STANDARD OPERATING PROCEDURE

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Assignment : Alila Homes

SECURITY STANDING ORDER

A. Reporting Authority

The Security personnel will report to the Committee Member in-charge of Security(CMS) and the Management Company (MC) appointed by JMB Alila Homes.

B. Security Function

To provide 24 hours of effective security and safety coverage of the facilities and premises.

1. To notify and report to the Shift Supervisor , CMS & MC on any irregularities or occurrences during their patrolling duties.

2. To maintain and record all occurrences in the station dairy.

3. To ensure that the security post is kept clean at all times.

4. To conduct regular checks/patrolling duties around the premises as required.

5. Guarding the premises against intrusion on unauthorized entries.

6. Protecting equipment and properties against act of vandalism, theft or sabotage.

7. Permitting only authorized person ‘ visitors./ vehicle to enter the premises.

8. Maintain an updated record of those entering and exiting, including vehicles, motorcycles and others.

9. To maintain a high standard of disciplines and smartness in appearance at all times.

10. Security personnel are not permitted to bring in any friends or relatives into the premises at any point of time.

11. Duty Officers must visit the guardpost at least twice a day, e.g. morning and night.

C. Appearance / Requirements of Security Guards

1. Guards should always be smartly dressed in full uniform at all times while on duty.

2. All guards to report to duty 15 minutes before time.

3. Time IN and OUT of the guards should be recorded in the punch card and confirmed by a Security Officer.

4. Under no circumstances can a guard leave the security post before the arrival of the next guard on duty.

5. Guards should be courteous, polite and tactful and at the same time be firm in executing their duties.

6. Smoking, drinking and eating while performing duty is strictly prohibited. All such activities should be done in an inconspicuous manner and only during breaktime.

7. At any one time Security Officer are not allowed to wear slippers or sandals while on duty.

D. Duties

The duties of the Security Guard generally falls under 2 areas.

Main Entrance Guardpost (1 Supervisor & 1 Guard)

1. To man the main entrance guardpost diligently.

2. Ensure only those using Proximity Cards are allowed entry through the Card Entry Lane (left side).

3. All vehicles entering without Proximity Cards MUST register with the guardpost irrespective of owners/tenants/visitors/ contractors etc. All registered vehicles will have to enter through the visitor lane (right side)
   a. Guard must take NRIC and register all vehicles entering.
   b. Register date, time, vehicle number , name, NRIC, unit visiting.
   c. In case of visitor/ contractor , guard must intercom owner for permission before allowing entry.
   d. A copy of license from visitor to be kept at guardhouse and visitor pass given to visitor.

4. For walk-in visitors, the same procedure as above applies with regards to registration.

5. To look out for illegal and suspicious activities.

6. Inform and report to the Security Manager / Security Supervisor immediately on all matters pertaining to theft, irregular incidents, fire fighting or accidents.

7. Request from all visitors/vendors and contractors politely for identification (e.g. NRIC etc.) and make the necessary recordings and issuance of pass.

8. Give direction or direct the visitors in a pleasant manner.

9. Issuing and collecting of visitor / vendor pass in exchange for driving license, when entering or leaving premises.

10. Record in the Station Dairy on any observations.

11. Be alert at all times and ensure that no unauthorized person enters the premises. Guards are to report immediately to the Security Manager/ Security Supervisor of any unusual occurrences or refusal by visitors / vendors to follow procedures.

12. No vehicle to be parked at the entrance of the main gate and around the guard house.

E. Patrolling Duties (Guards to patrol ON FOOT)

The guard duty is to patrol the premises and detain anyone seen committing an offence or breaking any rules that are in force.

1. Check the premises and perimeter fencing and ensure no breach of security .

2. Ensure that no cars or motorcycles are parked in unauthorized area.

3. Clock in at designated clocking points every two hour and return to the security post upon completion of check.

4. During holidays and weekends and after office hours, security personnel should ensure that the building & facilities are secured and lights, air conditioning are switched off. To report such energy wastage in the Station dairy for the attention of the Security manager / Security Supervisor.

5. Patrolling and Clocking check points as per appendix A

F. VEHICLE ENTRY PROCEDURE

01. Guard must take driving license from driver to register and record. Driver to leave the driving licence at the guardpost.

02. Guard must intercom owner to inform of visitor.
If owner does not have intercom system, visitor must call owner. Owner must come to guardhouse to escort visitor into his house. No exception.

03. If unable to get the owner, guard must not allow entry to the visitor.

04. Upon confirmation by owner guard will register the name, NRIC, vehicle number of the visitor ,the house visiting, time and date.

05. Guard to issue a “Visitor Placard” and allow entry after confirmation and also inform visitor of the maximum 24 hrs ruling for visitors. To avoid argument by visitors that they have not been informed of the ruling, the “Visitor Placard” will state the period allowed.

06. Visitors abusing the 24hrs period ruling will be blacklisted from further entry. Security will liaise with the management office on the visitor committing the offence and the management shall issue a memo to blacklist the said vehicle.

07. Security shall check on vehicle not leaving the premises after 24hrs and will paste a notice on the said vehicle. This will only be done only after security have contacted the owner about his visitor ‘s vehicle and still not moved out after half an hour.

08. Security shall do the checking daily at 0900hrs and 2100hrs to ensure visitor comply with ruling.

09. Upon leaving visitor must return the “Visitor Placard
” and collect back the driving license.

Note: Visitor includes contractors , vendors, drop-offs, pick-ups or to see the management. This include visitors on motorcycles.
Guard shall direct visitors to park their vehicles at the parking bay only.
Currently some visitors park their vehicle in front of house owner. This causes complication for cars traveling up and down the slope and even on some blind spot areas.
Guard patrolling shall observe and notify visitors to park at appropriate parking area.

G. WALK-IN VISITOR

01. Visitor to produce NRIC or license for registration. A copy of license will be kept at guardhouse, visitor pass will be handed to the visitor. License will be returned to visitor when they return the visitor pass

02. Guard must intercom owner to inform of visitor.
If owner does not have intercom system, visitor must call owner. Owner must come to guardhouse to escort visitor into his house. No exception.

03. If unable to get the owner, guard must not allow entry to the visitor.

04. Upon confirmation by owner guard will register the name, NRIC ,the house visiting, time and date.

05. Maids not allowed to enter unless owner around. If owner not around Maid must wait at guardhouse.

Note: Walk-in Visitors include Domestic Maids, contractors and any other person/persons walking in to Alila Homes.

H. CONTRACTORS

01. Contractors to register at guardpost as per Vehicle Entry Procedure or Walk –In procedure.

02. Contractors shall be issued contractor pass by the security license or identity card to be kept at guardhouse and returned when exiting property.

03. In cases of vacant houses and owners not at home, only contractors with approved permit by the management are allowed entry and to carry out renovation works. Such permit will be applied by the owners through the management office. The management shall give a copy of the approved permit to the guardhouse security.

04. For minor renovation or repair works, upon confirmation by the owner at home, guard are to allow entry after completing the Vehicle or Walk-In procedure.

05. Security shall daily at 1645hrs go around Alila Homes and blow the whistle to inform contractors to stop work.

06. Security shall daily at 1730hrs check the perimeter and premises to ensure no contractor or renovation works has stopped.

07. Security shall report to the management office for further actions should any owners/contractors refuse to cooperate with this ruling.

DEPLOYMENT OF GUARDFORCE

Morning Shift Guards Deployment (3 Guards)

2 Guards stationed at main Guardpost.

1 Guard at Clubhouse area.

Patrolling and Clocking will be done by 1 of the guard stationed at main guardpost.

At 1800hrs the guard stationed at Clubhouse will be stationed behind Block 10 & 11 at the temporary guardpost.

Night Shift Guard Deployment (5 Guards)

2 Guards stationed at main Guardpost and assist to patrol and check Clubhouse area.

1 Guard stationed behind Block 10 & 11.

1 Guard stationed at end of Lrg Kejora .

1 Guard Patrolling and Clocking the back perimeter of Lrg Kejora and Slk Kejora. To take over guardpost station at end of Lrg Kejora and let guard stationed there to patrol Town House perimeter.
After guard patrolling Town House perimeter returns from patrolling and clocking, the guard taking over the post shall return back to patrol back perimeter of Lrg Kejora and Slk Kejora.

APPENDIX A

<u>CLOCKING POINTS</u>

Point 1.	Management Office, Library , Community Hall
Point 2.	Swimming Pool Area
Point 3.	BBQ and Swimming Pool area
Point 4.	Gymnasium and Suana
Point 5.	Block 16 / 17 and back perimeter
Point 6.	Block 18 and surrounding perimeter.
Point 7.	Block 15 and surrounding perimeter
Point 8.	Block 7 / 8 and surrounding perimeter
Point 9.	Block 9 and surrounding perimeter
Point 10.	Block 11 /12 and back perimeter fencing
Point 11.	Block 10 and back perimeter and hillside
Point 12.	Block 3 /4 and perimeter fencing
Point 13.	Block 1 /2 and surrounding perimeter fencing.
Point 14.	Playground Area and back of Block 5 /6 and 7 /8 /9