, unnecessary pedestrian and vehicular traffic must be diverted or re-directed to an off-site designated area.

## Reports

You must complete a written report at the earliest opportunity, preferably immediately. A copy of the written report must be forwarded to a supervisor and Metropolitan Guard at the conclusion of your shift.

The report must contain all of the relevant details:

- Name (if known or obtainable) of the persons and description of the person
- Description of the vehicle including registration
- Circumstances of the incident
- Date, time, location
- Security personnel involved
- Witnesses

## SECTION 11.0 – APPREHENSIONS

### Arrest Law

#### **462. Definition of "finds committing"**

In this Act the expression "finds committing" and any derivative thereof extends to the case of a person found doing any act or so behaving or conducting himself or in such circumstances that the person finding him believes on reasonable grounds that the person so found is guilty of an offence.

**S. 462A inserted by No. 9576 s. 7(b).**

#### **458. Person found committing offences may be arrested without warrant by any person**

(1) Any person, whether a member of the police force or not, may at any time without warrant apprehend and take before a bail justice or the Magistrates' Court to be dealt with according to law or deliver to a member of the police force to be so taken, any person--

(a) he finds committing any offence (whether an indictable offence or an offence punishable on summary conviction) where he believes on reasonable grounds that the apprehension of the person is necessary for any one or more of the following reasons, namely--

- (i) to ensure the appearance of the offender before a court of competent jurisdiction;
- (ii) to preserve public order;
- (iii) to prevent the continuation or repetition of the offence or the commission of a further offence; or
- (iv) for the safety or welfare of members of the public or of the offender;

(b) when instructed so to do by any member of the police force having power under this Act to apprehend that person; or

**S. 458(1)(c) amended by No. 117/1986 s. 6(Sch. 1 item 1(8)(a)).**

*(c) he believes on reasonable grounds is escaping from legal custody or aiding or abetting another person to escape from legal custody or avoiding apprehension by some person having authority to apprehend that person in the circumstances of the case.*

(2) For the purposes of paragraph (a) in sub-section (1) **"offence"** means offence at common law or a contravention of or failure to comply with a provision of an Act of Parliament and unless otherwise by Act of Parliament expressly provided does not include a contravention of or failure to comply with a rule regulation by-law or other law made under an Act of Parliament.

**S. 458(3) amended by No. 9008 s. 2(1)(Sch. item 2(k)).**

(3) A person who has been apprehended without warrant pursuant to the provisions of paragraph (a) in sub-section (1) in respect of any offence punishable on summary conviction (not being an indictable offence punishable summarily) and taken into custody shall be held in the custody of the person apprehending him only so long as any reason referred to in the said paragraph for his apprehension continues and where, before that person is charged with an offence, it appears to the person arresting that person that the reason no longer continues the person arresting that other person shall, without any further or other authority than this sub-section, release that person from custody without bail or

cause him to be so released and whether or not a summons has been issued against him with respect to the offence alleged.

**S. 459 substituted by No. 8247 s. 2.**

## **459. Powers of member of police force to apprehend offenders**

In addition to exercising any of the powers conferred by section 458 or by or under any other Act a member of the police force may at any time without warrant apprehend any person--

(a) he believes on reasonable grounds has committed an indictable offence in Victoria (including any indictable offence which may be heard or determined summarily); or



(b) he believes on reasonable grounds has committed an offence elsewhere which if committed in Victoria would be an indictable offence against the law of Victoria (including any indictable offence which may be heard or determined summarily).

**S. 459A inserted by No. 9576 s. 7(a).**

## **461. Arrest on reasonable grounds not to be taken to be unlawful**

(1) Where an apprehension is made under a belief on reasonable grounds in accordance with the provisions of section 458 or section 459 the apprehension shall not cease to be lawful or be taken to be unlawful where it subsequently appears or is found that the person apprehended did not commit the offence alleged.

**S. 461(2) amended by No. 57/1989 s. 3(Sch. item 42.54).**

(2) A member of the police force shall not be bound to take into custody or to take before a bail justice or the Magistrates' Court any person found committing an offence if such member believes on reasonable grounds that proceedings can effectively be brought against that person by way of summons.

**S. 462 substituted by No. 8247 s. 2.**

## **462A. Use of force to prevent the commission of an indictable offence**

A person may use such force not disproportionate to the objective as he believes on reasonable grounds to be necessary to prevent the commission, continuance or completion of an indictable offence or to effect or assist in effecting the lawful arrest of a person committing or suspected of committing any offence.

## **Summary**

Upon any offence observed, you must have "finds committing", if there is 1% doubt or you are unsure of any circumstances, do not attempt to apprehend. Remember safety comes first. If you do not obey the above extracts of Law, you must not take any action which may jeopardise the situation or others safety. This will leave you, the client and Metropolitan Guard Services open to any civil / criminal litigation.

## Reporting

You must complete a written report at the earliest opportunity, preferably immediately. A copy of the written report must be forwarded to a supervisor and Metropolitan Guard at the conclusion of your shift. The original copy must be kept on-site with a copy sent to Metropolitan Guard head office.

## SECTION 12.0 – CRIME SCENE MANAGEMENT

### Initial Response / Receipt of Information

#### Principle

One of the most important aspects of securing a crime scene is to preserve the scene with minimal contamination and disturbance of physical evidence. Your initial response to an incident must be expeditious and methodical. Upon arrival, you will assess the scene and treat the incident as a crime scene.

#### Policy



If you are the initial person on the scene, promptly, yet cautiously, approach and enter the scene, remaining observant of any persons, vehicles, events, potential evidence and environmental conditions.

#### Procedure

If you are the initial responding person, you should:

- a) Note or log control information (address / location, time, date, type of call, parties involved).
- b) Be aware of any persons or vehicles leaving the crime scene.

- c) Approach the scene cautiously, scan the entire area to thoroughly assess the scene and note any possible secondary crime scenes. Be aware of any persons and vehicles in the vicinity that may be related to the crime and do not approach them.
- d) Make initial observations (look, listen, smell) to assess the scene and ensure your safety before proceeding.
- e) Remain alert and attentive. Assume the crime is ongoing until determined otherwise.
- f) Treat the location as a crime scene until assessed and determined to be otherwise

## Summary

It is important for the initial responding persons to be observant when approaching, entering and exiting a crime scene.

## Safety Procedures



## Principle

The safety and physical well being of yourself, other employees, and witnesses, in and around the crime scene, are your initial priorities.

## Policy

When you arrive at the scene, identify and control any dangerous situations or persons.

## Procedure

If you are the initial responding person, you should:

- a) Ensure that there is no immediate threat to other responders – scan area for sights, sounds and smells that may present danger to personnel. (eg. Hazardous materials such as gasoline, natural gas). If the situation involves radiological or chemical threats, appropriate contacts should be made prior to entering the scene.
- b) Approach the scene in a manner designed to reduce risk of harm to yourself and other persons while maximising the safety of victims, witnesses and other vehicles in the area.
- c) Survey the scene for dangerous persons and control the situation.
- d) Notify supervisory personnel and call for assistance / backup, or the relevant authorities.

## Summary

The control of physical threats will ensure the safety of you, other employees, witnesses, victims and even potential suspects.

## Emergency Care

### Principle

After controlling any dangerous situation or persons, your next responsibility is ensure that medical attention is provided to injured persons while maximising contamination of the scene.

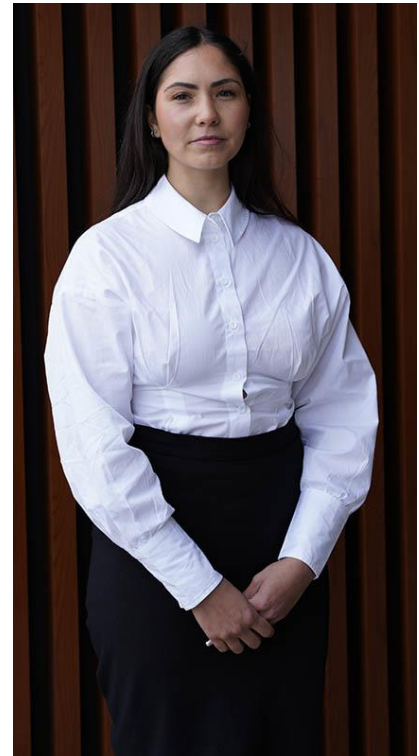
## Policy

You should ensure that medical attention is provided with minimal contamination of the scene.

## Procedure

If you are the initial responding person, you should:

- a) Assess the victim(s) for signs of life or medical needs and provide immediate medical attention.
- b) Call for backup or the required authorities such as an ambulance
- c) Guide medical personnel to the victim to minimise contamination or alteration of the crime scene
- d) Point out any potential physical evidence to the medical personnel, instruct them to minimise contact with such evidence (eg. Ensure that medical personnel preserve all clothing and personal effects without cutting through bullet holes, knife tears, etc...), and document movement of persons or items by medical personnel.
- e) Instruct medical personnel not to “clean up” the scene and to avoid removal or alteration of items originating from the scene.
- f) If medical personnel arrived first, obtain name, unit and telephone number of attending personnel and the name plus location of the medical facility where the victim is being transferred to.
- g) Document any statements / comments made by the victims, suspects or witnesses at the scene.
- h) If the victim or suspect is transported to a medical facility, request an authority to be transported with them to document any comments made and preserve evidence.





## Summary

You must attempt to assist, guide and instruct medical personnel during the care and removal of injured persons, thus diminishing any risk of contamination and loss of evidence at the scene.

## Secure and Control Persons at the Scene

### Principle

Controlling, identifying and removing persons at the crime scene will assist limiting the number of persons who enter the crime scene. The movement of such persons is an important function of you initially protecting the crime scene.

### Policy

When you arrive at the scene, attempt to identify all persons at the crime scene and control their movement.

### Procedure

If you are the initial responding person, you should:

- a) Control all the individuals at the scene while preventing individuals from altering / destroying physical evidence by restricting movement, location and activity. Ensure and maintain safety at the scene.
- b) Identify all individuals at the scene, such as:
  - Suspects: Secure and separate
  - Witnesses: Secure and separate
  - Bystanders: Determine whether witness, if so treat as above, if not, request that they leave the scene
  - Victims / Family / Friends: Control while showing compassion
  - Medical and other personnel
- c) Exclude unauthorised and nonessential personnel from the scene (eg. Authorities not working the case, politicians and the media).

## Summary

Controlling the movement of persons at the crime scene and limiting the number of persons who enter the crime scene is essential to maintaining scene integrity, control, safeguarding evidence and minimising contamination.

## Boundaries: Identify, Establish, Protect and Secure

### Principle

Defining and controlling boundaries and provide a means for protecting and securing the crime scene(s). Their location(s) and the type of crime determine the number crime scenes and their boundaries. Boundaries will need to be established beyond your initial scope of the scene(s) with the understanding that the boundaries can be reduced in size if necessary, but cannot be easily expanded.

### 12.1.1 Policy

If you are the initial responding person at the scene you will have to conduct an initial assessment to establish and control the crime scene and its boundaries.

### 12.1.2 Procedure

- a) When you arrive at the scene, start at the focal point and extend outward to include:
  - Where the crime occurred
  - Potential points and paths of exits and entry of suspects and witnesses
  - Places where the victim/evidence may have been moved (be aware of trace and foot impressions while assessing the scene).
- b) Set-up physical barriers (eg. Ropes, cones, crime scene barrier tape, available vehicles, personnel, other equipment) or use existing boundaries (eg. Doors, walls gates, etc...)
- c) Document the entry / exit points of all people entering and leaving the scene, once boundaries have been established.
- d) Control the flow of personnel and animals leaving the scene to maintain integrity.

- e) Document the original location of the victim or objects that you observe being moved.
- f) Request anyone from:
  - Smoking or chewing tobacco
  - Using the telephone, attending a toilet break, littering, eating or drinking
  - Moving any items such as evidence or weapons (unless for the safety of others)
  - Adjusting the thermostat or open windows or doors

## Summary

Establishing boundaries is a critical aspect of controlling the integrity of evidentiary movement.

## Turn over Control of the Scene to all Authorities

### Principle

Briefing the authorities or investigators taking charge assists in controlling the crime scene and helps establish further investigative responsibilities

### Policy

If you are the initial responding person at the scene you must provide a detailed crime scene briefing to the authorities or investigators in charge of the scene.

### Procedure

When you arrive at the scene, you should:

- a) Brief the investigators taking charge
- b) Assist in controlling the scene
- c) Turn over responsibility for the documentation of entry / exit point
- d) Remain at the scene until relieved of duty

## Summary

The scene briefing is the only opportunity for the next in command to obtain initial aspects of the crime scene prior to subsequent investigation.



## Document Actions and Observations Principle

All activities conducted and observed made at the crime scene must be documented as soon as possible after the event to preserve information.

## Policy

Documentations must be maintained as a permanent record.

## Procedure

When you arrive at the scene, you should document:

- a) Observations of the crime scene, including the location of persons and items within and the appearance and condition of the scene
- b) Condition upon arrival (eg. Lights; on/off, shades; up/down, door or windows; open/closed, smells; ice, liquids, movable furniture; temperature and personal items)
- c) Personal information from witnesses, victims, suspects and any statements or comments made
- d) Own actions and actions of others

## Summary

At the crime scene you must produce clear, concise, documented information encompassing your own observations and actions. Your documentation will assist the authorities with the vital information to substantiate investigative considerations.

## SECTION 13.0 – First Aid / OH&S



## Safety Policy





***Metropolitan Guard is committed to achieving the highest performance in Occupational Health & Safety (OH&S) with the aim of creating and maintaining a safe and healthy working environment for all its staff, contractors, visitors and clients. Metropolitan Guard believes that the health and safety of people, within the workplace, is an integral and vital factor in the successful planning and implementation of any job or project.***

In demonstration, of the above commitment, Metropolitan Guard aims to:

- Provide and maintain safe plant, systems of work and entry and exit from the workplace;
- Make and monitor arrangements for the safe use, handling, storage and transport of plant and substance;
- Maintain the workplace in a safe and healthy condition;
- Provide adequate facilities to protect the welfare of all employees;
- Provide employees, contractors and customers with regular information, instruction, training and supervision to ensure their safety;
- Maintain information and records relating to employees' Health & Safety;
- Promoting and maintaining occupational health and safety is primarily the responsibility of management. However, to achieve a healthy organisation it is important that everyone accepts responsibility for the health and well being of everyone in the workplace. Though all personnel within Metropolitan Guard have specific responsibilities, as specified within their role/position descriptions, the following broadly encompass them;
- Executive management will promote the concepts of Occupational Health & Safety, hold managers and other reporting officers responsible for their specific responsibilities in this area, support them in implementing practical measures to ensure that the work areas that they supervise is safe and without risk to health;
- Managers and their reporting officers are responsible for taking all practical steps to identify and address risk to health. This includes cooperating fully with any directives of executive management, managers, reporting officers or other staff aimed at maintaining a safe and healthy work environment. It also includes reporting any unsafe or unhealthy conditions and reporting accidents/ incidents promptly;
- Employees, visitors and contractors are expected to abide and cooperate with Metropolitan Guard Services Occupational Health & Safety programs;

- Occupational Health & Safety Committees will help fulfill the responsibilities of Metropolitan Guard and the client by identifying workplace health and safety problems and resolving them through a process of joint consultation. To this end an employer representative who has the necessary authority to make decision on each of the matters raised will attend each committee meeting;
- Management seeks the cooperation from all employees in realising our Health & Safety objectives and a safer and healthier work environment. All parties will be advised of agreed changes and the arrangement for their implementation.

## Employee Responsibilities



All employees of Metropolitan Guard have an obligation to both themselves and others to conduct themselves in a manner not liable to increase the risk of accidents occurring. You, management and supervisors, are directly responsible for Metropolitan Guard accidents at the site you work at. You are required to ensure that the Safety Policy and procedures are implemented in the area.

You have a duty of care for not only your own safety, but the safety and health of others who may be affected by an acts or omission on your part in the workplace.

## Accident Prevention

Safety and accident prevention is the responsibility of every person, regardless of who that person is and their position. **Your duty of care relates to accident prevention.** You have specific responsibility in the area of accident prevention including:

- Observing and reporting possible accident hazards
- Warning persons concerning possible hazards
- Caution or request persons about observing and complying to safety rules and procedures
- Checking all equipment and maintenance procedures

You should also set an example by your own behaviour. It is important that you accept the responsibilities in relation to safety and accident prevention. It is equally important to the person who may be injured, important to the client and important to METROPOLITAN

Security. Where there is a failure applying your duty of care, you will leave yourself and the Metropolitan Guard open to any possible litigation.

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