



STANDARD OPERATING PROCEDURE (SOP)

FOR SECURITY COMPANY AND

SECURITY GUARD SERVICES

DOCUMENT DESCRIPTION

This is a live document designed to support the Land Transport Authority (LTA) daily operation of officers Fiji Wide. This document has been provided by LTA and shall be read in conjunction with the Terms of References (TOR).

SCOPE

The scope of this document is to provide security guidance to the Successful Bidders to the related security operations for LTA's Offices. This document will be used to monitor the progress of the Guards and the Selected Security Company daily. The content of the document shall be the required expectation of LTA to that of the Guards provided by the Selected Security Company.

STRUCTURE

The document is divided into paragraphs and sub-paragraphs listed in a contents list.

COMMAND STATEMENT

All procedures are to be carried out only by correctly trained security personnel in accordance with this SOP. Any conflict of judgement should be referred to LTA's nominated representative Mr. Salveen Kumar Senior Technical Officer Properties Operation, based at LTA Headquarters in Valelevu, Nasinu or other person/s as may be nominated by LTA which is endorsed by LTA.

This document sets out the Standard Operating Procedures (SOPs) to be followed in the first instance by all the selected bidder's employees designated to provide security services to LTA's officers.

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1. OVERVIEW

The Selected Security Company shall provide the service of securing the LTA's Properties, guard offices and duties as required by LTA. The security company will cover the vulnerable positions such as the Entry Control, responsible for the screening of all vehicles and personnel entering the premises during normal and non-operation hours. Monitor the customer's behavior, approach inside the premises or office.

2. OBJECTIVE

The Security Company will be charged of first line responsibility to:

- Provide 24 security services as described in TOR
- Provide day guards security services as described in TOR
- Assure the safety of persons, including LTA's employees, guest and visitors to the respective Branch office;
- Assure the safety, security, and protection of LTA's property, including buildings, vehicle, equipment, and other assets of LTA, as well as non-LTA's property located temporarily or permanently on LTA's Premises;
- Respond to emergency situations or conditions and provide assistance or take actions appropriate to the crisis situation within legal limits.
- Provide trained guards who can provide cardiopulmonary resuscitation (CPR) and First Aid as and when required.
- Any directives given to the security company to be relayed to the offices and such to be passed on by the outgoing guard to the next duty office as in hand over.

3. BASIC DUTIES

In fulfilling these three primary responsibilities (protection of persons, protection of property, and emergency-response services), the duties of security officers include, but are not limited to, the following:

- a.) Carry out foot patrol every hour, weekends and Public Holidays and examine all doors, windows, gates and LTA vehicles (parked on site) on a regular basis to ensure that they are properly locked and secured, and also to ensure all vehicles, equipment and boundary fence have not been tampered with;
- b.) Conducting regular checks and inspections to ensure building safety and security;
- c.) Immediately report to the Branch Manager or Team Leader any sign of damage, malfunctions, faulty equipment or utilities, unsecured windows and doors, fire hazards, any unusual or questionable or dangerous or suspicious conditions or activities anywhere on site, indoors or outdoors of the Authority's premises;
- d.) Assisting all persons to comply with LTA's regulations and rules of conduct on site, including issuing traffic and parking assistance when appropriate;
- e.) Providing security coverage for special LTA's functions as required;
- f.) Providing crowd control when necessary or legislated by the Government;
- g.) Call Police and Fire Brigade as and when required.
- h.) Monitor and report unauthorized parking on premises.
- i.) Open gates and allow entry to authorized vehicle after working hours.
- j.) Provide security escort for banking services each working day.

- k.) All guards must not have adverse criminal records for the last five years the selected bidder to provide full details of the deployed guards prior to deportation.
- l.) Guards must be literate and fluent in both written and spoken English.
- m.) Names of personnel assigned to each location/premises or any changes must be provided in advance.
- n.) LTA reserves the right to reject the employment of a security guard personnel assigned to any LTA premises/property.
- o.) Bidder should outline in detail any and all training personnel undergoes prior to being assigned to LTA.
- p.) The guards to record additional data in the report as request by LTA.
- q.) The guards to be rotated from all LTA's location every 3 months.
- r.) The supervisor is expected to disseminate any new information or instructions from LTA to the guard carrying out the next shift.
- s.) The day guards to be deployed 30 minutes before the contractual time from 7am till 5pm Monday to Thursday and 7am till 4.30pm on Fridays The guard should not leave his duties until he is told to do so, the Branch or Team Leader may require the officers till the office is closed (locked) for the day. In addition, Security officers must be present during closure of office and ensure to leave after the Days revenue had been collected for banking.
- t.) During Non-Operational Hours no unauthorized person is allowed to enter the premises for any reason whatsoever including the usage of the Convenience.

4. Penalty Clauses

- a.) The Security company will be fully responsible for any items that are missing, or reported stolen or damaged under security's watch, **the Security Company will bear the costs of the damages caused or the value of the amount stolen from the particular LTA premises.**
- b.) **Security Company must ensure that all the guards are properly monitored and supervised to ensure that they fully comply with the Terms and Conditions Stipulated in the Scope of Works and Standard Operating Procedure.**
- c.) **Any evidence of negligence, lateness and or non-adherence will result in Monetary Deduction of Monthly Bills. (whichever is higher the incident or 3 hours).**

5. BASIC AUTHORITY AND LIMITS

- a.) Security officers are authorized by LTA to control traffic at the front gate and also properly park the vehicle in the allocated parking space. In the non-operation hours, the driveway to be brigaded with cone. Brigading cone to be supplied by the Security Company.
- b.) Visitor signage – no visitors shall be allowing into the office wearing hat, sunglasses, headset and hood also no one is allowed to take photos or make videos such signage to be provided by the Security Company approved by LTA at all entry doors.

- c.) Identification Requests - Security officers are authorized to request to see the identification of any staff entering into the property at nonoperational hours. Any Staff who refuses to comply with a security guard's request for identification will not be allowed in the property. Any vehicles coming into the LTA property and or going out of the premises during non-operational hours to be checked / inspected. Any driver of the vehicle who refuses to comply with the security guard request will not be allowed in or out of the property.
- d.) Emergency Authority - In the event of emergency or breach of security, more guards may be called but must be first approved by CEO or GM's or Branch Managers.
- e.) Complaints - Since security officers do not create LTA's regulations but merely help to insure compliance with them, they should not enter into heated debates, arguments, or any other uncongenial exchanges with persons who have been issued citations or have been otherwise reminded by a security guard of the obligations to comply with regulations. Those who wish to complain about or contest an action of a security guard should be politely referred to the appropriate administrator (see section 5.2). At no time shall a security guard behave in an unseemly manner or use harsh or foul language.
- f.) Restrictions - Defensive weapons such as pepper-spray, baton etc. may be carried provided the security guard is duly certified by the authorized weapons agency and/or police-training guard administering the certification. Only those officers who are certified to carry this defensive weapon and have been trained in the "Applications of Pressure Points and Take Downs " have the power to detain individuals. The use of force in any situation except for self-defence or the defence of others is discouraged.

6. PROFESSIONALISM

A guard should always maintain a professional manner, have a professional appearance and exhibit a positive attitude. Being physically fit is essential to the success of the guard in this field. When dealing with an irate person, the guard should make all attempts to de-escalate the situation and take control.

7. PUBLIC CONTACT

7.1 Demeanor

Security officers shall be visible but not obtrusive.

Officers shall be courteous in the performance of their duties, should be active, shall exercise patience and discretion, and shall not engage in argumentative discussions regardless of provocation. Officers shall not use coarse, violent, profane, insolent or sarcastic language or gestures and shall not express or by word or deed indicate prejudice concerning race, religion, politics, national origin, age, lifestyle, or other personal or group characteristics.

Security guard must realize that their highly visible public position carries special responsibilities and that the uniforms they wear grant them no privilege to be abusive or vindictive in executing their duties. Security officers shall be firm but courteous

with all persons, respectful toward superordinates, and diligent but fair in the performance of their duties.

7.2 Requests and Complaints

When someone asks for assistance, registers a complaint, or makes a report either by telephone or in person, officers shall obtain all pertinent information in an efficient, courteous manner and shall act upon these matters promptly, judiciously. All complaints shall be recorded and forwarded to LTA.

7.3 Public Statements and Appearances

Officers shall not address public gatherings, publish written materials, act as correspondents to news media, release or divulge information about LTA or LTA's Staffs.

7.4 Neglect of Duty

Officers shall not engage in any activity or personal business that interferes with the performance of their duties or causes them to neglect or be unattentative to their duties.

7.5 Leaving Duty Post

The officers shall not leave the post which he / she is deployed to until unless a replacement guard is present to replace him / her.

7.6 Sleeping on Duty

Officers shall remain awake and alert on duty. Officers found to be sleeping on duty shall be removed from site immediately the Security Company to ensure that the same guard shall not be re-deployed to any other LTA's office Fiji Wide.

7.7 Use of Alcohol

Officers shall not possess or use alcoholic beverages while on duty. The odour of an alcoholic beverage on a security guard's breath or clothing shall be prima facie evidence that the guard is unfit for duty.

Guard should not allow any visitor who is suspected to be under the influence of alcohol.

7.8 Possession and use of Drugs

Officers shall not possess or use any controlled substances, drugs, narcotics, or hallucinogens except those prescribed by a physician. Should the guard be found under the influence of or carrying such substance shall be removed from the site immediately and the same guard should not be deployed to any other LTA's office Fiji Wide.

Guard should not allow any visitor who is suspected to be under the influence of any illegal drugs.

7.9 Political Activity

Security officers shall not engage in political conversations or activity on behalf of or against any candidate or political issues.

7.10 Visibility

Patrol officers while on duty shall not sequester themselves, nor shall they conceal themselves except when assigned to do so, for security purposes. Security officers shall be immediately and readily available to the staffs and the public during duty hours.

7.11 Gambling

Security officers shall not engage in any games of chance or other gambling activities, legal or otherwise, while on duty.

8. USE OF APPROVED GEARS

8.1 The guard should at all-time be equipped with proper legislated gears as issued by the Security Company, only to be utilised in the necessary circumstances. The officer should ensure that in times of commotion the following should be exercised:

- a.) Presence: guard to present himself at the scene and neutralize the situation.
- b.) Oral Communication: a security guard to calmly bring an unruly situation under control and contact the nearest Police Station if situation persists.
- c.) Unarmed Physical Contact: the security guard may need to separate parties involved in the altercation or to restrain a party physically with minimal force and contact the nearest Police Station if situation persists.

9. GUARD BOOTH

9.1 The guard is responsible to keep the security booth clean at all times.

9.2 Only the guard deployed to be in the guard hut to be in it, at no time the guard hut to be used as a resting house for the officers.

9.3 Guard who are not deployed to the site shall not be at the side thou it is after their knock off or day off.

10. UNIFORMS

The guard to be in full uniform as provided by the Security Company. Security officers must be professionally presentable and in neat attire, with:

1. polished shoes,
2. Clean & neatly ironed shirt and Trousers,
3. Ties; and
4. Clear and Visible Company Logo.

The guard should at all-time wear ID card provided by the Security Company.

11. PERSONAL PROTECTIVE EQUIPMENTS (PPE)

The security Company should ensure that all the guards are equipped with PPE required such as:

- A truncheon
- Communication Equipment (Mobile phones or two-way portable radio)
- A notebook & pen
- Torchlight (Night duty)
- Reflective Vest
- Rain suit
- Umbrella

In situations of health crisis for example Coved- 19, all the guards are equipped with:

- Approved Face Mask
- Sanitizers
- Temperature Hand Guns
- Another required equipment