



C.T GUARDS UK LIMITED

METHOD STATEMENT

Our approach to assignment involves the guard following the assignment instruction as requested by the client with reference to the terms and conditions agreed upon. Security officers are fully trained and licensed personnel using the SIA, SITO, IPSA, British and Quality Assurance Standards. The security guards are well vetted in complaints with the requirement of BS 7499 2013 and BS 7858:2012.

Incident Procedure

All incidents and complaints should be reported to our Management Team in writing within 24 hours. If an incident occurs on site then the Guard on duty informs the Emergency Services, contacts our Central Control who then informs the Client. The Guard completes an incident report and a Supervisor is dispatched to attend to the situation. The Supervisor makes a full report and if the Guard is at fault, a Non-Conformance report is raised against the Guard in question.

Maintaining Quality Control

The daily monitoring by supervisors and managers ensure that quality standards are maintained. We also have reviews on weekly basis, which help to create an effective service. Managers will hold regular weekly meetings internally, to ensure that Guards and Supervisors are co-ordinated to produce a smooth efficient service.

In addition regular monthly, or as agreed, meetings will be held with the Client's representative to ensure that a Quality Service is achieved at all times.

Service/Quality Measurement

Records are kept under our Quality System, which are inspected under the regular Quality Audit. In this way we measure our Quality and Service performance. One document used for measurement is the Non-Conformance Report. Another document is our Site Survey report, which is updated to ensure that other security risks are taken into consideration during the contract.

Escalation Procedure

In normal circumstances the Central Control Officer followed by the Operations Director and finally the Managing Director would initially handle any incident relating to the service. Although the initial discussion may be verbal, we would expect this to be followed up in writing, preferably by fax to our Head Office.

Supervision

Our Costing will include the provision of a Mobile Visit where applicable, from one of our Mobile Supervisors; additionally, our Area Manager responsible for the area will make at least one visit per week (again, if practicable). These visits serve to ensure that any problems and/or incidents can, in almost all cases, be dealt with “on the spot”. The Supervisor can also be used to take supplies to Site, should the need arise.

Management

The Management Team will consist of the Operations Director, the Contract Manager and two Duty Controllers, located at the Central Control Room in Woolwich. Additionally, the Managing Director will have overall decision in any matters that may arise, when required.

Control Calls

On all Shifts, Control Calls may be made hourly, or as felt appropriate.

MANAGEMENT STAFF

Contracts Manager

A Contracts Manager will be responsible to handle the Assignment from the Central Control Room, using computerised control procedures. The Contract Manager will also be responsible to attend a monthly meeting with the Client or as required.

Operations Director

The Operations Director will oversee the work of the Contracts Manager and be a stand in relief for him.

Inspectorate Division

This service involves regular checks to ensure Security Officers and Supervisors are doing their jobs correctly. This division on an internal basis issues inspection reports.

Backup and Off-Site Facilities

Backup is always provided by the adequate provision of additional Security Officers, Supervisors and Managers to cover any eventuality, such as absenteeism, sickness and incidents. Off-Site Facilities at our Head Office includes Training Rooms and a Central Control Room at 30 Woodbridge Lane, Romford, and Essex. RM3 9JF, which is manned on a twenty-four hour basis. Facilities are provided for staff refreshments at all times.

Uniform and Equipment

All staff and Supervisors will be issued with a full uniform and replacement, samples of which are available for inspection. All Supervisors and Area Managers carry Two-Way Radios and mobile telephones.

Training of Staff

All staff will be trained In-House and externally and licensed in line with (1) SIA (Security Industry Authority), (2) IPSA (International and Professional Security Association) and will take into consideration the following: (3) BS 7499 1998 Part 2 (4) EN ISO 9002 (5) Health and Safety at Work, HSWA, First Aid (6) Race Relations Act 1976, Commission for Racial Equality Code of Practice 1983 (7) Equality of Opportunity (8) First Aid (9) Fire Prevention and any other requirement of the specification.

Selection and Recruitment

All Security Personnel will be selected and recruited in accordance with British Standard Institution Codes of Practice and the Code of Practice for Security Screening of Personnel Employed in a Security Environment (BS 7858: 1996).

Staff Pay and Holiday Entitlements

All Security Personnel used on this Assignment will be paid in accordance with the European Minimum Wage Directives, with allowances for Supervisory and Managerial Status. All Operatives are entitled to Four Weeks Annual Leave, on an accruable Paid Leave Basis, the Rate of which shall be based on their Flat Daily Rate, accordingly.

Disaster Recover Contingency

A back up system and offices are available and situated our Head Office – 30 Woodbridge Lane, Romford, Essex. RM3 9JF and at C.T Guards UK Limited, Harmony House, Baden Powell Close, Dagenham, Essex. RM9 6XN. Should our Central Control Room Computers crash we have Computer Consultants on standby that look after such eventualities. Should there be a fire, explosion or civil disorder rendering our present offices unusable it is possible for us to relocate our staff to the above address.

Membership Of Relevant Associations And Bodies

C.T Guards UK Limited is an approved Contractor (ACS) in security Services with the Security industry Authority (SIA) and also registered with SAFE Contractor.

We are a Member of IPSA (the International Professional Security Association).

Compliance with all Statutory Requirements including the Health and Safety at Work etc Act 1974 and all relevant UK and EU Safety Codes, Standards and Regulatory Requirements

We do comply with the above and have a Health and Safety Officer.

Storage, Use and Maintenance of Equipment, Materials and Consumables on Site

The above is covered by our Health and Safety at Work Policy so far as it relates to Manned Guarding and the Operation of a Control Room.

Maximum Confidentiality Assurance

This we guarantee to all our Clients and the same can be issued in writing, if required.

Records

This is covered under our Quality Assurance System (available on request). Our records relating to operations are always kept for a period of five years and available for the Client to see.

Details of Sub-Contractors

There are none. The Work will not be subcontracted out without the express permission of the Client.

Details of Staff Qualifications

Available on request.

Details of Conditions of Employment And Wage Rates

Available on request and are standard contracts under our Quality System. All our Contracts of Employment have a Three Month Termination Clause.

Details of Materials, Equipment and Machinery to be used

The main equipment to be used on the assignment will be Two Way Radios, Mobile Telephones and a Mobile Patrol Vehicle, equipped with a Two-Way Radio and a Mobile Phone as backup.

Payment Terms

We would normally expect payment within seven to fourteen days after submission of a monthly invoice. Original Invoices are submitted based on contractual hours and any anomalies/additions are credited as required.

Implementation And Mobilisation Plan

One Week should be allowed for our Mobilisation on site.

Company Documents

Available on request.

Organisational and Escalation Charts

Available on request.

Current Audited Accounts

Available on request.

References

Available on request.

Acknowledgement

I have read and understood the method statement above

GUARD NAME

SIGNATURE
