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National Manual of Assets and Facilities Management

Volume 5, Chapter 9

Manned Security Procedure

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1.0 PURPOSE

The purpose of this document is to guide the Entities on the development and implementation of Manned Security Procedures based on global best practices.

2.0 SCOPE

This document defines Manned Security and provides guidelines on development and implementation of relevant security work procedures. Manned Security is the activity of providing suitable levels of security support within different business sectors including healthcare, schools and universities, office, housing, municipal, parks, and recreation facilities. It relies mainly on the human attributes of assigned personnel. However, the best use of security officers in practice is by utilizing available premises' physical and technical measures to achieve high levels of performance.

Furthermore, the document describes security officers' roles and responsibilities in either the guardhouse or as patrolling personnel in addition to must-have facilities, tools, and equipment.

More often, externally contracted providers are responsible for manned security services. However, in some cases, in-house, direct employees may provide this service. Therefore, this procedure will guide the Entities on how to create the security organizational structure for managing and operating Manned Security Procedures and how to adopt or modify an existing security organizational structure to achieve performance level that complies with global best practices.

3.0 DEFINITIONSL

The tables below offer definitions for terms and acronyms specifically used within this Chapter.

Term	Definition
Entity	A business organization, public institution, or area of activity
Facility	Building(s) situated within a single campus in which Entity services, processes, and procedures are executed
Operation	An active process, task, or discharge of a function
Plan	A detailed proposal for doing or achieving something
Procedure	Document(s) that provide information about how to perform activities and processes consistently. Procedures are used to manage and control activities such as tasks performed across different groups or functions such as: Engineering, Procurement, Document Control.
Acronyms	
BS	British Standard.
BSIA	British Security Industry Association.
CCTV	Closed Circuit Television.
FM	Facilities Management.
HSSE	Health, Safety, Security and Environment.
KSA	Kingdom of Saudi Arabia.
MOI	Ministry of Interior.
NMA&FM	National Manual of Assets and Facilities Management.
NPMO	National Project, O&M Management Organization, as established under Ministerial Decree no. 485 dated 16 Dhul-Qa'dah 1436H/ 30 August 2015 for the purposes defined therein.
O&M	Operations and Maintenance.

Table 1: Terms and Definitions

4.0   REFERENCES

The International Standards referenced in this document are:

- British Security Industry Association (BSIA), UK
- BS 7499:2013, Static Site Guarding and Mobile Patrol Service. Code of Practice UK
- BS 7984-:2016, Keyholding and Response Services. General Recommendations for Keyholding and Response Services UK
- Security Industry Authority (SIA), UK
- Site Security Briefing Note - Manned Guarding, RISC Authority, Fire Protection Association (FPA)

The Statutory Regulations referenced in this document are:

- Civil Security Guarding Regulations, Ministry of Interior, Saudi Arabia

5.0   RESPONSIBILITIES

An experienced Security Officer, or ideally, a Supervisor, who is fully trained in all the aspects of security techniques and procedures and processes, shall lead the Security Organization. An experienced Security Officer or a Supervisor would ideally be the longest serving Senior Security Personnel, who has extensive knowledge of the facility security and operations.

The Supervisors and Security Officers shall be well trained in their roles and responsibilities and guarding techniques. The Security Supervisors shall be mature individuals. Moreover, the team should have a complement of female Security Officers, to carry out the checks and deal with the female staff and visitors if applicable.

The staffing requirement depends largely on the size and type of the facility and its operations, and the number of posts or positions. Any outsourced security service, ideally a licensed security contractor/service provider, shall submit a police verification certificate in respect of every Security Officer employed on the Entity's premises. The primary role of the Security Department is to prevent and manage any security issues at an Entity's facility.

The duties of the security department are the protection of the facility, its staff and property, the occupants and personal property, visitors, control of traffic in and out of the facility, and from time to time, operate a lost and found service. These services normally require a Security Supervisor, Guardhouse Security Officer, and Guardhouse Security Officer whose minimum responsibilities are mentioned below:

Role	Description
The Manned Security	The Manned Security roles and responsibilities include, but are not limited to the following: • Security patrols of facilities and grounds. • Responding to threatening situations where facility occupants need assistance. • The management of keys. • Locking and unlocking of facilities. • Preventing potential criminal activities. • Completing Daily Occurrence Logbook. • Management of Closed Circuit Television (CCTV). • Reporting of unattended vehicles and suspicious packages around the premises. • Escorting staff and visitors on and off site. • Taking responsibility for public car parks when required. • Responding to life safety system alarms. • Responding to security-related emergencies. • Physical Guarding. • Mobile and foot patrolling.

Security Supervisor	A Security Supervisor shall be able to carry out the following minimum duties: • Control of the Security Team throughout the period of the shift by coordinating with the Security Control Room. • Manage the Security Staff according to the schedule and site requirement. • Deploy Security Staff in response to any emergency or urgent request from the Security Control Room or facility. • Deploy scheduled/random patrols of the facility and its surroundings. • Ensure that the Security Officers respond to emergencies such as fire alarms. • Ensure that the Daily Occurrence Logbooks at the gatehouses are kept up-to-date at all times and that all reports are correctly entered in the Logbooks. • Maintain communication with Security Control Room and Security Staff at all times. • Ensure that radios and security equipment provided for use by the site Security Staff are available for use at all times, and that sufficient supply of spare charged batteries and relevant accessories are available at all times. • Report of all observed incidents, defects, or maintenance issues at the site to the Security Control Room and follow-up for further escalation if required. • Handover/takeover of the site operational keys during shift changes and maintaining the daily audit of the keys at the end of the shift.
Guardhouse Security Officer	A Guardhouse Security Officer shall be able to carry out the following minimum duties: • Monitor the access and exit of all personnel and visitors to the facility. • Ensure that authorized personnel are provided access to restricted areas. • Maintain free flow of traffic through the gate or area of responsibility. • Inform/alert the Security Supervisor of all incidents in or around the facility premises. • Remain polite, calm, courteous but firm.
Patrolling Security Officer	A Patrolling Security Officer shall be able to carry out the following minimum duties: • Perform random and frequent patrol of key areas of the facility, as detailed in the daily schedules. • Maintain the door checklist for all facilities. • Respond to all requests for security assistance by Entity's personnel and as instructed by the Site/Control Room Security Supervisor. • Challenge any person who does not display the correct identity/gate pass. • Report obstructions on the fire-fighting equipment to the Security Control. • Respond to all fire alarms and update the Security Control Room accordingly. • In the event of fire, Security Officer shall escort the Civil Defense Team to the exact point of fire.

	• Report all observed damage to facility or assets to the Security Control Room. • Ensure that fire-fighting access routes and egress routes are maintained and clear of any obstruction. • Report to the Security Control Room any observed instances of poor housekeeping practices, which could cause risk of fire or injury in event of an emergency. • Remain alert about vulnerable areas of the facility for potential trespassing.

Table 2: Roles and Descriptions

6.0 PROCESS

The Security Department shall adhere to Manned Security guidelines to achieve performance levels that meet global best practices. Development of Manned Security procedures that require either in-house employees or external contractor shall be in accordance with the local laws and regulations.

6.1 Manned Security Policies and Procedures

6.1.1 Access Control

Access control policies and procedures vary across each Entity. However, access control policies and procedures shall include, but are not limited to, the following:

- Observation and recording of who enters and exits a site.
- A log sheet shall record the individual's name and the time of entrance to, and exit from the site.
- The information obtained shall be sufficiently comprehensive to allow Security Officers to locate visitors, whenever required.
- A visitor's pass must contain the following information – Information for Security Officers to determine whether a visitor has to be escorted, the name of the person who has authorized the visit, the status of the visitor, and their business while on site.

6.1.2 Material Access

One of the most sensitive tasks that a Security Supervisor/Officer deals with is the issue of the unauthorized removal of materials from an Entity's site. For example, staff, contractors and visitors routinely leave an Entity site with their own belongings. It is the responsibility of Security to ensure unauthorized equipment/materials from site are not removed.

The security department, in conjunction with the Entity, shall determine policies and procedures necessary to protect Entity's Facility and control unauthorized removal of materials.

6.1.3 Crowd Control

A Security Officer can have a role in maintaining crowd control. This can be required under the following circumstances, by way of example:

- The risk to life.
- Personal risk to members of the public.
- The personal risk to the security personnel.
- Damage to property.

If the Security personnel consider that the behavior of a crowd has escalated beyond their ability to control, they shall contact the police.

6.1.4 Traffic Control and Parking

A Security Officer is often responsible for controlling traffic inside the facility's premises.

- The Security Officer shall use conventional signals and movements in order to be understood and seen by drivers.
- The Security Officer shall be dressed smartly but comfortably according to weather conditions.
- The Security Officer shall wear proper reflective vests or cuffs to ensure visibility.

This control shall be performed in a well-mannered and polite way, trying to make people understand the reasons for the control.

6.1.5 Patrolling

The main purpose of security patrolling is to maintain the security of the premises under the Security Officer's authority.

Preparation for patrolling shall always commence with an understanding of the purpose of the patrol, which includes, but is not limited to the following:

- Controlling access to a Facility and keeping intruders away.
- Assisting members of the public.
- Checking security-related equipment to ensure proper functioning.

A thorough knowledge of the geography of the area to be patrolled is essential as well as knowledge of HSSE procedures. The following list contains examples of common procedures that a Security Officer/Supervisor shall consider during patrolling:

- The Security Officer/Supervisor should determine, in advance, where telephones, main water valves, electrical isolation, alarm panels, and light switches are located.
- The Security Officer/Supervisor should determine, in advance, where emergency lighting is provided.
- The Security Officer/Supervisor should know where emergency equipment, such as back-up generators, first aid kits, fire alarms, and extinguishers are located.
- The Security Officer/Supervisor should know the best routes to follow in an emergency, selecting the simplest, most direct route with the least number of safety hazards.
- The Security Officer/Supervisor should make a list of activities that need to be carried out while on a specific patrol and devise the route in advance, including a map of the major check points, hallways, rooms, stairs, doors and windows.
- The Security Officer/Supervisor should plan alternate routes in case specific areas are made inaccessible due to an emergency such as a fire or flooding.
- The Security Officer/Supervisor should plan various routes to ensure that they do not become too routine or predictable.
- The Security Officer/Supervisor shall ensure that their equipment, including appropriate clothing is in good working order.

6.1.6 Foot Patrol

Foot patrol is the most common method of patrolling as part of a security service. It often provides a more direct visible presence, which can act as a deterrent. Foot patrolling also means that the officer is able to be more aware of issues than they might be from a vehicle patrol. Foot patrols are also conducted where it is not possible to deliver surveillance through other methods such as motorized patrol or CCTV. A foot patrol provides the opportunity for an officer to use all of their senses (sight, hearing, smell, and touch).

6.1.7 Motorized Patrol

This type of patrol normally covers areas that are too large to be covered on foot. Motorized vehicles include:

- Cars
- Motor Bikes
- Electric Bicycles

Motorized vehicles may be equipped with telephones or radios and commonly are in continuous communication with their supervisory staff. Precise instructions are given about the type of patrol required. The vehicle patrols often include:

- Parking lots.
- Storage yards.
- Perimeter fence lines.
- Outer perimeters.
- Large public areas with restricted car access.
- Areas that are not appropriate for foot patrol.

Before taking the motorized vehicle for patrol. Security Officers have the added responsibility to check that the vehicle is functioning properly.

6.2 Security Officer Facilities and Equipment

6.2.1 Facilities

The Manned Security Organization should have a Security Office and Control Room, which would accommodate the CCTV System and monitors. Best practice would have ideally located on the ground floor of the facility, with a good communication system, ease of access in the event of an emergency and even a back-up facility in the event of a major incident that leaves access to the Control Room restricted or impossible.

Any Guardhouse or posts located in the wider area of the premises should have proper enclosures to protect the Security Officer from the elements, such as air conditioning for the summer, as well as a private area for conducting searches of persons or their belongings.

6.2.2 Equipment and Tools

The following is a list of tools and equipment that are recommended to be utilized by the Security Team:

- Good communication systems such as radios and/or mobile telephones.
- Torches.
- Adequate security lighting around the perimeters to ensure visibility in the night hours.
- CCTV Cameras placed in strategic positions around the inner areas and the perimeter of the facility.
- Dependent on the level of threat, the use of a metal detector/x-ray machines to screen visitors and their personal belongings.
- Dependent on the terrorist threat level, use of mirrors to check underneath vehicles entering the facility premises.
- Notebook and pen to note any details, specifically relating to security incidents, that later must be reported formally to the police and other activity that needs to be recorded.
- Duty Belt to carry the torch, radio, and keys to lock and unlock the various areas during security patrols.

6.3 Kingdom of Saudi Arabia (KSA) Manned Security Legislation

Security Operations shall be compliant with the prevailing KSA Labor Laws and all other applicable laws and statutory regulations in force at the time. According to Decree No. 145 issued by the Saudi Council of Ministries, the following work legislation is mandatory in the field of security services provision:

- The Security Staff shall all be Saudis.
- The Security Supervisor/Officer has the power to hold a member of the public when committing a violation of the local laws whilst waiting for the police to arrive.
- The Security Supervisor/Officer shall immediately report any violation of the local laws to the nearest Ministry of Interior (MOI) police department and prepare a detailed report about the incident.
- The Security Supervisor/Officer is completely liable for the facility security, and all equipment and tools.
- The Security Supervisor/Officer shall be fully knowledgeable about the facility and completely understand all assigned tasks.

7.0 ATTACHMENTS

The templates to be developed will consider minimum requirements for manned security services.

1. EOM-ZO0-TP-000165 - Manned Security Procedure Checklist

Attachment 1 – EOM-ZO0-TP-000165 Manned Security Procedure Checklist

PROJECT NAME:		DRAWING REF Numbers.		REV.

No.	INSPECTION ITEM	CHECKED SATISFACTORY		
		N/A	YES	NO
1	**EXTERIOR DOORS, WINDOWS, and OPENINGS**			
1.1	Are all entrance doors clearly visible from either the parking lot or the street?	☐	☐	☐
1.2	Are back doors locked during operating hours to prevent entry of intruders?	☐	☐	☐
1.3	Are employee entrances and other non-public entrances closed securely and locked to prevent entry of intruders?	☐	☐	☐
1.4	Are windows clear of posters or signs that block the view from inside out and outside in?	☐	☐	☐
1.5	Are windows that can be opened, always closed, and locked when the business is closed?	☐	☐	☐
2	**EXTERIOR**			
2.1	Are the exterior lights sufficient to illuminate all areas of the building?	☐	☐	☐
2.2	Are exterior lights checked regularly to ensure they are operating?	☐	☐	☐
2.3	Are all lights in, above, or near all entrances working?	☐	☐	☐
2.4	Are all fences in good repair?	☐	☐	☐
2.5	Are fences around outdoor terraces and parking isolated and in good repair?	☐	☐	☐
2.6	Is the furniture in outdoor areas secured or locked inside the building during non-operating hours?	☐	☐	☐
2.7	Is the trash or dumpster area, or is the lid or cover to the trash or dumpster locked to prevent illegal dumping or a person hiding inside?	☐	☐	☐
3	**INTERIOR AREAS**			
3.1	Are interior rooms and hallways lighted well enough so that anyone in them can be seen?	☐	☐	☐
3.2	Are windows and locks on windows in restrooms in good repair to prevent entry or exit of an intruder?	☐	☐	☐
3.3	Is access to the employee locker room or break room limited to employees?	☐	☐	☐
3.4	Are lockers and break rooms monitored for security violations and employee safety?	☐	☐	☐
3.5	Are the employees' desks clear from any materials and papers that can be accessed after working hours?	☐	☐	☐
3.6	Are employees instructed to leave their valuables at home or locked away from public access?	☐	☐	☐
4	**OPENING AND CLOSING BUSINESS**			