

SERVICE PARTNER QUALITY ASSURANCE QUESTIONNAIRE
All Fields must be completed, please attach copies of Documents where requested



| | | | | | | |
|--|---|-------------------|---------------------|-----------------|---------|----|
| A1 | Company Name | | | | | |
| | Address | | | | | |
| | | | | | | |
| | | | | | | |
| | Post Code | | | | | |
| | Office Tel No | OfficesFax No | Controlroom Tel No | Controlroom Fax | | |
| | | | | | | |
| | | | | | | |
| Control Room E-Mail | | | | | | |
| A2 | Personnel | Title | Name | Tel No | | |
| | Managing Director | | | | | |
| | e-mail address | | | | | |
| | Ops Manager | | | | | |
| | e-mail address | | | | | |
| | Quality Manager | | | | | |
| | e-mail address | | | | | |
| | Accounts Manager | | | | | |
| | e-mail address | | | | | |
| A3 | Employees | Guarding Officers | Response Officers | Non-Front Line | | |
| | Total | | | | | |
| A4 | Accreditations | Yes | No | Exp Date | Cert No | |
| | Q1 SIA ACS KH | | | | | |
| | Q2 SIA ACS SG | | | | | |
| | Q3 SIA ACS - Other | | | | | |
| | Q4 ISO9001 (UKAS) | | | | | |
| | Q5 BS7499 | | | | | |
| | Q6 BS7984 | | | | | |
| | Q7 BS7858 | | | | | |
| | Q8 I.I.P | | | | | |
| | Q9 SAFEcontractor | | | | | |
| | Q10 ConstructionLine | | | | | |
| | Q11 Other | | | | | |
| | | Other | | | | |
| Please Attach Copies of all Accreditation Certificates covered in Question A4 | | | | | | |
| A5 | Is your company FULLY aware of the requirements for the SIA Approved Contractor Scheme | | | | | |
| | if No in A4 Q1 | | | | Yes | No |
| A6 | Is your company actively seek to become an SIA Approved Contractor | | | | | |
| | | | | | Yes | No |
| | | | | | | |
| A7 | If Yes by what date (MM/YY) | | | | | |
| | Please detail your Company's personnel SIA licensing information | | | | | |
| | Total | Static Guarding | Keyholding/Response | Non Front Line | | |
| | Issued | | | | | |
| | In Application | | | | | |

| |
|---------------------|
| Company Information |
|---------------------|

| | | |
|----|-----------------------------|--|
| C1 | Company Registration Number | |
| | Company VAT Number | |
| | Company Corporation Tax No | |
| | Company PAYE Reference No | |

| | | | |
|----|-----------------|-----|----|
| C2 | Company Status | | |
| | | Yes | No |
| | PLC | | |
| | Limited Company | | |
| | Partnership | | |
| | Sole Trader | | |

| | | |
|----|--|--|
| C3 | If you are a subsidiary of or are wholly owned by another Company,, please provide details of this other Company | |
|----|--|--|

| | | |
|----|--|--|
| C4 | Bank Details ALL payments from LGS FM to Service Partners are made via BACS. If you employ a Factoring Company, please provide details of the account number and their bank details | |
| | Name of Bank | |
| | Account Name | |
| | | |
| | Address | |
| | | |
| | | |
| | Post Code | |
| | Bank Sort Code | |
| | Account Number | |

| | | |
|---|-----------------------------------|--|
| C5 | Insurance | |
| | Name of Insurance Company/ Broker | |
| | Limit of Cover | |
| | Public Liability | |
| | Employers Liability | |
| | Fidelity Guarantee | |
| | Eccifacy | |
| | Loss of Keys | |
| | Consequential Loss of Keys | |
| | Wrongful Arrest | |
| Please attach copies of your insurance Documents ensuring ALL categories are covered by your policy | | |

| | | |
|----|--|------|
| C6 | Audited Accounts | |
| | Please attach a copy of the latest audited accounts for your Company | |
| | P&L / Balance Sheets Auditors Comments enclosed | Yes |
| | | |
| | Turnover for the Last 3 years | 2007 |
| | | 2008 |
| | 2009 | |

| | | |
|----|--|--|
| C7 | Policy Documents | |
| | Please enclose copies of the the following Company documents | |
| | Health and Safety Policy | |
| | Quality Policy | |
| | Equality & Diversity Policy | |
| | Company Mission / Value Statement | |
| | Employee Terms and Condition of Employment | |



LGS Facilities Management Ltd
Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire
CV32 4RA

Tel: 0845 500 6050
Fax: 0845 500 6051

Office use only

Employment start date:

D / M / YY

10 Year Vetting completion date:

(16 weeks MAXIMUM from above start date)

D / M / YY

SIA BADGE TYPE – VALID - EXPIRY

SIA BADGE NUMBER

PLEASE
AFFIX
PHOTOGRAPH

APPLICATION FOR
EMPLOYMENT AS:

HOW DID YOU GET
TO KNOW ABOUT
COMPANY NAME?

Newspaper/Magazine/friend/Job Centre
Please state:

PLEASE ANSWER ALL QUESTIONS USING **BLOCK CAPITALS**

1. PERSONAL INFORMATION

SURNAME:

FIRST NAME:

CURRENT
ADDRESS:

TELEPHONE:

MOBILE NO:

CURRENT
DRIVING
LICENCE:

YES NO (delete)

Lic.No:

CAR OWNER:
NATIONAL
INSURANCE No

YES NO (delete)

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

2. BANK DETAILS

BANK ACCOUNT NUMBER..... SORT CODE.....

NAME OF BANK..... NAME OF ACCOUNT HOLDER.....

IF BORN OUTSIDE THE UNITED KINGDOM STATE WHERE:

PLACE/TOWN

MARITAL
STATUS:

MARRIED

DIVORCED

SINGLE

| | | |
|--|--|--|
| | | |
|--|--|--|

DATE OF
BIRTH:

AGE

| | |
|--|--|
| | |
|--|--|

3. PERSON/NEXT OF KIN TO BE CONTACTED IN ANY EMERGENCY:

NAME:

RELATIONSHIP: PARENT/WIFE/PARTNER

Address:

Telephone number:

HAVE YOU EVER APPEARED BEFORE A COURT CHARGED WITH A CRIMINAL, CIVIL OR MILITARY OFFENCE AND BEEN CONVICTED INCLUDING ANY MOTORING OFFENCES HAVE YOU ANY ALLEGED OFFENCES OUTSTANDING?

State YES/NO

IF YES, GIVE DETAILS:

4. PERSONAL HISTORY (PART A)

THE SECURITY SCREENING PROCESS REQUIRES THAT WE ARE ABLE TO VERIFY YOUR PERSONAL HISTORY FOR A PERIOD OF TEN (10) YEARS OR TO DATE OF LEAVING SCHOOL. PLEASE GIVE DETAILS OF YOUR PERSONAL HISTORY, IDENTIFY IN THE SPACE PROVIDED **ALL PERIODS OF EMPLOYMENT, SELF EMPLOYMENT, REGISTERED OR UNREGISTERED UNEMPLOYMENT, MILITARY SERVICE**. BE SURE TO GIVE FULL ADDRESSES INCLUDING, TELEPHONE NUMBERS AND DATES. IF THESE ARE NOT SUPPLIED IT MAY DELAY YOUR APPLICATION.

| EMPLOYMENT DATES MONTH/YEAR | DETAILS OF EMPLOYMENT, SELF EMPLOYMENT, UNEMPLOYMENT, MILITARY SERVICE | POSITION HELD, REPORTING TO | Reference Number Office use only |
|--------------------------------|--|-----------------------------|-------------------------------------|
| | Company Name | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 1 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |
| | Company Name: | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 2 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |
| | Company Name: | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 3 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |
| | Company Name: | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 4 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |
| | Company Name: | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 5 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |
| | Company Name: | Position Held: | |
| From: MONTH YEAR | Address: | Reporting to: | 6 |
| To: MONTH YEAR | Tel: | Reason for leaving: | |

5. PERSONAL/CHARACTER REFEREES

PLEASE GIVE DETAILS OF TWO REFEREES, ONE REFEREE HAS TO BE A NON FAMILY MEMBER WHO HAVE KNOWN FOR TEN YEARS, AND A SECOND FROM YOUR MOST RECENT/PAST EMPLOYER:

| | |
|---|---|
| Name: Address: | Name: Address: |
| TEL NO: | TEL NO: |

IN THE CASE OF PERIODS OF SELF EMPLOYMENT PLEASE GIVE NAMES AND ADDRESSES OF SOMEONE WHO CAN CONFIRM YOUR DETAILS (IE; BOOK KEEPER, ACCOUNTANT, OR SOLICITOR).

6. PERSONAL HISTORY (PART B)

| HEIGHT | CHEST | WAIST | COLLAR | COLOUR OF EYES |
|---|-------|-------|--------|----------------|
| HAVE YOU BEEN MADE BANKRUPT? YES/NO DO YOU HAVE ANY COUNTY COURT JUDGEMENTS? YES/NO (please specify) | | | | |

7. EDUCATION

DETAILS OF WHEN YOU LEFT SCHOOL & IF YOU ATTENDED COLLEGE IN THE LAST 10 YEARS

| | |
|--|---|
| School SCHOOL NAME: Address: TEL: Dates attended: | SCHOOL NAME: Address: TEL: Dates attended: |
| Further Education and Training College Name: Address: TEL: Dates attended: Qualification: | College Name: Address: TEL: Dates attended: Qualification: |

8. MEDICAL INFORMATION

Have you had or suffered from any of the following (answer yes or no in the space to the right)

| | | | | | |
|--|--|---|--|--|--|
| DERMATITIS OR SKIN TROUBLE OF ANY KIND | | BACK TROUBLE OR SLIPPED DISC | | NERVOUS BREAKDOWN MENTAL TROUBLE | |
| INDEGESTION, GASTRIC OR DUODENAL ULCER | | ANY DEFORMITY (If yes give details below) | | RUPTURE OR HERNIA | |
| DEAFNESS, EARACHE, DISCHARGE EARS, SINUSITIS | | FITS, FAINTING ATTACKS, GIDDINESS, EPILEPSY | | BLOOD DISORDERS, PRESSURE IRREGULARITY | |
| CHEST, BRONCHITIS, ASTHMA, TUBERCULOSIS, HAY FEVER HAYFEAVER AND OTHER ALLERGIES | | SWOLLEN ANKLES, VARICOSE VEINS | | STOMACH OR INTESTINAL TROUBLES | |
| | | | | ARE YOU TAKING ANY DRUGS AT PRESENT | |
| RHEUMATIC FEVER, HEART TROUBLE | | RHEUMATISM, FIBOSIS | | EYE TROUBLE | |
| Have you had any serious accidents at work (if yes give details below) | | HEAD-ACHE MIGRANE | | NERVE TROUBLES | |
| | | ARE YOU CURRENTLY RECEIVING MEDICINE | | DIABETES | |
| PNEUMONIA | | FRACTURES AND SKELETAL TROUBLES | | ARE YOU REGISTERED DISABLED No.& EXPIRY DATE please: | |
| Details of above accident/deformities or any other illness: | | | | | |

9. READ THIS SECTION CAREFULLY BEFORE YOU SIGN THE STATEMENT

1. IF OFFERED EMPLOYMENT IT WILL BE INITIALLY FOR A PROBATIONARY PERIOD OF 16 WEEKS.
2. DURING THE PROBATIONARY PERIOD YOUR CONTRACT OF EMPLOYMENT MAY BE TERMINABLE BY THE "COMPANY" BY NO LESS THAN 24 HOURS NOTICE IN WRITING.
3. CONTINUED EMPLOYMENT IS CONDITIONAL UPON SATISFACTORY VETTING, MEDICAL AND GENERAL PERFORMANCE.

STATEMENT TO BE SIGNED BY APPLICANT

I _____ CERTIFY THAT TO THE BEST OF MY KNOWLEDGE, THE INFORMATION I HAVE GIVEN IS COMPLETE AND CORRECT, AND I UNDERSTAND THAT MISREPRESENTATION OF FACTS IS GROUNDS FOR IMMEDIATE DISMISSAL AND RENDERS ME LIABLE FOR PROSECUTION.

I AUTHORISE THE COMPANY TO APPROACH ANY GOVERNMENT AGENCIES, FORMER EMPLOYERS AND PERSONAL REFEREES TO VERIFY THE INFORMATION GIVEN, AND WILL SUPPLY A STATUTORY DECLARATION IF REQUIRED (YOUR PRESENT EMPLOYER WILL NOT BE APPROACHED WITHOUT YOUR PERMISSION).

APPLICANTS SIGNATURE: _____ DATE: _____

FOR OFFICE USE ONLY

| <u>ASSOCIATED DOCUMENTS:</u> | <u>SEEN:</u> | | <u>DATE:</u> | <u>COPY RETAINED:</u> |
|------------------------------|--------------|----|--------------|-----------------------|
| | Yes | No | | |
| Driving Licence | ρ | ρ | | ρ |
| Birth Certificate | ρ | ρ | | ρ |
| Passport | ρ | ρ | | ρ |
| Service Record | ρ | ρ | | ρ |
| Utility Bill/Bank Statement | ρ | ρ | | ρ |

N.B. PHOTOCOPIES OF ONE THE ABOVE DOCUMENTS ARE TO BE INCLUDED WITHIN VETTING PAPERS WHERE APPLICABLE AND SIGNATURE OF VERIFICATION OF ORIGINAL SEEN

INTERVIEWERS ASSESSMENT (office use only)

1. Very presentable/average/scruffy
2. Physical fitness: good/average/poor
3. Aptitude & Demeanour: good/average/poor
4. Literacy and verbal communication ability: good/average/poor
5. Colour blind Yes/No
6. Hearing good/poor
7. Sense of smell good/poor
8. Vision good/average/poor

Any other comments:

INTERVIEWERS SIGNATURE: _____ DATE: _____

I HAVE CHECKED THE DETAILS OF THIS APPLICATION FORM AND CONFIRM THAT ALL INFORMATION IS CORRECT.

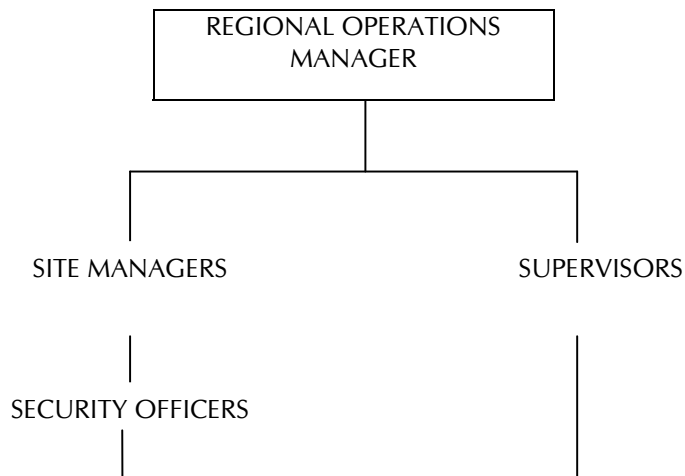
PRINT NAME..... SIGN.....
(INTERVIEWER)



LGS SOLUTIONS LTD

1. ORGANISATION STRUCTURE

JOB TITLE: SECURITY OFFICER



2. JOB AIMS & OBJECTIVES

- 2.1 The protection of life
- 2.2 The protection of property and premises
- 2.3 The prevention against loss and waste
- 2.4 The prevention of crime and deterrence of crime
- 2.5 To carrying out their duties as defined in the Assignment Instructions.
- 2.6 To ensure that the security requirements are consistently met.
- 2.7 To ensure that on site assignment records are legible and properly maintained and are easily retrievable.
- 2.8 To ensure we provide a quality service to all our customers.
- 2.9 To ensure that you are fully conversant with the employee handbook.



3. MAIN DUTIES & RESPONSIBILITIES

- 3.1 Security officers are required to be fully conversant with the emergency evacuation procedures of the assignment.
- 3.2 To ensure that you have read and understood the assignment instructions and check daily for any amendments and comply with the contents therein.
- 3.3 To ensure the safety of staff and visitors to the assignment.
- 3.4 To ensure the maintenance and protection of the companies and client assets to the highest possible standard.
- 3.5 Security officers are required to prevent and act as a deterrent against crime and acts of violence by assisting staff, guests or colleagues in achieving this aim.
- 3.6 When making a citizen's arrest, Officers will endeavour to detain the person using the minimum force.
- 3.7 Undesirables are to be monitored and are not allowed to loiter and should be asked to leave if they are not contributing to the assignment. No alcohol or drugs shall be brought onto the assignment.
- 3.8 Security officer must keep all information confidential and under no circumstances discuss details of arrests or incidents with anyone other than the client or the company.
- 3.9 Under no circumstances must any employee make any comments or have any dealing with the media. Any approaches by the media should be report to your line manager immediately.
- 3.10 Security officers are expected to observe health and safety in everything they do. Officers must ensure that the building is a safe environment at all times and they must take immediate action if this is found wanting.
- 3.11 Ensure you are familiar with the Tenants handbook and ensure that the tenants observe these rules at all times. (If applicable)
- 3.12 Fraternisation or over familiarity with staff or guests in or out of work will not be tolerated an employee found associating in this manner will be subject to disciplinary action.
- 3.13 All employees are to conduct themselves in a courteous, professional manner at all times.
- 3.14 Security officers must be properly dressed in clean and tidy well pressed uniform. All accessories i.e. belts and shoes must be black and well maintained.
- 3.15 Security officers are not permitted to wear jewellery other than a wedding band.
- 3.16 Male officers shall be freshly shaven when coming onto duty or sporting a neatly kept beard or moustache.
- 3.17 No smoking is allowed on duty on clients premises, except on breaks in designated smoking areas.
- 3.18 No chewing gum, food or drink may be kept or consumed in any area of the assignment except the staff room or kitchen.
- 3.19 The security base and staff areas must be kept clean at all times.
- 3.20 Customer complaints are investigated and results recorded onto the complaints management system.
- 3.21 To ensure that you liaise with customers as and when required. Ensuring where applicable a report is produced and issued to your line manager.

- 3.22 To ensure that site records are being maintained and are legible i.e. Incident Reports must be completed as soon as is operationally possible.
- 3.23 To notify the National Communication Centre of any absenteeism due to sickness or injury.
- 3.24 To ensure that identity badges are worn at all times when on duty.
- 3.25 Any other duties deem a reasonable request from either the client or the company.
- 3.26 To carry out car park duties as requested and as and when required.

Sign Name

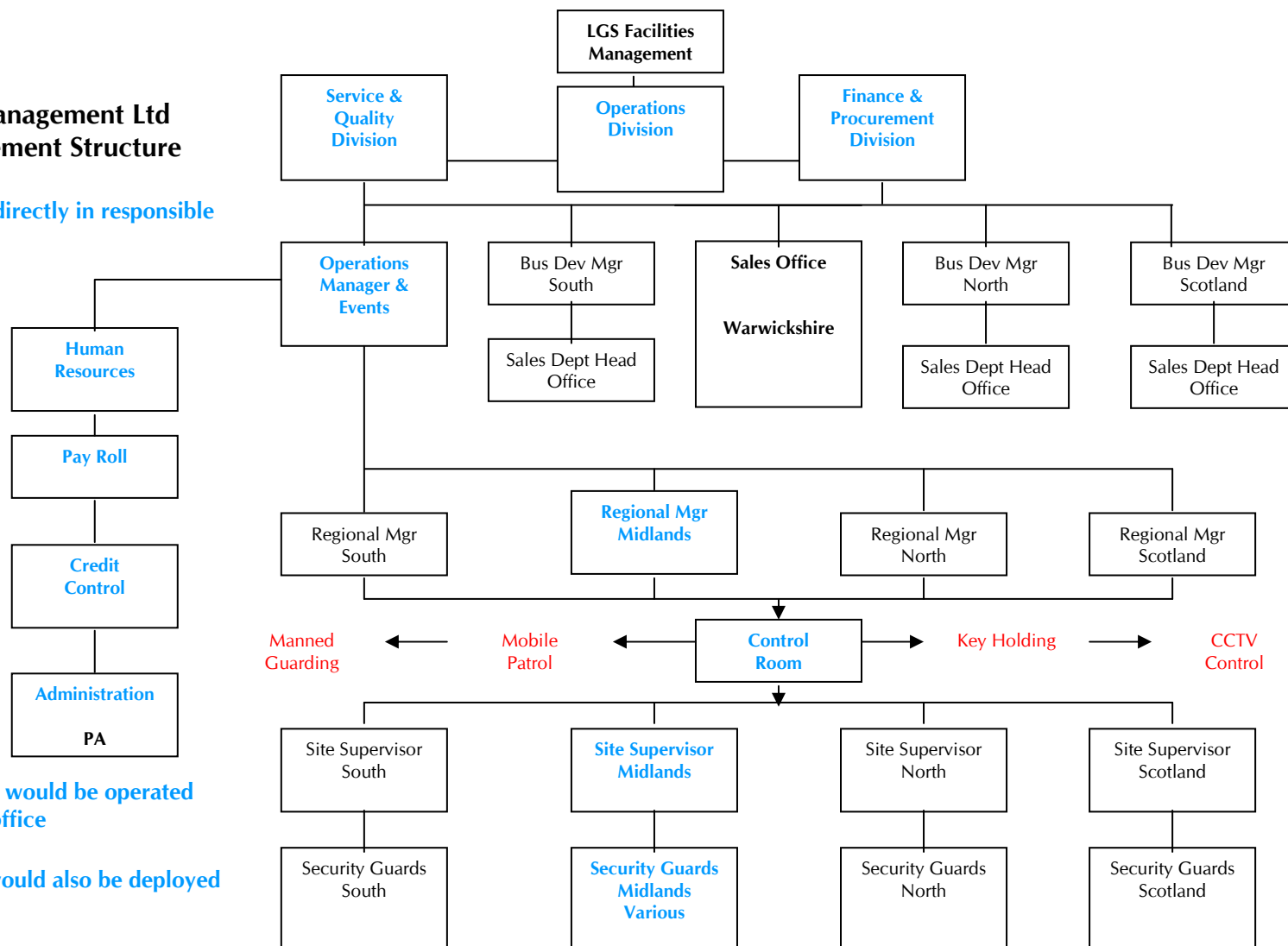
Print Name

Approved By (Director) Date

Print Name

LGS Facilities Management Ltd Company Management Structure

*Marked in blue are directly in responsible
for The Client



*All Client account(s) would be operated
From our registered office

*Support resources would also be deployed
From these offices

NEW EMPLOYEE DETAILS



| | | |
|-------------------------------|------|--|
| Office use only | Date | |
| Authorised by (signature) | | |
| Print name: | | |
| Date faxed/passed to payroll: | | |
| Print Name: | | |

PERSONAL

| | |
|-----------|---|
| LGS No | a number will be given to you when employment starts by payroll |
| Name | |
| Address | |
| | |
| | |
| | |
| | |
| | |
| Telephone | |
| Mobile | |
| | |
| NI No | |
| Sex M/F | M-male F-female |
| DOB | date of birth |

EMPLOYMENT

| | |
|--------------|---|
| Job Title | |
| Start Date | |
| Ass.site | assigned site |
| Pay Method | BACS (electronic transfer into your account) or cheque |
| Current Rate | per hour |
| Tax Code | this will be given to you after you have submitted your P45 |

BANK DETAILS

| | |
|--------------|--------------------|
| Bank | |
| Address | |
| | |
| | |
| | |
| | |
| Telephone | |
| Fax | |
| | |
| Account Type | eg:current/savings |
| Account Name | your name |
| Account No | eight digit number |
| Sort Code | |



ORDER NO. _____

Purchase Order Form

Supplier

Invoice Address:

Delivery Address

| Qty | Description | Size | Officer's Name | Rec'd | T/F |
|-----|-------------|------|----------------|-------|-----|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Authorised by: (Signature) Date/...../.....
Name: (Print)

Date Received/...../..... Received By.....

Invoice/Delivery Note No.....



Operatives Feedback Form

As a company we strive "To establish **LGS Facilities Management Ltd** as the leading provider of Security services in our chosen market sectors. We will achieve this by delivering innovative and quality solutions to our clients through committed staff and effective supplier relationships"- To that aim we greatly appreciate our Operatives' comments, and suggestions as to how we may improve our service.

We therefore would be grateful if you could take a few moments to complete the following, by scoring an appropriate response from 1 to 10- 1 being the lowest- 10 being the highest.

| | Score |
|--|-------|
| Do you feel you have been given full training and information about what is expected of you by us the company? | |
| Do you feel you have been given full training and information by us as to what is expected of you by the client? | |
| How confident do you feel in yourself about your ability to provide the service requested of you? | |
| How would you rate your motivation, commitment and desire to achieve what is expected of you? | |
| How would you rate the clients' satisfaction with you and the service you provide? | |
| Are you treated in a caring and fair manner and shown respect and appreciation by the client for the service you provide? | |
| Are you treated in a caring and fair manner and shown respect and appreciation by us the company for the service you provide? | |
| Are you made to feel a valued member of our team? | |
| How do you rate communication between us the company and you? | |
| Our mission is "To establish LGS Facilities Management Ltd as the leading provider of Security services in our chosen market sectors. We will achieve this by delivering innovative and quality solutions to our clients through committed staff and effective supplier relationships"- Please score us on how you measure us against our mission statement. | |

Please feel free to add any further comments or suggestions:

Would you like somebody to contact you in relation to any of the above points?

YES

☐

NO

☐

LGS Personnel
Signature

Name

Date

LGS
Management
Position

Name

Date



UNIFORM ISSUE

| | | |
|--------|-------|-------|
| Collar | Waist | Chest |
| | | |

Name: _____ Date: _____

I understand and agree that if for any reason my employment with LGS Facilities Management Ltd is terminated, then the full cost of my uniform marked 'returnable' may be deducted from any monies due to me. I also agree for the amount below in column 'C' to be deducted from my wage after issue-these items do not have to be returned on termination of employment.

| ITEM | A QUANTITY | B COST | DATE OF ISSUE | SIGNATURE (employee) | DATE OF RETURN | SIGNATURE (employee) | C Total amount to be deducted (AXB) | SIGNATURE for deduction (Payroll) |
|-------------------------|---------------|------------|------------------|----------------------|-------------------|----------------------|--|--------------------------------------|
| Trousers | | £10.00 | | | | | | |
| Shirts (each) | | £6.00 | | | | | | |
| Jumper | | Returnable | | | | | | |
| Stormcoat | | Returnable | | | | | | |
| Bodywarmer | | Returnable | | | | | | |
| Tie | | Returnable | | | | | | |
| Epaulette Sliders | | Returnable | | | | | | |
| ID Badge | No: | Returnable | | | | | | |
| Fluorescent Badges | | Returnable | | | | | | |
| Numbers | | Returnable | | | | | | |
| Over trousers - Navy | | Returnable | | | | | | |

Signature on issue: _____ Date _____ (For and on behalf of LGS FM)

Print name : _____

Signature on return: _____ Date _____ (For and on behalf of LGS FM)

Print name : _____



WORKING TIME DIRECTIVE

1998 WORKING TIME DIRECTIVE.

Employees agreement to opt out of the 48 hours maximum average working week.

This agreement is made between LGS Facilities Management Ltd

and

Employees Name:

Payroll Number:

Address:

The Working Time regulations 1998 provide that the average working week, including overtime shall not exceed 48 Hours.

I only agree to work the expected shift pattern of an average of 56 hours (fifty-six hours) over a seven day shift pattern averaged over seventeen weeks.

Any additional hours of work required to the above are to be considered as EXTRA working hours and are to be agreed by the employee.

Other than the above, all my statutory rights as an employee remain in place.

The company and the employee agree that this limit (48 hours) shall not apply to the employee. This agreement will remain in force indefinitely. The employee or the company may terminate this agreement at any time by giving not less than 1 month's written notice to the other.

Signed:

Employee

Date:

Signed:

For and on behalf of the Company

Date:



| | |
|------------------|--|
| CONTRACTED HOURS | |
|------------------|--|

This Time Sheet must be handed in by 0900 of the Monday following the end of the period this sheet covers.

Any Time Sheets not submitted will result in penalties. Managers, please be aware we shall be using this information to support invoices accordingly

I (name) _____ hereby declare the above to be a true and accurate record of the hours worked for the above dates

Signature _____ **Date** _____ **SIA Badge No:** _____

Approved By MAK 04/10/07



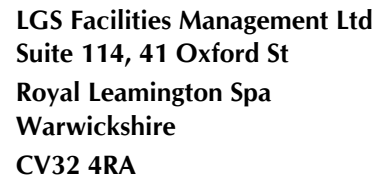
Holiday Application Form

Please note: ALL applications must be authorised at least 21 days prior to holiday period, therefore all applications must be submitted at least 28 days prior to the holiday date.

| | |
|-------------------------------|--|
| Employee Name | |
| Payroll Number | |
| Normal Assignment | |
| Holiday Start Date | |
| Holiday End Date | |
| Number of Days | |
| Date of Return to Work | |
| Employee Signature | |
| Date of Application | |
| Site working | |

OFFICE USE ONLY

| | |
|---|--|
| Date Received | |
| Date Authorised | |
| Authorised By (Name) | |
| Authorised By (Signature) | |
| Date Employee Notified of Authorisation | |
| Holiday Entitlement | |
| Days Previously Taken | |
| No Of days on this Application | |
| Balance Remaining | |



SERIAL NO

[illegible]

| ITEM | QUANTITY | NAME | SIGNATURE | COMMENT |
|------|----------|------|-----------|---------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Exit Interview for



| | |
|--|-------------------------------------|
| Date of leaving | |
| Why is staff member leaving? | |
| Have keys been handed back? | Detail any missing items. |
| Has all of the uniform been handed back? | Detail any missing items. |
| Have mobile phones and other equipment been returned? | Detail any missing items. |
| What does the customer need to be told? | E.G. Recommend changing access code |
| Does the company need to obtain any payment for missing items? | |
| Signed | For Employer |
| Signed | By Employee |
| Date | |



SAFE WORKING PRACTICE

RISK ASSESSMENT

General Lifting Techniques

RISKS IDENTIFIED

Back strain, Muscle strain, Hand/Limb Injuries

LEGISLATION

Manual Handling Operations Regulations 1992

AT RISK

All staff

On occasions it will be necessary for employees to lift packages or objects and to perform other incidental manual handling tasks. The most common cause of back strain and other lifting related injuries is not the weight of the object, but incorrect lifting methods. No attempt should be made to lift a load that is too heavy or difficult you must seek assistance or reduce the weight of the load.

1. Rules for lifting are:

- Keep the body upright
- Distribute your weight evenly and allow your feet to adjust for movement
- Avoid bending and twisting on rigid legs
- Distribute stress evenly throughout the body
- Hold the load close to your body as possible
- Use any lifting devices that may be available
- If lifting with colleagues lift in unison
- When lifting items from ground level, bend your knees and look up when commencing the lift

2. Remember:

- Do not attempt to lift a load that may be too heavy or difficult and causes any feeling of strain
- Do not stand holding a heavy load
- Do not change grip whilst carrying. Put the load down first
- Carrying a load under the arm, using the hip to support the load can cause strain
- Slippery floors are dangerous, especially on stairs and steps
- Releasing a load is as potentially dangerous as picking up loads, so care must be taken
- Do not lift and twist when lowering a load, guide it down

3. Always consider:

- The weight of the load
- The condition of the floor
- The headroom available
- The distance to be carried

SIGNATURE.....

DATE.....



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050

F: +44 (0) 845 500 6051

24H: +44 (0) 70500 75000

E: info@lgsfm.com

W: www.lgsfm.com

EQUIPMENT ISSUE

I _____ understand that if I am issued with any equipment, it is my responsibility to ensure the following:

- 1 That it is in good working order
- 2 That it is kept safe at all times
- 3 If it is damaged or lost whilst in my care, I will bear the cost of replacement or repair
- 4 I will only pass the equipment on to another employee of LGS Facilities Management Ltd, and obtain signed, dated, and timed evidence of the transfer

SIGNED _____

DATE _____



LGS QC Form 75

LGS FM • Suite 114 • 41 Oxford St • Royal Leamington Spa • Warwickshire • CV32 4RA • Facsimile 0845 500 6051

Approved By MAK 10/02/08



LGS Facilities Management Ltd • Registered Office in England • Company Registration Number: 06120233

Opening Hours: 9am to 5pm • Monday to Friday • 24Hr 0845 500 6050
www.lgsfm.co.uk

Expense Claim Form



Employee Name _____

[illegible]

Employee Signature

Authorised By

Total Expenses

Less Advance Received

Total Reimbursable

Date Paid

Cheque Number

| | | |
|----------------------------|------------------------|----------------------|
| Date Complaint Received | Complaint Recorded By: | Method of Receipt |
| Unique Reference No. Given | Name of Complainant: | Position or Title |
| Site Name | Site Address | Site Contact Numbers |
| Site Managers Name | | Tel: |
| | | Fax |

Details of Complaint

| |
|--|
| DETAIL NATURE OF COMPLAINT (Date, Time, Place, Witnesses Etc) |
| Attach any supporting statements, evidence etc to this form |

| | | |
|--|--|---------------------------------|
| LGS representative responsible for investigation. | Date investigation to be completed by: | Signature of Investigator |
| Results of Investigation | | |
| COMPLAINT JUSTIFIED: YES NO | | |
| Root Cause Identified As: | | |
| If you are not able to close down complaint satisfactorily Pass it on to Head office immediately | | |
| Passed to | | Date: |
| Corrective Action Implemented to Prevent Reoccurrence | | |
| Authorised By: | | Date: |
| Directors Signature | Date of Signature | Date Complaint Closed Down |
| | | Date Corrective Action Reviewed |

Once completed please return to LGS Facilities Management Ltd Office via your Area Manager or alternatively via Fax: 0845 500 6051



WEEKLY ACTIVITY REPORT

NAME

| DAY | DATE | ACTIVITY |
|-----------|------|----------|
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |
| Sunday | | |



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050

F: +44 (0) 845 500 6051

24H: +44 (0) 70500 75000

E: info@lgsfm.com

W: www.lgsfm.com

LGS FM Policy Documents

APPROVED AND AUTHORISED FOR ISSUE

SIGNED:

A handwritten signature in black ink, appearing to read 'Mike Smith', written over a horizontal line.

DATE:

10th February 2010

This document has been prepared to meet the requirements of ISO 9001:2000



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050
F: +44 (0) 845 500 6051
24H: +44 (0) 70500 75000
E: info@lgsfm.com
W: www.lgsfm.com

Mission Statement

Our mission statement is reflective of the commitment we will give to you the customer, and our employees, in achieving the highest standard of service throughout our organisation.

“Our aim is to become the industry leader in the supply of Professional Security Personnel.

We strive to achieve this through a committed programme of investment

in people and technology focused on delivering service excellence”

Method Statement

Our commitment to quality systems is the driving force behind our service delivery. As an intrinsic part of our business culture, our quality system is measured both internally and externally, providing you, the customer, with a service that is continually being appraised and where possible, improved.

We have implemented management tools, designed to meet your requirements whilst at the same time, measure our overall performance in all areas of our service provision.

This statement is approved by the Directors and is supported by all levels of management within LGS Facilities Management Ltd.

▪ Signed

A handwritten signature in black ink, appearing to read 'Malik Adam Khan', with a long horizontal line extending from the end of the signature.

Print Name Malik Adam Khan

• Date 10th February 2010

• Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050
F: +44 (0) 845 500 6051
24H: +44 (0) 70500 75000
E: info@lgsfm.com
W: www.lgsfm.com

Quality Policy

The Management of **LGS Facilities Management Ltd** are committed to the provision of a product and service that complies in all respects with the requirements contained in a contract or customers' purchase order.

The Company will give careful attention to customer needs, including on-time services, competitive prices, service quality and continual quality improvement.

This is endorsed by the provision of a documented quality system, subject to internal and external audit at regular intervals. ...

All policies and procedures have been structured to meet the requirements of ISO 9001: 2000. Each member of staff is aware of the Company's commitment to quality, and is required to observe our quality requirements at all times.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

A handwritten signature in black ink, appearing to read 'Mike Smith', with a horizontal line underneath it.

- Date 10th February 2010
- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



Equal Opportunities

The Disabled Person (employment) Acts 1944 and 1958

LGS recognises these Acts and in accordance with them aims to ensure that no disabled applicants will be barred from selection on the grounds of disability unless arrangements for working with, or around, disability cannot be reasonably made.

The Company aims to provide or adapt premises and equipment, where reasonable, in order to meet this objective. Training is given to all Managers in Disability Awareness and the review of the policies is regularly undertaken to improve and extend employment for people with disabilities.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

A handwritten signature in black ink, appearing to read 'Mike Hammonds', with a long horizontal line underneath.

- Date 10th February 2010
- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050
F: +44 (0) 845 500 6051
24H: +44 (0) 70500 75000
E: info@lgsfm.com
W: www.lgsfm.com

Racial Policy

Race Relations Act 1976

The Management of *LGS*, in accordance with the above Act, oppose all forms of discrimination on grounds of colour, race, nationality, ethnic or natural origin, or religious belief.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

A handwritten signature in black ink, appearing to read 'Mike Smith', with a horizontal line underneath it.

- Date 10th February 2010

- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



Health & Safety Policy

It is the policy of *LGS Facilities Management Ltd* to seek to provide safe and healthy working conditions, to encourage safe working methods and to enlist the active support of all personnel employed in achieving these ends.

The Company will safeguard the health, safety and welfare of employees and those who's work is controlled by the Company and will bring to the notice of all employees the safety policies of both the Company and the Client and arrangement made for their health and safety at work. The Company will provide the necessary information, training and supervision for safe working practices and the need to work safely. The Company will show regard for health and safety of those not employed by the Company, but who may be affected by its' operations.

The Management is responsible for instigating, monitoring and reporting on safety arrangements. The Company expects every employee to take reasonable care of the health and safety of him/her and other persons who may be affected by their acts or omissions. The Company expects every employee to co-operate with management in achieving safe working conditions and in complying with all relevant statutory provisions relating too health and safety at work.

It is the responsibility of every employee to ensure the health and safety of themselves and others by becoming familiar with the contents of this Policy, by wearing and using safety clothing and equipment provided and by conforming to both verbal and written instructions concerning health and safety. In addition employees shall report all accidents, whether persons are injured or not and shall report all hazards, potential hazards or persons creating hazards. Employees shall co-operate with the Company, in seeing that regulations are observed, and where possible, make suggestions for their improvement.

The Company accepts the responsibility, where appropriate, for ensuring that all fire precautionary measures are taken in premises occupied by them for the maintenance of free access to emergency escape routes. The Company accepts responsibility for the control of contractors working on behalf of the Company and for the safety of other persons who come into direct contact with the Company's operations. The Company also accepts responsibility for contractors and visitors whilst on the Company premises.



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050
F: +44 (0) 845 500 6051
24H: +44 (0) 70500 75000
E: info@lgsfm.com
W: www.lgsfm.com

Sex Discrimination Policy

(The Sex Discrimination Act 1976)

The Management of LGS Facilities Management Ltd in accordance with the above Act oppose all forms of discrimination on the grounds of sex. All new and existing employees have a personal responsibility for undertaking the duties of their job in a way that promotes this policy and does not conflict with its aims and objectives.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

A handwritten signature in black ink, appearing to read 'Mike [unclear]', written over a horizontal line.

- Date 10th February 2010
- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



Environmental Policy

The Company policy for the environment is that its activities shall not impart harm or damage to the environment by way or using materials or energy that may have been produced in a wasteful manner. Neither shall LGS dispose of waste materials in a manner that would cause harm to the environment.

To this end, the Company's actions in observing the policy will ensure that it:

- is relevant to its activities, products and services, and their environmental effects.
- is understood, implemented and maintained at all levels in the organisation.
- ensures a commitment to continual improvement of environmental performance.
- provides for the setting and publication of environmental objectives.

LGS is very concerned about the environment and the continuing global abuse, which it receives. Therefore, the Company will do all within its power to maximise control over the projects with which it is involved.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

A handwritten signature in black ink, appearing to read 'Mike Ham', with a horizontal line underneath it.

- Date 10th February 2010

- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd



Data Protection

Data Protection Act 1984

The Management of LGS are committed to meeting the provisions of the above Act.
In this respect the company shall;

- Process data fairly and lawfully.
- Only hold data for specific purposes relevant to the needs of the business and the welfare of persons.
- Not disclose data for a need not compatible with the purpose for which it is held.
- Ensure the data is accurate and up to date.
- Allow individuals to be informed if personal data is held on them.
- Provide access to the data for the individual and where appropriate to have the data corrected or erased.
- Provide appropriate security measures against unauthorised access, alteration or loss or destruction of personal data.

This policy will be reviewed annually should any changes take place to regulation.

- Signed

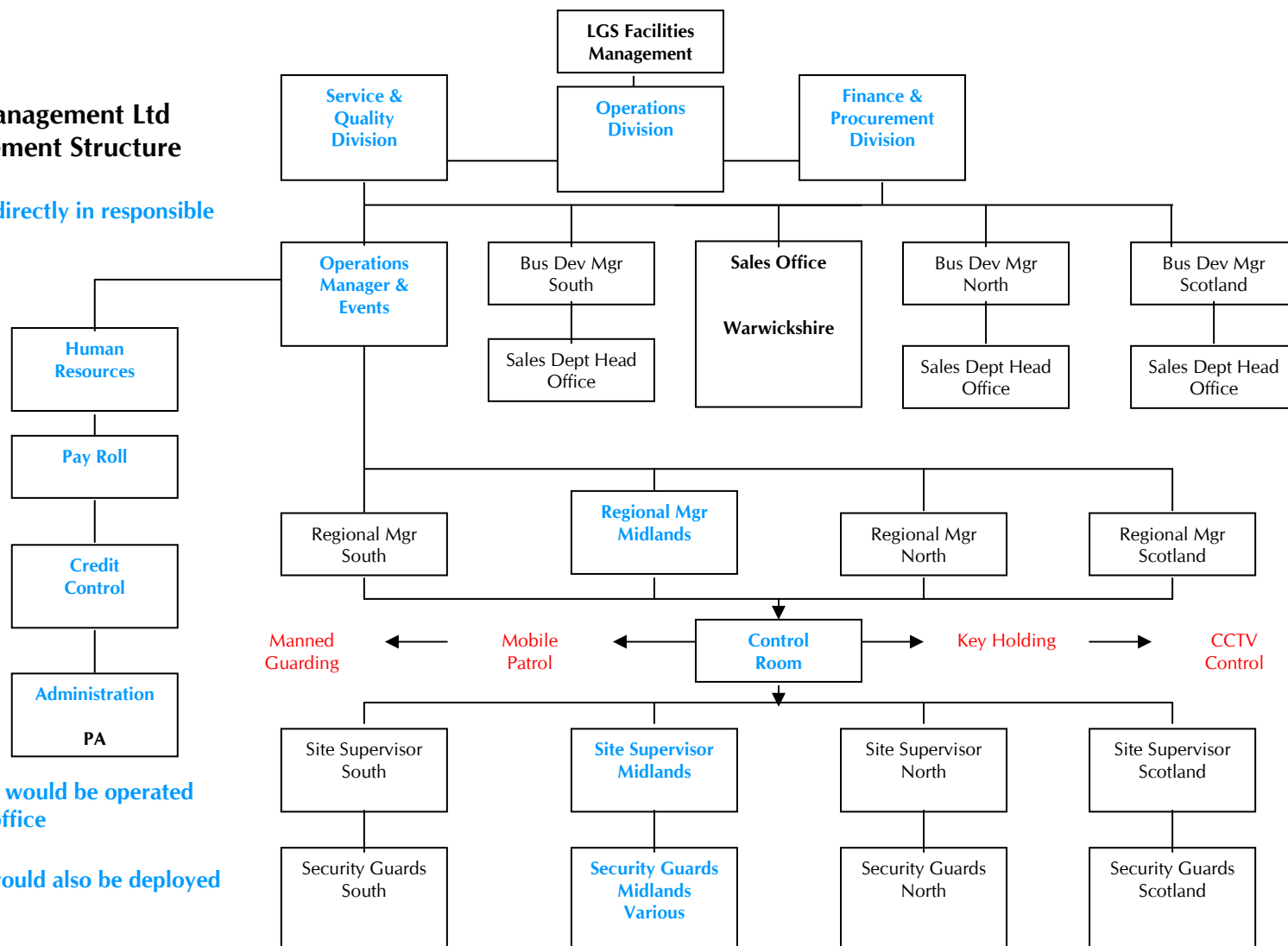
A handwritten signature in black ink, appearing to read 'Mike Stanbury', with a horizontal line underneath.

- Date 10th February 2010
- Review Date 10th February 2011

For and behalf of LGS Facilities Management Ltd

LGS Facilities Management Ltd Company Management Structure

*Marked in blue are directly in responsible
for The Client



*All Client account(s) would be operated
From our registered office

*Support resources would also be deployed
From these offices



LGS Facilities Management Ltd

Suite 114
41 Oxford St
Royal Leamington Spa
Warwickshire, CV32 4RA

T: +44 (0) 845 500 6050
F: +44 (0) 845 500 6051
24H: +44 (0) 70500 75000
E: info@lgsfm.com
W: www.lgsfm.com

SITE SURVEY REPORT

| | |
|--------------------|--|
| CLIENT NAME | |
| ASSIGNMENT ADDRESS | |
| NATURE OF BUSINESS | |
| CLIENT CONTACT | |
| TELEPHONE NUMBER | |

| | |
|------------------|--|
| NAME OF SURVEYOR | |
| DATE OF SURVEY | |



LGS QC Form 18

LGS FM • Suite 114 • 41 Oxford St • Royal Leamington Spa • Warwickshire • CV32 4RA • Facsimile 0845 500 6051

Approved By MAK 01/02/08



LGS Facilities Management Ltd • Registered Office in England • Company Registration Number: 06120233

Opening Hours: 9am to 5pm • Monday to Friday • 24Hr 0845 500 6050
www.lgsfm.co.uk

1. GENERAL OBSERVATIONS

| | | |
|-----------------|---|---|
| Area - | Rural Suburban Inner City Commercial Industrial | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Access Routes - | A Roads Motorways Railways Rivers, etc Approach Roads | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Boundaries - | Walls Fences Hedgerows Other | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Buildings - | Brick Concrete Timber Metal | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| | | <div>Windows -</div> <div>Timber UPVC Metal Other</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> |
| | | <div>Access -</div> <div>Doors Shutters Grills Other</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> |

External Lighting - Good ☐ Poor ☐ Nil ☐

Comments:

Parking Areas:

Storage Areas:

General Comments:

2. CLIENT / SERVICE INFORMATION

Duty Coverage

| DAY | No STAFF | Days – Start/Finish | Nights – Start/Finish |
|-----------|----------|---------------------|-----------------------|
| Monday | | | |
| Tuesday | | | |
| Wednesday | | | |
| Thursday | | | |
| Friday | | | |
| Saturday | | | |
| Sunday | | | |

| |
|-------------------|
| Further Comments: |
|-------------------|

Telephone Numbers -

| | |
|------------|--|
| Guard Base | |
| Client | |

Client Main Contact -

| | |
|--------------|--|
| Name | |
| Position | |
| Telephone No | |

Other Client Contacts -

| NAME | POSITION | TELEPHONE |
|------|----------|-----------|
| | | |
| | | |
| | | |

Client Hours of Work:

| Day | Start | Finish | Comment |
|---------------|-------|--------|---------|
| Monday | | | |
| Tuesday | | | |
| Wednesday | | | |
| Thursday | | | |
| Friday | | | |
| Saturday | | | |
| Sunday | | | |

3. FACILITIES

Security Base -

| | |
|----------|--|
| Type | |
| Location | |

Facilities -

| | |
|-------------|--|
| Heat | |
| Light | |
| Water | |
| Toilet | |
| Telephone | |
| Table/Chair | |

Comments:

4. SECURITY / PATROLLING PROCEDURES

Patrolling - Patrols Required Yes ☐ No ☐

Frequency:

Specific Patrol Requirements:

Clock Patrol System

| No | Position of Points | Detail |
|----|--------------------|--------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |

Regular Duties:

CCTV Systems -

Yes

☐

No

☐

Comments:

Alarm Systems -

Yes

☐

No

☐

Comments:

Computers & Computer Suites:

Safes & Strong Rooms:

Plant Rooms, Boilers, Generators:

Keys & Key Cabinets:

Search Policy:

Property – Lost & Found:

Deliveries – Goods & Postal:

Lifts

| | |
|-----------------|--|
| Locations | |
| Types | |
| Persons Trapped | |

Standing Orders:

5.FIRE

Fire Alarm System:

Yes

☐

No

☐

Comments:

Specific Fire Hazards:

| TYPE | AREA |
|------|------|
| | |
| | |
| | |
| | |

Location of Mains Services:

| | |
|----------|--|
| Electric | |
| Water | |
| Gas | |
| Hydrants | |

6. EMERGENCIES

Client Contacts:

| | Name | Position | Telephone |
|---|------|----------|-----------|
| 1 | | | |
| 2 | | | |
| 3 | | | |

Customer Specific Emergencies:

7. COMMUNICATIONS

Tele: contact - Check Calls:

| | |
|-----------|--|
| Frequency | |
| At | |

Use of Client Telephones:

Radios:

Other:

8.HEALTH & SAFETY

Security Officer’s Equipment:

Special Uniform Requirements:

First Aid:

Health & Safety Contact on Site:

| |
|----------------------|
| Hazardous Substances |
| Other Risks: |
| |

8. DOCUMENTATION

| Records to be Completed | Detail |
|-------------------------|--------|
| LGS FM Occurrence Book | |
| Visitors Pass Record | |
| Contractors Log | |
| Vehicle Log | |
| Search Register | |
| Key Register | |
| Lost & Found Book | |

9. SITE PLAN

10. FURTHER INFORMATION



LGS Facilities Management Ltd

SERVICE AGREEMENT

KEYHOLDING & ALARM RESPONSE SERVICE AGREEMENT

DATE:

PARTIES:

- (a) LGS Facilities Management Ltd, Suite 114, 41 Oxford St, Royal Leamington, CV32 4RA ("The Company") and
- (b) The person, firm or company whose name and address is set out in Schedule 1 ("The Customer")

SCHEDULE 1 - THE CUSTOMER

Name & address: _____

SCHEDULE 2 - THE PREMISES

Address: _____

SCHEDULE 3 - THE COMMENCEMENT DATE

The service will commence on: _____

SCHEDULE 4 – DESCRIPTION OF THE SERVICE

If the Alarm System operates and the Police, Fire or other emergency services are called out by the Company to attend then: -

- (a) An Emergency Response Officer will attend the Premises. The Emergency Response Officer will first check for signs of a break-in.
- (b) If the Emergency Response Officer does not see any sign of a break-in he will open the Premises in the presence of the Police or if and when available an Alarm Engineer and/or a second Emergency Response Officer.
- (c) If the Emergency Response Officer sees a sign of a break-in he will open the Premises only in the presence of the Police.
- (d) The Emergency Response Officer will endeavor to stop any alarm bell from continuing to ring.
- (e) If the Alarm System appears to the Emergency Response Officer to be satisfactory he will try to reset it. Otherwise he will inform the Alarm Company and will remain at or from time to time patrol the Premises until the Alarm System is reset or until the following 0700 hours whichever is the sooner.

SCHEDULE 5 - PAYMENTS BY THE CUSTOMER

1. Keyholding Charge:

£00.00

Per annum

2. Call-out Charge:

£00.00

Per callout

3. Hourly Charge commencing from arrival at the Premises:

£00.00

Per hour or
Part thereof

SECTION

1

DEFINITIONS

In this Agreement the following expressions have the meanings given to them below: -

- | | | |
|-----|----------------------------|--|
| (a) | Agreement | The quotation together with these terms and conditions accepted by the Customer. |
| (b) | Premises | The Premises the address of which is set out in Schedule 2. |
| (c) | Commencement Date | The date on which the Customer hands over the keys as set out in Schedule 3. |
| (d) | The Service | The keyholding service to be performed by the Company as set out in Schedule 4. |
| (e) | Standard Agreement | An agreement for a minimum period of one year from the Commencement Date and continuing thereafter unless and until terminated by three month's notice given in writing by either party to the other expiring at the end of the first year or at any time thereafter |
| (f) | Temporary Agreement | An agreement from the Commencement Date and continuing unless and until terminated by at least 24 hours notice given in writing by either party to the other. |
| (g) | Contents | The property of the Customer or for which the Customer is responsible contained in or situated on the Premises. |
| (h) | The Keys | The keys of the Premises handed over by the Customer to the Company. |
| (i) | Alarm System | The Alarm System installed at the Premises. |
| (j) | Alarm Company | The company which maintains the Alarm System. |
| (k) | Alarm Engineer | The engineer employed by the Alarm Company to maintain the Alarm System. |
| (l) | Call-Out | The attendance at the Premises of a Emergency Response Officer after the Company has called out the Police, Fire or other emergency service following operation of the Alarm System during weekday nights being between 1900 hours and 0700 hours Mondays to Thursdays inclusive, during weekends being between 1900 hours Fridays and 0700 hours Mondays inclusive and during bank and public holidays. |
| (m) | Service Charges | The charges due for the Service as set out in-Schedule 5. |
| (n) | Security Officers | Those of the Company's employees or agents or employees of such agents as the case may be used by the Company to provide the Service. |

SECTION

2

THE COMPANY'S SERVICES

The Company:

- (a) will hold the Keys and will carry out the Service.
- (b) shall not be required to provide any service in addition to the Service or do or perform any duties of a strike breaking nature in the event of a strike on the Premises.
- (c) shall return the Keys to the Customer on the termination of this Agreement

SECTION

3

THE CUSTOMER'S OBLIGATIONS

The Customer:

- (a) Shall notify the Company of any structural alterations to the Premises or any alteration to its doors or locks or of any modification affecting any burglar, fire or other alarm system installed in the Premises.
- (b) Accepts that the Company will suffer loss if any employee of the Company on work on the Customer's behalf, accepts an offer of employment in any security capacity with the Customer either during or within six months of the termination of this Agreement. If an employee of the Company accepts an offer of employment in such circumstances, the Customer agrees to pay the Company on demand by way of liquidated damages, and not by way of penalty, the sum equivalent to twice the monthly charge payable under this Agreement. The provisions of this clause shall survive and continue in full force and effect notwithstanding the termination of this Agreement for any reason whatsoever.
- (c) Shall notify the Company of any act of dishonesty or default in the performance of the Service by any Security Officer immediately the Customer has knowledge thereof.
- (d) hereby indemnifies and holds harmless the Company from and against all liability, loss, damage, penalties, costs, claims and expenses suffered or incurred by the Company arising from any death or injury to any Security Officer where such death or injury results from the negligence of the Customer, his employees, agents or licensees or from breach by the Customer of his statutory duty under the Occupiers Liability Act 1957.

SECTION

4

PAYMENT

- (a) The Customer shall pay to the Company the Service Charges together with value added tax at the rate in force at the date of the invoice.
- (b) The Keyholding charge shall be payable on the Commencement Date and subsequent charges shall be payable within 7 days of date of invoice.
- (c) All other charges in Schedule 5 shall be payable within 7 days of date of invoice.
- (d) The Company will render an account to the Customer within 30 days of the end of each month in respect of all sums due to it by the Customer.

SECTION

5

THE COMPANY'S LIABILITY

The Company has no special knowledge of the nature and value of the contents of the Premises for which the Service is required, or the risks to which the Premises or their contents will be or may be from time to time exposed. The potential loss or damage which the Customer might suffer is likely to be disproportionate to the sums that can reasonably be charged by the Company under agreements of this nature. As the Customer knows or should know the extent of such potential loss or damage and is therefore in the best position to do so it should insure against all likely risks. Accordingly the Company limits its liability to the Customer as set out in this clause which specifies the entire liability of the Company including liability for negligence. The provisions of this clause do not affect the Customer's statutory rights where the Customer deals as a consumer.

- (a) The Company accepts liability
 - (i) For death or personal injury resulting from negligence of the Company or its Emergency Response Officer acting in the course of their employment or engagement as case may be.
 - (ii) up to the sum of £100,000 for direct physical damage to the Premises or their Contents to the extent to which such damage or loss is caused by the negligence of the Company or its Emergency Response Officers whilst working on the Premises in the course of their employment or engagement as case may be.
- (b) The Customer is required to notify the Company of any claim in (a) above as soon as reasonably possible and in any event within three months of the act, omission or occurrence giving rise to the alleged damage or loss except that any claim under (a) (ii) above shall be notified to the Company within thirty days of the Customer suffering any alleged damage or loss.
- (c) Except as provided in (a) above the Company shall have no liability in any circumstances whatsoever whether in contract, tort (including negligence), or otherwise for any loss, damage or injury suffered by the Customer where such loss, damage or injury arises directly or indirectly from or is consequential or contingent upon:-
 - (i) any misrepresentation made by or on behalf of the Company;
 - (ii) any breach by the Company of any expenses or implied terms of this Agreement;
 - (iii) Any negligent act or omission on the part of the Company or one or more of its Emergency Response Officers acting in the course of his or their employment or engagement as case may be.
- (d) The Company shall have no liability in any circumstances whatsoever whether in contract, tort (including negligence) or otherwise and whether caused directly or indirectly for financial loss or loss of profits contracts business anticipated savings use or goodwill.
- (e) Except in the circumstances described in (a) (i) above when no limit will apply and (a) (ii) above when the limitation therein described shall prevail, the Company's liability whether in contract, tort (including negligence) or otherwise will in no circumstances whatsoever exceed for each claim the aggregate of £5,000 inclusive of all costs and expenses in respect of any one or more event or events occurring or arising in any consecutive period of twelve months and shall be wholly excluded if the Customer is in breach of 3 (c).
- (f) Save as provided in clause (g) below for the purposes of any exclusion or limitation of liability contained in this Part 5 of this Agreement the Company is or shall be deemed to be contracting both on its own behalf and also as agent for and/or trustee of any employee used by the Company to perform the Service and such employee shall to this extent be or be deemed to be in contractual relationship with the Customer and to be entitled to the benefit of any exclusion or limitation of liability as aforesaid.
- (g) Under no circumstances whatsoever shall the Company have any liability for any deliberately wrongful act, default or omission by any Emergency Response Officer of the Company acting in the course of his employment or engagement as case may be unless such act, default or omission could have been avoided by the exercise of due care and diligence on the part of the Company as employer or principal as case may be.

GENERAL

- (a) If any payment shall be more than one month in arrears the Company shall have the right by notice in writing to the Customer to withdraw forthwith the Service until payment in full of all such arrears and interest has been made. Time for payment shall be of the essence of this Agreement.
- (b) If either party shall commit any breach of this Agreement then the other may by seven days' notice in writing for a Standard Agreement and by 24 hours' notice in writing for a Temporary Agreement terminate this Agreement. The right of termination shall be in addition to the Company's rights under (a) above and shall be without prejudice to its right to recover any sum due from the Customer.
- (c) Without prejudice to any other right or remedy available to the Company whether under this Agreement or at law the Company reserves the right to charge interest on any sum due to the Company and not paid on the due date at the rate of 4% per annum above the Bank of England base rate from time to time compounded monthly on all amounts overdue until payment thereof such interest to run from day to day and to accrue after as well as before any judgment.
- (d) The Customer, subject to the payment to the Company of any arrears of any Service Charges and any other payments due under the Agreement to the expiry of this Agreement, and the Company shall be entitled to terminate this Agreement by the notice in writing provided in Part 1 (e) above for a Standard Agreement and (f) for a Temporary Agreement. Termination of this Agreement for any reason whatsoever shall be without prejudice to the rights of each party accrued as at the date of termination.
- (e) The Company may increase the Service Charges at any time after 12 months from the Commencement Date by giving notice in writing to the Customer stating the new Service Charges and the date (not being earlier than the date of the notice) on or after which the new Service Charges shall become effective. The Customer may within 14 days after the service of any notice of the new Service Charges give three months' notice in writing to the Company terminating this Agreement. If the Customer shall give such notice of termination the new Service Charges shall not be effective.
- (f) The Company may assign all or any of its rights under this Agreement and perform any of its obligations through sub-contractors. The Company may not assign its obligations without the prior written consent of the Customer not to be unreasonably withheld.
- (g) This Agreement is personal to the Customer and may not be assigned or otherwise transferred by the Customer.
- (h) This Agreement shall forthwith terminate without prejudice to any rights which the Company may have against the Customer if the Customer shall become bankrupt or have a Receiver appointed in respect of the whole or any substantial part of its assets or compounds with its creditors or enters into liquidation.
- (i) Any failure by the Company to perform any of its obligations by reason of any cause beyond the control of the Company, including without limitation, strikes, lockouts, other labour disputes, weather conditions, fire, flood, lightning, traffic congestion, mechanical breakdown, obstruction of any public or private roads or highway, shall not be deemed to be a breach of this Agreement.
- (j)
 - (i) This Agreement and the documents referred to in this Agreement contain the whole agreement between the parties relating to the transactions contemplated by this Agreement and hereby terminate and supersede all previous agreements between the parties relating to these transactions but without prejudice to the rights of the parties existing at the date of such termination. All implied and collateral terms, conditions and warranties are hereby excluded to the fullest extent permissible at law.
 - (ii) The Customer acknowledges that in agreeing to enter into this Agreement it has not relied on any representation, warranty or other assurance except those set out in this Agreement or any other document referred to in this Agreement.
- (k) No waiver of any breach of any provision of this Agreement shall be held to be a waiver of any other or subsequent breach and the failure of a party to enforce at any time any provision hereof shall not be deemed a waiver of any right of such party subsequently to enforce such provisions or any other provision hereof.
- (l) In the event that any provision or any portion of any provision of this Agreement shall be held invalid, illegal or unenforceable under applicable law, the remainder of this Agreement shall remain valid and enforceable.
- (m) Any notice required to be given hereunder shall be sufficiently given if properly addressed and sent by post to, in the case of the Company, its registered office and, in the case of the Customer, its last known address and shall be deemed to have been properly served at the time when in the ordinary course of transmission it would reach its destination.

ACCEPTANCE BY THE CUSTOMER

I / We the Customer accept this agreement in respect of Keyholding services at the Premises subject to the enclosed Terms and Conditions above which I / We have read and which I / We understand.

Signed by: _____ duly authorised to sign on and behalf of the Customer

Print Name: _____ Position held: _____

Date: _____

Invoices & Statements to:

| |
|-------|
| _____ |
| _____ |
| _____ |
| _____ |

WITNESS –

Signature: _____

Address: _____

Signature: _____

Address: _____

MOBILE PATROL SERVICES



LGS Facilities Management Ltd

SERVICE AGREEMENT

MOBILE PATROL SERVICES

DATE:

PARTIES:

- (a) LGS Facilities Management Ltd, Suite 114, 41 Oxford St, Royal Leamington, CV32 4RA ("The Company") and
- (b) The person, firm or company whose name and address is set out in Schedule 1 ("The Customer")

SCHEDULE 1 - THE CUSTOMER

Name & address: _____

SCHEDULE 2 - THE PREMISES

Address: _____

SCHEDULE 3 - THE COMMENCEMENT DATE

The service will commence on: _____

SCHEDULE 4 - DESCRIPTION OF THE SERVICE

SCHEDULE 5 - PAYMENTS BY THE CUSTOMER

1. Visit Charge:

£ _____ per visit

Note: On bank and public holidays double time charges will be applied.

2. Weekly Charge:

£ _____ per week

3. Monthly Charge

£ _____ per month

SECTION

1

DEFINITIONS

In this Agreement the following expressions have the meanings given to them below

- (a) **Agreement** the quotation together with these terms and conditions accepted by the Customer.
- (b) **Premises** the Premises the address of which is set out in Schedule 2.
- (c) **Commencement Date** the date set out in Schedule 3.
- (d) **The Service** The Mobile Patrol service to be performed by the Company as set out in Schedule 4.
- (e) **Standard Agreement** An agreement for a minimum period of one year from the Commencement Date and continuing thereafter unless and until terminated by three months' notice given in writing by either party to the other expiring at the end of the first year or at any time thereafter.
- (f) **Temporary Agreement** An agreement from the Commencement Date and continuing unless and until terminated by at least 24 hours notice given in writing by either party to the other.
- (g) **Contents** the property of the Customer or for which the Customer is responsible contained in or situate on the Premises.
- (h) **Service Charges** the charges due for the Service as set out in Schedule 5.
- (i) **Security Officers** those of the Company's employees or agents or employees of such agents as the case may be used by the Company to provide the Service.

SECTION

2

THE COMPANY'S SERVICES

The Company:

- (a) Will carry out the Service.
- (b) Shall not be required to provide any service in addition to the Service or do or perform any duties of a strike breaking nature in the event of a strike on the Premises.
- (c) Shall return to the Customer on the termination of this Agreement any keys of the Customer held by the Company.

SECTION

3

THE CUSTOMER'S OBLIGATIONS

The Customer:

- (a) shall notify the Company of any structural alterations to the Premises or any alteration to its doors or locks or of any modification affecting any burglar, fire or other alarm system installed in the Premises.
- (b) Accepts that the Company will suffer loss if any employee of the Company on work on the Customer's behalf, accepts an offer of employment in any security capacity with the Customer either during or within six months of the termination of this Agreement. If an employee of the Company accepts an offer of employment in such circumstances, the Customer agrees to pay the Company on demand by way of liquidated damages, and not by way of penalty, the sum equivalent to twice the monthly charge payable under this Agreement. The provisions of this clause shall survive and continue in full force and effect notwithstanding the termination of this Agreement for any reason whatsoever.
- (c) shall notify the Company of any act of dishonesty or default in the performance of the Service by any Security Officer immediately the Customer has knowledge thereof.
- (d) hereby indemnifies and holds harmless the Company from and against all liability, loss, damage, penalties, costs, claims and expenses suffered or incurred by the Company arising from any death or injury to any Security Officer where such death or injury results from the negligence of the Customer, his employees, agents or licensees or from breach by the Customer of his statutory duty under the Occupiers Liability Act 1957.
- (e) shall provide for the Security Officers access to and egress from the Premises as necessary in order for the Security Officers to carry out the Service.

SECTION

4

PAYMENT

- (a) The Customer shall pay to the Company the Service Charges together with value added tax at the rate in force at the date of the invoice.
- (b) The first monthly charge or a proportionate part thereof shall be payable on the Commencement Date and subsequent monthly charges shall be payable within 7 days of date of invoice.
- (c) The weekly charge shall be payable within 7 days of date of invoice.
- (d) The visit charge shall be payable within 7 days of date of invoice.
- (e) The Company will render an account to the Customer within 30 days of the end of each month in respect of all sums due to it by the Customer.

SECTION

5

THE COMPANY'S LIABILITY

The Company has no special knowledge of the nature and value of the contents of the Premises for which the Service is required, or the risks to which the Premises or their contents will be or may be from time to time exposed. The potential loss or damage, which the Customer might suffer, is likely to be disproportionate to the sums that can reasonably be charged by the Company under agreements of this nature. As the Customer knows or should know the extent of such potential loss or damage and is therefore in the best position to do so it should insure against all likely risks. Accordingly the Company limits its liability to the Customer as set out in this clause, which specifies the entire liability of the Company including liability for negligence. The provisions of this clause do not affect the Customer's statutory rights where the Customer deals as a consumer.

- (a) The Company accepts liability
 - (i) For death or personal injury resulting from negligence of the Company or its Security Officers acting in the course of their employment or engagement as case may be.
 - (ii) Up to the sum of £250,000 for direct physical damage to the Premises or their Contents to the extent to which such damage or loss is caused by the negligence of the Company or its Security Officers whilst working on the Premises in the course of their employment or engagement as case may be.
- (b) The Customer is required to notify the Company of any claim in (a) above as soon as reasonably possible and in any event within three months of the act. Omission or occurrence giving rise to the alleged damage or loss except that any claim under (a) (ii) above shall be notified to the Company within thirty days of the Customer suffering any alleged damage or loss.
- (c) Except as provided in (a) above the Company shall have no liability in any circumstances whatsoever whether in contract, tort (including negligence) or otherwise for any loss, damage or injury suffered by the Customer where such loss, damage or injury arises directly or indirectly from or is consequential or contingent upon:-
 - (i) any misrepresentation made by or on behalf of the Company;
 - (ii) any breach by the Company of any express or implied terms of this Agreement;
 - (iii) any negligent act or omission on the part of the Company or one or more of its Security Officers acting in the course of his or their employment or engagement as case may be.
- (d) The Company shall have no liability in any circumstances whatsoever whether in contract, tort (including negligence) or otherwise and whether caused directly or indirectly for financial loss or loss of profits contracts business anticipated savings use or goodwill.
- (e) Except in the circumstances described in (a) (i) above when no limit will apply and (a) (ii) above when the limitation therein described shall prevail, the Company's liability whether in contract, tort (including negligence) or otherwise will in no circumstances whatsoever exceed for each claim the aggregate of £10,000 inclusive of all costs and expenses in respect of any one or more event or events occurring or arising in any consecutive period of twelve months and shall be wholly excluded if the Customer is in breach of 3 (c).
- (f) Save as provided in (g) below for the purposes of any exclusion or limitation of liability contained in this Part 5 of this Agreement the Company is or shall be deemed to be contracting both on its own behalf and also as agent for and/or trustee of any employee used by the Company to perform the Service and such employee shall to this extent be or be deemed to be in contractual relationship with the Customer and to be entitled to the benefit of any exclusion or limitation of liability as aforesaid.
- (g) Under no circumstances whatsoever shall the Company have any liability for any deliberately wrongful act. Default or omission by any Security Officer of the Company acting in the course of his employment or engagement as case may be unless such act, default or omission could have been avoided by the exercise of due care and diligence on the part of the Company as employer or principal as case may be.

SECTION

6

GENERAL

- (a) If any payment shall be more than one month in arrears the Company shall have the right by notice in writing to the Customer to withdraw forthwith the Service until payment in full of all such arrears and interest has been made. Time for payment shall be of the essence of this Agreement.
- (b) If either party shall commit any breach of this Agreement then the other may by seven days' notice in writing for a Standard Agreement and by 24 hours' notice in writing for a Temporary Agreement terminate this Agreement. The right of termination shall be in addition to the Company's rights under (a) above and shall be without prejudice to its right to recover any sum due from the Customer.
- (c) Without prejudice to any other right or remedy available to the Company whether under this Agreement or at law the Company reserves the right to charge interest on any sum due to the Company and not paid on the due date at the rate of 4% per annum above the Bank of England base rate from time to time compounded monthly on all amounts overdue until payment thereof such interest to run from day to day and to accrue after as well as before any judgment.
- (d) The Customer, subject to the payment to the Company of any arrears of any Service Charges and any other payments due under the Agreement to the expiry of this Agreement, and the Company shall be entitled to terminate this Agreement by the notice in writing provided in Part 1 (e) above for a Standard Agreement and (f) for a Temporary Agreement. Termination of this Agreement for any reason whatsoever shall be without prejudice to the rights of each party accrued as at the date of termination.
- (e) The Company may increase the Service Charges at any time after 12 months from the Commencement Date by giving notice in writing to the Customer stating the new Service Charges and the date (not being earlier than the date of the notice) on or after which the new Service Charges shall become effective. The Customer may within 14 days after the service of any notice of the new Service Charges give three months' notice in writing to the Company terminating this Agreement. If the Customer shall give such notice of termination the new Service Charges shall not be effective.
- (f) The Company may assign all or any of its rights under this Agreement and perform any of its obligations through sub-contractors. The Company may not assign its obligations without the prior written consent of the Customer not to be unreasonably withheld.
- (g) This Agreement is personal to the Customer and may not be assigned or otherwise transferred by the Customer.
- (h) This Agreement shall forthwith terminate without prejudice to any rights which the Company may have against the Customer if the Customer shall become bankrupt or have a Receiver appointed in respect of the whole or any substantial part of its assets or compounds with its creditors or enters into liquidation.
- (i) Any failure by the Company to perform any of its obligations by reason of any cause beyond the control of the Company, including without limitation, strikes, lockouts, other labour disputes, weather conditions, fire, flood, lightning, traffic congestion, mechanical breakdown, obstruction of any public or private roads or highway, shall not be deemed to be a breach of this Agreement.
- (j)
 - (i) This Agreement and the documents referred to in this Agreement contain the whole agreement between the parties relating to the transactions contemplated by this Agreement and hereby terminate and supersede all previous agreements between the parties relating to these transactions but without prejudice to the rights of the parties existing at the date of such termination. All implied and collateral terms, conditions and warranties are hereby excluded to the fullest extent permissible at law.
 - (ii) The Customer acknowledges that in agreeing to enter into this Agreement it has not relied on any representation, warranty or other assurance except those set out in this Agreement or any other document referred to in this Agreement.
- (k) No waiver of any breach of any provision of this Agreement shall be held to be a waiver of any other or subsequent breach and the failure of a party to enforce at any time any provision hereof shall not be deemed a waiver of any right of such party subsequently to enforce such provisions or any other provision hereof.
- (l) In the event that any provision or any portion of any provision of this Agreement shall be held invalid, illegal or unenforceable under applicable law, the remainder of this Agreement shall remain valid and enforceable.
- (m) Any notice required to be given hereunder shall be sufficiently given if properly addressed and sent by post to, in the case of the Company, its registered office and, in the case of the Customer, its last known address and shall be deemed to have been properly served at the time when in the ordinary course of transmission it would reach its destination.

SECTION

7

ACCEPTANCE BY THE CUSTOMER

I / We the Customer accept this agreement in respect of Mobile Patrol services at the Premises subject to the enclosed Terms and Conditions above which I / We have read and which I / We understand.

Signed by: _____ duly authorised to sign on and behalf of the Customer

Print Name: _____ Position held: _____

Date: _____

Invoices & Statements to:

| |
|-------|
| _____ |
| _____ |
| _____ |
| _____ |

WITNESS –

Signature: _____

Address: _____

Signature: _____

Address: _____



LGS Facilities Management Ltd

LGS FACILITIES MANAGEMENT LTD

MASTER AGREEMENT

FOR SECURITY SERVICES

CLIENT:

[

]

- CLIENT ADDRESS INFORMATION -

MASTER AGREEMENT FOR SECURITY SERVICES

1. **AGREEMENT DATE:**]

2. **PARTIES:**

(1) **LGS Facilities Management Ltd (the "Company")**

| | |
|-------------------------|---|
| Registered Office: | LGS FM, Suite 114, 41 Oxford St, Royal Leamington Spa, Warwickshire, CV32 4RA |
| Registered Number: | 06120233 |
| Correspondence Address: | LGS FM, Suite 114, 41 Oxford St, Royal Leamington Spa, Warwickshire, CV32 4RA Tel: 0845 500 6050 Fax: 0845 500 6051 |

(2) **(the "Client")**

| | |
|-------------------------|--|
| Registered Office: | |
| Registered Number: | |
| Correspondence Address: | |

3. **PURPOSE OF THIS MASTER AGREEMENT**

This Master Agreement sets out the terms and conditions, which are to apply to any agreements, entered into between the Company and the Client for the provision of services by the Company to the Client ("**Security Services Agreement**"). Nothing in this Master Agreement shall oblige either party to enter into any Security Services Agreement.

4. **APPLICATION OF TERMS AND CONDITIONS**

- 4.1 The Company and the Client agree that each Security Services Agreement which they enter into after the date of this Master Agreement shall automatically incorporate the terms and conditions set out in the Schedule to this Master Agreement, which terms and conditions shall apply to and govern each Security Services Agreement as if they were set out in full in the Security Services Agreement, except in so far as they are expressly excluded, contradicted or varied by the terms of the Security Services Agreement.
- 4.2 Each Security Services Agreement shall with the terms and conditions set out in the Schedule to this Master Agreement constitute a separate agreement, surviving the expiry or termination of any other Security Services Agreement or this Master Agreement.
- 4.3 The Client acknowledges the terms and conditions set out in the Schedule include provisions, which limit the liability of the Company to the Client. The Company has no detailed knowledge of the nature or value of the contents of the premises where the Services are to be carried out and is not an insurer. The Client does (or should) know the nature or value of the contents of any premises which are the

subject of the Services, and agrees that since the potential loss or damage which the Client might suffer is likely to be disproportionate to the sums that can reasonably be charged by the Company, taking into consideration the opportunity afforded to the Client to negotiate the terms of any limitation, the Client acknowledges that it is fair and reasonable for the Company to limit or exclude its liability. In particular, the Client agrees and acknowledges that the liability exclusions and financial caps set out in the terms and conditions in the Schedule are fair and reasonable.

5. TERMINATION

Either party may terminate this Master Agreement by 30 days notice in writing to the other at any time when there are no Security Services Agreements in force and effect between the parties.

6. GOVERNING LAW

This Master Agreement shall be governed by and construed in accordance with the laws of England and Wales, and the parties hereby submit to the exclusive jurisdiction of the English courts.

7. SIGNATURES

The Company and the Client have entered into this Master Agreement on the Agreement Date stated above.

Signed by a duly authorised representative

For and on behalf of LGS Facilities Management Ltd

Signature:

Name:

Position:

Signed by a duly authorised representative

for and on behalf of the Client

Signature:

Name:

Position:

SCHEDULE

TERM AND CONDITIONS FOR SECURITY SERVICES

1. DEFINITIONS

1.1 In these terms and conditions: -

"**Agreement Term**" means the term of the Security Services Agreement as specified in the Security Services Agreement;

"**Charges**" means the Company's charges for the Services as stated in the Security Services Agreement, together with any charges for additional services agreed by the parties, in each case as varied from time to time in accordance with the terms of the Security Services Agreement;

"**Client**" means the customer specified in the Security Services Agreement;

"**Company**" means LGS Facilities Management Ltd;

"**Security Services Agreement**" means the agreement which incorporates these terms and conditions, and references to the Security Services Agreement shall include references to these terms and conditions;

"**Services**" means the services as described in the Security Services Agreement and in any Services Specification, together with any additional services agreed by the parties from time to time; and

"**Services Specification**" means any document, whether referred to in the Security Services Agreement or otherwise agreed in writing between the parties, which contains a specification of the services to be provided by the Company.

1.2 In the Security Services Agreement the plural includes the singular and vice versa; a reference to any person includes a reference to any individual, partnership or company; a reference to any document includes a reference to any amended, revised or modified version of that document, or any replacement for that document; words and expressions defined in the Companies Act 1985 (as amended) shall bear the meanings assigned to them therein; and the headings are for convenience only and shall be ignored when construing or interpreting the Security Services Agreement.

2. DURATION

2.1 The Security Services Agreement shall be and continue in force and effect for the Agreement Term.

3. SERVICES

3.1 Provision: The Company shall provide the Services and the Client shall accept and pay for the Services, on and subject to the terms of the Security Services Agreement and these terms and conditions.

3.2 Services Specification: Each party shall comply with the Services Specification.

3.3 Instructions: The Company and its officers, employees, agents and contractors shall be entitled to assume that any instructions or information received from the Client or its officers, employees, agents and contractors, are given with the appropriate authority, and are true, complete and accurate.

3.4 Additional Duties: Subject to Clause 3.6, the Client may request reasonable additional one-off or temporary duties related to the Services. If any such duties are in the opinion of the Company to be performed regularly or outside agreed working hours, then they shall be dealt with by way of a variation in accordance with Clause 3.5.

3.5 Variations to the Services: Subject to Clause 3.6, either party may propose reasonable variations or additions to the Services

by notice in writing to the other. The Company shall be entitled to make a reasonable adjustment to the Charges as a result of any proposed variation. The Client and the Company shall negotiate in good faith with a view to agreeing any proposed variations and adjustments to the Charges.

3.6 Excluded Services: The Company and its officers, employees, agents and contractors shall be entitled to refuse to perform any additional services where in their opinion the services are not ones which they are adequately trained or qualified to perform, or are not of a type which they are normally employed to do, or are illegal, immoral or offensive, or are not reasonably related to Services already being provided by the Company, or are of a strike breaking nature.

4. CUSTOMER'S OBLIGATIONS

4.1 Service Information: The Client shall promptly provide the Company on request with all such information which the Company reasonably requires to perform the Services and shall (1) ensure that all information which the Client provides to the Company is true, complete, accurate, and adequate, (2) promptly inform the Company of any changes to any such information, (3) provide any additional information which the Company may require as soon as reasonably possible, and (4) confirm the accuracy of any information held by the Company promptly following any request.

4.2 Access and Facilities: The Client shall provide to the Company on request all reasonable facilities and assistance which the Company reasonably requires to perform the Services, including appropriate rights of access to any premises where the Services are to be performed, and suitable office facilities at any premises where the Services are to be performed (including a telephone and a power supply).

4.3 Acts of Employees: The Client shall promptly notify the Company of any wrongful, negligent, criminal, or dishonest act or omission of any employee of the Company providing the Services of which it becomes aware.

5. CHARGES

5.1 Charges: The Client shall pay to the Company the Charges for the Services.

5.2 Annual Variation: Unless otherwise agreed, the Company may increase the Charges as from each anniversary of the date of commencement of the Agreement Term by notice in writing of such increase given at least 1 month prior to that anniversary date.

5.3 Statutory Changes: Unless otherwise agreed, the Company may increase the Charges by notice in writing to the Client by a reasonable amount to recover any increased costs or expenses suffered or incurred by the Company in providing the Services (including increased wages bills) as a result of any amendment, revocation, replacement or coming into force of any statute, statutory instrument, directive, regulation, order, or other law.

6. PAYMENT

6.1 Payment Terms: The Company shall be entitled to invoice the Client for the Charges and the Client shall pay the Company's invoices in accordance with the payment terms set out or referred to in the Security Services Agreement or as otherwise agreed by the parties.

6.2 Default Payment Terms: In the absence of any other agreed

Signed for and on behalf of LGS Facilities Management Ltd

Signed for and on behalf of the Client

Signature.....
Name.....
Date.....

Signature.....
Name.....
Date.....

payment terms, the Company shall be entitled to invoice the Client for the Charges in respect of any Services provided in a month at any time following the end of that month, and the Client shall pay the Company's invoices within 7 days of receipt.

- 6.3 **Interest:** The Company shall be entitled to charge daily interest (compounded monthly) on any overdue amounts (whether formally demanded or not) at the rate of 5% per year above the base lending rate of National Westminster Bank plc for the time being in force, running from the date when such amounts were due until the date of payment (before as well as after any judgement).
- 6.4 **VAT:** All Charges and other amounts payable under the Security Services Agreement are exclusive of value added tax, and any other applicable sales tax, which shall be payable in addition at the rate ruling from time to time.
- 6.5 **Set Off:** All Charges and other amounts to be paid by the Client under the Security Services Agreement shall be paid in full without deduction or withholding and the Client shall not be entitled to assert any credit, set off, or counterclaim against the Company in order to justify the withholding payment of such amounts in whole or in part.
- 6.6 **Time of Essence:** Payment of the Charges and the time for payment of the Charges under the Security Services Agreement shall be of the essence of the Security Services Agreement.

7. TERMINATION

- 7.1 **Early Termination:** Either party may terminate the Security Services Agreement at any time immediately by notice to the other party if: -
- 7.1.1 **Breach:** the other party commits a material breach of the Security Services Agreement and (if capable of remedy) fails to remedy such breach within 30 days after receipt of notice specifying the breach and requiring the same to be remedied;
- 7.1.2 **Insolvency (Companies):** where the other party is a company, it shall be unable to pay its debts (within the meaning of Section 123 of the Insolvency Act 1986, but as if in that Section the sum of £10,000 was substituted for the sum of £750) or shall be liquidated or wound up, or have a petition for winding up presented against it which is not withdrawn in 30 days, or it shall pass a resolution for voluntary winding up, or if a petition for the appointment of an administrator is presented against it, or if it has a receiver or administrative receiver appointed to the whole or any part of its undertakings of assets, or if it shall convene any meeting of its creditors or make an arrangement or otherwise compound or compromise with its creditors;
- 7.1.3 **Insolvency (Individuals/Partnerships):** where the other party is an individual or partnership, any person comprised in the other party becomes unable to pay his debts (within the meaning of Section 268 of the Insolvency Act 1986) or is subject to an interim order, or commits any act of bankruptcy, or makes a voluntary arrangement with his creditors.
- 7.2 **Overdue Charges:** If any Charges payable by the Client become overdue, and the Client shall not pay such Charges within 21 days after receipt of notice from the Company requesting payment, the Company shall be entitled to terminate the Security Services Agreement immediately by further notice in writing to the Client.
- 7.3 **Effect of Termination:** Except where expressly stated to the

contrary, the rights and obligations of the parties under the Security Services Agreement shall cease immediately upon expiry or termination of the Security Services Agreement. However, expiry or termination shall not affect any accrued rights, obligations or liabilities.

- 7.4 **Return of Property:** On expiry or termination of the Security Services Agreement, the Company will return any keys or other property of the Client which has been provided to it in connection with the Services.
- 7.5 **Services After Termination:** If the Company has any legal obligation or duty to continue providing any of the Services for any period of time after termination of those Services or the Security Services Agreement, the Client shall be liable to continue to accept and pay for those Services in accordance with the terms of the Security Services Agreement.
- 7.6 **Survival of Terms:** The following terms of these terms and conditions shall survive expiry or termination of the Security Services Agreement for whatever reason: Clauses 7, 8 and 9.

8. LIABILITY

- 8.1 **Reasonableness:** The Company has no detailed knowledge of the nature or value of the contents of the premises where the Services are to be carried out and is not an insurer. The Client does (or should) know the nature or value of the contents of any premises which are the subject of the Services, and agrees that since the potential loss or damage which the Client might suffer is likely to be disproportionate to the sums that can reasonably be charged by the Company, taking into consideration the opportunity afforded to the Client to negotiate the terms of any limitation set out in this Clause 8, the Client acknowledges that it is fair and reasonable for the Company to limit or exclude its liability. In particular, the Client agrees and acknowledges that the liability exclusions and financial caps set out in this Clause 8 are fair and reasonable.
- 8.2 **Relevant Liability:** In this Clause 8 "**Relevant Liability**" means the liability of the Company to the Client for or arising out of (1) breach of the Security Services Agreement by the Company, or (2) the negligence or breach of statutory duty of the Company in performing or otherwise arising out of or in connection with the Security Services Agreement, or (3) the acts or omissions (including trespasses, negligence and other torts) of the Company's officers, employees, agents or contractors in the course of performance of or otherwise in any way arising out of or in connection with the Security Services Agreement, or on or in relation to any premises or property the subject of the Services, or (5) any other cause connected in any way with the Security Services Agreement (in each case whether such liability is in contract, tort, statute or otherwise howsoever).
- 8.3 **Limitation:** Subject to Clause 8.7, the Relevant Liability of the Company shall be limited as follows: -
- 8.3.1 **Common Law Negligence:** The liability of the Company to the Client for direct physical damage or loss of any property of the Client, or any property of a third party for which the Client is responsible which is contained in or situated on any premises the subject of the Services, caused by or resulting from breach by the Company of this Agreement, or breach by the Company or any employee of the Company of any common law duty to take reasonable care or exercise reasonable skill or any statutory duty, or any other tort committed by the Company or any employee of the Company shall be limited to £250,000 per event or series of related events.
- 8.3.2 **Other Causes/Loss:** Save in respect of the loss or damage

Signed for and on behalf of LGS Facilities Management Ltd

Signature.....
Name.....
Date.....

Signed for and on behalf of the Client

Signature.....
Name.....
Date.....

referred to in Clause 8.3.1, the Relevant Liability of the Company shall be limited to £50,000 per event or series of related events.

- 8.4 **Excluded Losses:** Notwithstanding any other provision of the Security Services Agreement, the Company excludes and shall in no circumstances have any Relevant Liability for any of the following types of loss, damage, injury or liability: (1) any special, indirect or consequential losses, (2) any loss of bargain, profit, anticipated savings, production, business, revenue, use, contract or goodwill, or (3) any liability of the Client to any other person for any of the types of loss, damage or liability referred to in this Clause.
- 8.5 **Acts of Employees:** Notwithstanding any other provision of the Security Services Agreement, but without prejudice to any liability of the Company for breach of the Security Services Agreement, the Company excludes and shall in no circumstances have any Relevant Liability for any wilful, reckless or deliberate acts or omissions of its employees (including any burglary, theft, arson, or wilful damage by an employee of the Company) in each case in the course of performance of or otherwise in any way arising out of or in connection with the Security Services Agreement, or on or in relation to any premises or property the subject of the Services, unless such act or omission could have been prevented by reasonable supervision by the Company.
- 8.6 **Notification:** Except for liability in respect of personal injury and death, the Company excludes and shall in no circumstances have any Relevant Liability where the Client fails to notify the Company of any claim in respect of such Relevant Liability within 30 days of it becoming aware of the event, incident, circumstance or occurrence which may or does give rise to such Relevant Liability.
- 8.7 **Personal Injury:** Nothing in the Security Services Agreement shall exclude or limit the liability of the Company to the Client for death or personal injury resulting from the negligence of the Company or any officer, employee, agent or contractor of the Company (as negligence is defined in Section 1(1) of the Unfair Contract Terms Act 1977).
- 8.8 **Extension of Benefit:** The Client acknowledges and agrees that the benefit of Clauses 8.1 to 8.7 shall extend to the officers, employees, agents and contractors of the Company and that the benefit of such provisions are held by the Company for itself and as trustee and agent for the officers, employees, agents and contractors of the Company.
- 8.9 **Claims by Third Parties:** The Client shall indemnify the Company from and against the liability of the Company to any person (other than the Client) for any loss, damage, or liability suffered or incurred by that person for or arising out of (1) the negligence or breach of statutory duty of the Company, or (2) the vicarious liability of the Company for the acts or omissions (including trespasses, negligence and other torts) of the Company's officers, employees, agents or contractors, in each case in the course of performance of or otherwise in any way arising out of or in connection with the Security Services Agreement, or on or in relation to any premises or property the subject of the Services (whether such liability is in contract, tort, statute or otherwise) PROVIDED THAT this indemnity shall not extend to (1) any liability of the Company for death or personal injury caused by the negligence of the Company or of its officers, employees, agents or contractors while acting in the course of their employment, or (2) to any liability for loss, damage or liability to the extent that the Company would also be liable to Client for such loss, damage or liability and assuming that the limitations

and exclusions of liability set out in this Clause are valid and enforceable.

- 8.10 **Claims By Employees:** The Client shall indemnify the Company against any liability of the Company for personal injury or death suffered by an employee of the Company caused by any negligence of the Client, or its officers, employees, agents or contractors, or any breach by the Client of any statutory duty owed by the Client under the Occupiers Liability Act 1957, or otherwise occurring in the course of the performance by that employee of any of the Services, except in each case to the extent due to the contributory negligence of that employee.
- 8.11 **Separate Clauses:** Each of the Clauses and sub-clauses of 8.1 to 8.9 shall be construed as a separate and severable contractual term, and if one or more of each of such Clauses is held to be invalid, unlawful or otherwise unenforceable, the other or others of such Clauses shall remain in full force and effect and shall continue to bind the parties.
- 8.12 **Insurance:** The Company will at all times during the Agreement Term effect and maintain insurance in respect of the Company's accepted liability under this Clause 8 in such amounts, with such excess and on such other terms as the Company shall in its sole discretion decide.

9. GENERAL PROVISIONS

- 9.1 **Confidentiality:** Each party shall keep confidential any information of the other party disclosed to it in connection with the Security Services Agreement, and shall only use such information for the purposes of the Security Services Agreement. A party may not disclose such information except in strict confidence to those of its officers, employees, agents and contractors who need to know the same for the purposes of the Security Services Agreement, or to any other person where required by law. These obligations shall not apply to any information which a party can establish is already in or subsequently enters into the public domain otherwise than as a result of unauthorised disclosure by that party. A party shall as soon as practicable on request, return or destroy any confidential information of the other party.
- 9.2 **Force Majeure:** Neither party shall be in breach of the Security Services Agreement or otherwise be liable in respect of any delay in performance, non-performance, or defective performance of any of its obligations under the Security Services Agreement, if such breach, delay, non-performance, or defective performance is caused by or results from any event or circumstance beyond its reasonable control, including act of God, political intervention, war, act of hostile forces, riot, civil disturbance, extensive disruption of public services, fire, flood, drought, accumulation of snow or ice or other adverse weather conditions, failure of power supply, lockout, strike, picket, stoppage or other action by employees of that party or any other person, traffic congestion, mechanical breakdown, obstruction of any premises, road or highway, explosion, fault or failure of plant or machinery, presence of hazards due to defective structure, presence of noxious, toxic or combustible explosive or radioactive substances, any other state of the Client's property or premises rendering them dangerous, defaults of agents or contractors where such default is beyond the reasonable control of the agent or contractor concerned, incompleteness or inaccuracy of any information provided breach of the Security Services Agreement by the other party or any failure of any telecommunications link. Performance of any obligation affected by any such event or circumstance shall be suspended for so long as such event or circumstance continues to affect that obligation.

Signed for and on behalf of LGS Facilities Management Ltd

Signed for and on behalf of the Client

Signature.....
Name.....
Date.....

Signature.....
Name.....
Date.....

- 9.3 **Assignment:** The Security Services Agreement is personal to the Client, and the Client shall not without the prior written consent of the Company assign, transfer, charge, mortgage or otherwise deal in the benefit of the Security Services Agreement, without the prior written consent of the Company. The Company may assign or transfer the benefit of the Security Services Agreement to any person.
- 9.4 **Sub-contracting:** The Company may sub-contract or delegate any of its rights and obligations under the Security Services Agreement to any person or company.
- 9.5 **Entire Agreement:** The Security Services Agreement and the documents referred to in it constitutes the entire agreement between the parties and supersedes any previous agreements between the parties relating to the subject matter of the Security Services Agreement. All terms and conditions of the Client are hereby excluded.
- 9.6 **Warranties:** Each of the parties acknowledges and agrees that in entering into the Security Services Agreement, and the documents referred to in the Security Services Agreement, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) other than as expressly set out in the Security Services Agreement as a warranty, and the only remedy available to a party for breach of any warranty shall be for breach of the contract under the terms of the Security Services Agreement. Nothing in this Clause shall, however, operate to limit or exclude any liability for fraud.
- 9.7 **Variations:** No modification, change, variation or amendment of the Security Services Agreement shall be binding on the parties unless it is recorded in a written document which is signed on behalf of that party by a duly authorised representative of that

party.

- 9.8 **Waiver:** The failure by any party to exercise, or the delay by any party in exercising, any right, power, privilege or remedy provided by the Security Services Agreement or by law shall not constitute a waiver thereof nor of any other right, power, privilege or remedy. No single or partial exercise of any such right, power, privilege or remedy shall preclude any further exercise thereof or the exercise of any other right, power, privilege or remedy.
- 9.9 **Invalid Terms:** If any provision of the Security Services Agreement shall be held to be invalid or unenforceable, it shall be deemed to be severable, and the remainder of the Security Services Agreement shall remain valid and enforceable to the fullest extent permitted by law. In any such case, the parties will negotiate in good faith with a view to agreeing one or more provisions which may be substituted for such invalid or unenforceable provision in order to give effect, so far as practicable, to the spirit of the Security Services Agreement.
- 9.10 **Notices:** Any notice under the Security Services Agreement shall be in writing and sent by hand, first class post or facsimile to the correspondence address of the Company or the Client set out in the Security Services Agreement (or such other address as a party shall notify to the other in accordance with this Clause). Notices shall be deemed to have been received in the case of notice by hand, on delivery, by post, on the second day after the day of posting, and by facsimile, on completion of uninterrupted transmission.
- 9.11 **Governing Law:** The Security Services Agreement shall be governed by and construed in accordance with the laws of England and Wales, and the parties hereby submit to the exclusive jurisdiction of the English court

Signed for and on behalf of LGS Facilities Management Ltd

Signature.....
Name.....
Date.....

Signed for and on behalf of the Client

Signature.....
Name.....
Date.....

SERVICE PERFORMANCE QUESTIONNAIRE



Customer

Date

As a part of our commitment to maintaining the highest quality standards and complying with industry legislation we continue to evaluate our performance and ability to deliver services effectively to all of our clients.

By obtaining your feedback we are able to analyse our strengths and weaknesses and take steps, where necessary, to make improvements. Would you therefore please complete the following questionnaire and then return it to us either by fax to 0845 500 6051 or by post to LGS FM, Suite 114,, 41 Oxford St, Royal Leamington Spa, Warwickshire, CV32 4RA. Thankyou for your assistance, your opinions are highly valued.

| | Excellent 5 | Very Good 4 | Good 3 | Poor 2 | Unsatisfactory | Comments |
|---|-------------|-------------|--------|--------|----------------|----------|
| Officers General Appearance | | | | | | |
| Officers Uniform Appearance | | | | | | |
| Officers Punctuality | | | | | | |
| Officers attitude towards staff | | | | | | |
| Officers attitude towards clients | | | | | | |
| Officers ability to interact with staff | | | | | | |
| Officers motivational status | | | | | | |
| Officers communication skills | | | | | | |
| Officers knowledge of security | | | | | | |
| Officers compliance with instructions | | | | | | |

Further Comments

Would you like somebody to contact you in relation to any of the above points?

YES ☐ NO ☐

Thankyou for taking the time to complete this document, the results of which help us to evaluate the service we deliver and continually review our performance.

Customer Name _____ Signature _____ Date _____

LGS Personnal _____ Signature _____ Date _____

LGS Personnel Should Be Made Aware Of the Above - To Which They Should Sign & Acknowledge



CUSTOMER LIASON VISIT RECORD

| | |
|----------------------|--|
| CUSTOMER | |
| CONTACT | |
| DATE OF VISIT | |
| VISITED BY | |

| DISCUSSION POINTS | EXCELLENT | VERY GOOD | GOOD | POOR | VERY POOR | ACTION POINTS | COMPLETE BY (DATE) |
|-------------------------|-----------|-----------|------|------|-----------|---------------|--------------------|
| SERVICE DELIVERY | | | | | | | |
| PERSONNEL | | | | | | | |
| ASSIGNMENT INSTRUCTIONS | | | | | | | |
| UNIFORMS | | | | | | | |
| TRAINING | | | | | | | |
| SITE DOCUMENTATION | | | | | | | |
| HEALTH & SAFETY | | | | | | | |
| INVOICING | | | | | | | |

| |
|------------------|
| FURTHER COMMENTS |
|------------------|

| | | | |
|----------------------|--|----------------------|--|
| DATE OF NEXT MEETING | | SIGNATURE OF LGS REP | |
|----------------------|--|----------------------|--|



**ON SITE MANUAL FOR CLIENT AND LGS FACILITIES
MANAGEMENT LTD PERSONNAL**

ASSIGNMENT INSTRUCTIONS

| | DATE | PRINT NAME | SIGNATURE | COMMENTS |
|---------------|------|------------|-----------|----------|
| | | | | |
| DATE COMPILED | | | | |
| REVIEW DATE 1 | | | | |
| AMMENDED DATE | | | | |
| REVIEW DATE 2 | | | | |
| AMMENDED DATE | | | | |
| REVIEW DATE 3 | | | | |
| AMMENDED DATE | | | | |

Site Number _____

ASSIGNMENT INSTRUCTIONS

EMERGENCY PROCEDURES

[Pages 7, 8 & 9](#)

ASSIGNMENT OVERVIEW

[Pages 10, 11 & 12](#)

REGULAR DUTIES

[Page 13](#)

PATROL REQUIREMENTS

[Page 14](#)

CUSTOMER-SUPPLIED INFORMATION

[Nil](#)

SKETCH SITE PLANS

[Page 16](#)

OTHER INFORMATION

[Page 17, 18 & 19](#)

RESTRICTED ISSUE NUMBER 1

DISTRIBUTION LIST

1. Control & Communications Centre - Section 1 - Emergency Information
2. Customer
3. Head Office
4. Security Base on Site

This is a controlled document and is strictly confidential. It must not be moved from site or communicated to anyone other than the Customer's authorised representative and security staff. It must not be reproduced in part or whole by any means including photocopying, scanning and recording without the permission of LGS Facilities Management Ltd Services.

At the start of each duty, each Officer must check for recent amendments and sign the Acknowledgment Certificate on Page four signifying that they are familiar with its contents.

All amendments must be authorised by the Customer's authorised representative and LGS Facilities Management Ltd Services and duly noted on Page Three.

I hereby accept that these Assignment Instructions are in compliance with the wishes of the management of

and that there implementation will effectively ensure that all security matters in relation to the site are covered.

I confirm that the information supplied to LGS Facilities Management Ltd throughout these instructions is current and I will ensure that it is maintained in line with agreed service requirements.

(I have also signed section five)

Signed on behalf of _____ Print Name _____

Signature _____ Position _____

Date _____

and

Signed on behalf of
LGS Facilities Management Ltd _____ Print Name _____

Signature _____ Position _____

Date _____

Any alterations to these instructions will only take place after consultation between the Customer and LGS Facilities Management Ltd Management and must be the subject of a recorded amendment.

These instructions will be the subject of review at least once per year.

Assignment Instructions Issue & Amendment Record

Insert additional lines for each new amendment

[illegible]

Acknowledgment Certificate

All Security Officers are to sign below on their first duty

I certify that I have read and fully understand the Assignment Instructions and that I am fully conversant with all duties.

At the start of each duty Officers must check for recent amendments. Where amendments apply Officers must sign below to indicate they understand the requirements and will follow the instructions.

Assignment Name: _____

Assignment Number: _____

[illegible]

This is a mandatory instruction - you must read the assignment instructions

To have not read these instructions will not be considered as an excuse for failing to carry out any duties contained therein. If you have any doubts or difficulties regarding these instructions contact the Duty Supervisor or Control & Communications Centre.

Section 1 - Emergency Procedures

Customer Contacts

| Name | Job Title | Telephone Number |
|------|-----------|------------------|
| | | |
| | | |
| | | |
| | | |

| Type of Emergency | Action Required |
|-------------------------------|--|
| Fire | <ul style="list-style-type: none"> • Telephone 999 • Warn personnel on site, evacuate premises |
| Intruders | <ul style="list-style-type: none"> • Only attempt to apprehend intruders if it is safe to do so • Keep intruders under observation recording concise details (eg description, number, location, vehicle, registration, type, colour) • If a break-in is discovered but no intruders found still call Police |
| Injured Personnel | <ul style="list-style-type: none"> • Only render first aid if you are trained to do so • Contact customer first aider or call an ambulance • If LGS Facilities Management Ltd Services Officers are injured <ul style="list-style-type: none"> • contact customer first aider • inform Control & Communications Centre - • Tel:0845 500 6050 • record event in Daily Occurrence Record • ensure Riddor requirements are met |
| Equipment / Plant Malfunction | <ul style="list-style-type: none"> • Follow Customer supplied instructions • Report difficulties to Control & Communications Centre • Inform Customer contact |
| Vehicle Accident | <ul style="list-style-type: none"> • Render first aid only if trained to do so • Call customer first aider or ambulance • Record event in Daily Occurrence Record • Complete Incident Report including a sketch diagram |
| Bomb Threats | <ul style="list-style-type: none"> • Safeguard human life as a priority • Call Emergency Services • Complete bomb threat report • See guidelines in section six • Record event in Daily Occurrence Record • Complete Incident Report |
| Suspicious Parcels | Call Emergency Services |
| Customer Specific Emergencies | |

If a crime has been committed, preserve all evidence; protect, if possible, the scene of the crime without in anyway touching or interfering with potential evidence and wait for the Emergency Services

Section 1 - Emergency Procedures (Continued)

In an Emergency

Dial 999

- Request
- Fire Brigade
 - Police
 - Ambulance

Give Site Name and Address →

| |
|--|
| |
|--|

Give description and activity of site →

| |
|--|
| |
|--|

Give specific details of incident requiring attention

Ask the operator to repeat details to be sure that the message is understood

Evacuate Premises (if required and relevant)

Contact LGS Facilities Management Ltd →
Control & Communications Centre
(Control to inform Customer Contact)

| |
|---|
| Telephone: 0845 500 6050 Fax 0845 500 6051 |
|---|

Meet the Emergency Services. Brief and direct the person in charge.

Unless otherwise instructed by the person in charge, stand at the agreed location and prevent non-emergency Services personnel from gaining access

| |
|------------------------|
| Location to be manned: |
|------------------------|

Report in Daily Occurrence Report LGS Facilities Management Ltd

Complete LGS Facilities Management Ltd Serious Incident Report

Complete Customer Required
Information as required

| |
|--|
| |
|--|

- Location of Mains
- Electric
 - Water
 - Hydrants
 - Gas

| |
|--|
| |
|--|

Section 1 - Emergency Procedures (continued)

Bomb Threat Checklist

Keep the caller talking as long as possible, never hang up, and gain as much information as possible. When the caller hangs up, dial 1471 to find call origin and enter details in the "Notes" box below

| | | | | | | | | |
|---|--|----------------------|-------|---------------|-------------|----------|--|--|
| Message | | | | Time of Call? | | | | |
| Where is it? | | Message Read? | | | | | | |
| | | Message Spontaneous? | | | | | | |
| When will it go off? | | Man | Woman | Child | Old | Young | | |
| | | | | | | | | |
| What does it look like? | | Background Noise | | | Voice | | | |
| | | Machinery | | | | Soft | | |
| Why these premises? | | Music | | | | Harsh | | |
| | | Talk | | | | Gravel | | |
| What kind of bomb is it? | | Traffic | | | | Wheeze | | |
| | | Aircraft | | | | Deep | | |
| Who are you? Name Address | | Children | | | | High | | |
| | | Other | | | | Accent | | |
| | | Typing | | | | Other | | |
| | | Interruptions | | | | Type | | |
| | | Wind | | | | English | | |
| | | Rail | | | | American | | |
| Direct Call | | Fax | | Canteen | | | | |
| Operator | | Comp | | Other | | | | |
| Notes | | | | | French | | | |
| | | | | | German | | | |
| | | | | | Spanish | | | |
| | | | | | Caribbean | | | |
| | | | | | China | | | |
| | | | | | Japan | | | |
| | | | | | India | | | |
| | | | | | Pakistan | | | |
| | | | | | Australia | | | |
| | | | | | New Zealand | | | |
| | | | | | Russian | | | |
| | | | | | Polish | | | |
| Other | | | | | | | | |
| Phone number on which call received | | | | | | | | |
| Name of Security Officer receiving call | | | | Signature | | | | |

Section 2 - Assignment Overview

Description of Site

The main reasons for a security presence on this site are:

- To protect the customer's employees from injury and the subscriber's property from loss caused by Fire, Theft, Flood and Accident
- To Supervise, Control and Monitor all traffic both vehicular and pedestrian in and out of the site via the security base
- To assist and advise the customer's management as necessary on matters of security. All recommendations must be communicated to your LGS Facilities Management Ltd Supervisor/Manager or Director.

Contractually Agreed Manning Levels

| Number | Rank | Hours of Duty | Specialist Training |
|--------|------|---------------|---------------------|
| | | | |

Customer Hours of Work

Staff Information

| | |
|---|--|
| Head Office Telephone / Fax Number | 0845 500 6050 FAX 0845 500 6051 |
| Head Office Address | LGS Facilities Management Ltd Suite 114 41 Oxford St Royal Leamington Spa Warwickshire CV32 4RA |
| National Contract Managers Name | |
| National Contracts Managers Tel. Number | |
| Personnel Officer's Name | |
| Control & Communication Centre Telephone Number | Tel 0845 500 6050 Mob 070500 75000 |

Section 2 - Assignment Overview (continued)

| Site Requirements | |
|-----------------------------------|--|
| Security Base Location(s) | |
| Meal Break Times | |
| Relief Arrangements (if required) | |
| Special Uniform Requirements | |
| Smoking Policy | |
| Health & Safety Contact on Site | |
| Hazardous Substances on Site | |
| Other Customer Policies | |

| Records to be Completed | |
|-----------------------------|--|
| LGS Daily Occurrence Record | |
| Visitors Pass Record | |
| Contractors Log | |
| Vehicle Log | |
| Search Register | |
| Key Register | |
| Lost & Found Book | |

| Equipment used by LGS Facilities Management Ltd Staff | Supplied by Customer or LGS Facilities Management Ltd |
|---|---|
| Patrol Point Collector | |
| Torch | |
| Kettle | |
| Radios | |
| Charger | |
| Microwave | |
| CCTV | |
| Personal Radio / CD | |
| TV | |
| Other | |

Details of any defective equipment to be entered in the Daily Occurrence Record and reported to the Customer or your Manager/Director as appropriate.

| Routine Check Call Times |
|--------------------------|
|--------------------------|

Section 2 - Assignment Overview (continued)

| Risk/Hazard | |
|------------------|------------------|
| Risk/Hazard Area | Conduct Required |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Section 3 - Regular Duties

Section 4 - Patrol Requirements

- Patrol start and finish times must be recorded in the Daily Occurrence Record
- If a patrol is missed, record reasons in the Daily Occurrence Record (report incidents to your Control & Communications Centre)
- If a check strip / key is missing, record in your Daily Occurrence Record and report to the Duty Supervisor
- A Master List of control points is held by Head Office
- Vary patrol routes for your own safety. Carry out random spot checks
- Always wear full uniform (protective clothing if required) and never smoke when on patrol
- Ensure your guard post is safe and secure and observe all signs and Health & Safety instructions.

| Position of Control Points | Patrol Type | Detailed Instructions |
|---|-------------|--|
| <ul style="list-style-type: none">• Name of Buildings• Floor• Entry Point etc | | <ul style="list-style-type: none">• Checks to be made• Duties to be carried out• Records |
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |

Section 5 - Customer Supplied Information

This information is supplied by the Customer to enable duties to be carried out in the agreed manner.

This information will be the subject of review every six months.

Changes to documents contained in this section should be noted using the Assignment Instruction Amendment Request to be found in section seven. The request should be handed to a Supervisor or Area / Sector Manager for verification and inclusion in these instructions.

| | Type of instruction | Where to be found |
|---|---------------------|-------------------|
| 1 | Nil | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |

I confirm that the information provided in this document to be used by LGS Facilities Management Ltd is current, up-to-date information that I will ensure is maintained in line with the agreed service requirements.

Customer Authorised Signature N/A

Date _____

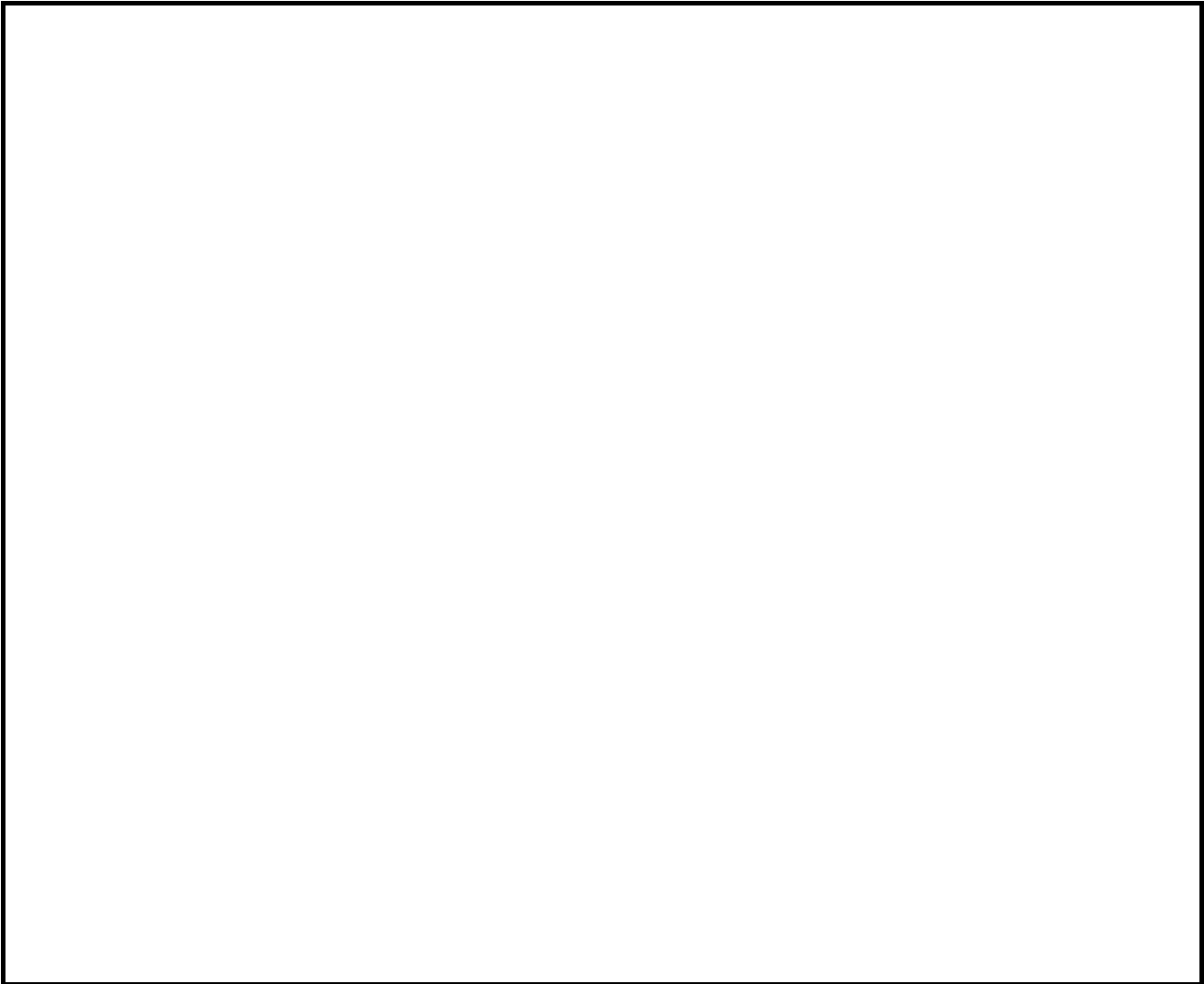
Name _____

Title

Section 6 - Sketch Site Plans

Use this section to map:

- Control / Clocking Points
- Fire Alarm, Sectors, Extinguishers, Hydrants
- Evacuation Posts
- Patrol Routes
- Intruder Alarm Sectors
- Vehicle Parks
- Exit / Entrance
- CCTV Monitors
- Vulnerable Area

A large, empty rectangular box with a black border, intended for sketching site plans. It occupies the majority of the page below the list of items to map.

Section 7 - Other Information

CONTROL & COMMUNICATIONS CENTRE

The Control & Communications Centre is often referred to as Control; this department monitors the safety of all Security Officers on assignments or in vehicles and provides a vital link between yourself and LGS Facilities Management Ltd Security Management

The role of the Control & Communications Centre includes:

- Monitoring Officers BOOKING ON/OFF DUTY.
- Monitoring ROUTINE CHECK CALLS.
- A Contact point for the Security Officers at times when Head Office staff are not available.
- Providing the CO-ORDINATION point for communications during an emergency.
- Providing Advice and support for Security Officers.
- Recording and communicating SICKNESS and INJURY ON DUTY
- Management of response to ALARM ACTIVATION'S and Radio/Telephone communications.

BOOKING ON & OFF AND ROUTINE CALLS

The Control & Communications Centre operates a telephone system for booking Security Officers On/Off and monitoring routine check call. These calls are made for your own safety and must be carried out. These calls are the basis for producing the wages for all Security Officers; therefore it is imperative that you make the booking on and off and routine check calls.

- Calls should be made no earlier than 15 minutes before or 15 minutes after the planned start time of your shift.
- Dial 0845 500 6010
- You must inform Control of your name and the site you are working on.
- You must only hang up when your call has been acknowledged by Control.
- If you fail to log on or make a check call within 15 minutes of the scheduled time the controller will contact you. We measure the number of failed calls by a Security Officer and site, therefore please comply with this instruction.
- IF YOU CANNOT LOG ON FOR ANY REASON OR YOUR DUTY IS CHANGED YOU MUST CALL THE CONTROL ROOM (0845 500 6050).

Section 7 - Other Information (continued)

ACCIDENT REPORTING

It is vital that Employees who are involved in or who witness an accident or dangerous occurrence should report it as soon as possible to the Control and Communication Centre and their Line Manager, the Controller can notify the Line Manager on behalf of the Employee.

Unless requested otherwise, the Employee should also report the accident or dangerous occurrence in writing to his/her Line Manager. (Appropriate form can be located in the Daily Occurrence Record.)

A Director, Manager or Supervisor receiving the report should ensure that the incident is investigated and appropriate action taken and that the relevant Personnel Officer is informed.

INJURY ON DUTY CLAIMS

The Personnel Officer should be informed of all details of any injury that may result in a claim for benefit. The Personnel Officer is responsible for reporting injuries, diseases and dangerous occurrences to the Health and Safety Executive or other authorities where appropriate and for maintaining relevant records.

DEALING WITH COMPLAINTS

If a Customer complains about individuals or the service provided, we should always attempt to resolve the matter at the earliest opportunity in a polite, positive and helpful manner. If you are unable to help, the matter should be referred to the Supervisor/Manager. Any complaint resolved or otherwise should be noted in the D.O.R. detailing dates times positions and substance of complaint. All complaints must be reported to the Manager/Supervisor who must follow Company procedure.

SERIOUS INCIDENT

If there is a serious incident during your period of duty - for example, an emergency such as death, serious injury, theft, bomb, threats, fire or anything the media may be interested in - the Control & Communications Centre will ensure that LGS Facilities Management Ltd Security Management are notified of all current developments.

The chart on the Serious Incident report (available in the Daily Occurrence Record) describes what will happen when you inform the Control & Communications Centre of a serious incident. The procedure ensures efficient and professional management of any incident and relies on information being passed promptly and accurately to the Control & Communications Centre.

Section 7 - Other Information (continued)

SECURITY OFFICERS MUST **NEVER** SPEAK TO THE MEDIA ABOUT AN INCIDENT.

Take the callers details and pass them to the Control & Communications Centre for action.

The duress procedure is covered during training however; where further clarification is required please contact your Manager as soon as possible.

CHANGE TO PERSONAL DETAILS

If your personal details change (for example change of address, telephone number, marital status, emergency contact, bank details) you should inform your Supervisor or Control who will complete the necessary documentation.



Tupe Information Request form

| | Average Weekly Hours | Pay Rate | Start Date | Date of Birth | Bonus Entitlement | Pension Scheme | Holiday Entitlement | Sick Pay Entitlement | Driving Licence Y/N | Details of Pending Disciplinaries |
|-------------|----------------------|----------|------------|---------------|-------------------|----------------|---------------------|----------------------|---------------------|-----------------------------------|
| TEAM LEADER | | | | | | | | | | |
| CSO #1 | | | | | | | | | | |
| CSO #2 | | | | | | | | | | |
| CSO #3 | | | | | | | | | | |
| CSO #4 | | | | | | | | | | |
| CSO #5 | | | | | | | | | | |