



Oxford Security Services

DRIVERS HAND BOOK

This handbook is issued for the benefit of any employee who is allocated the use of a Company car.

Company cars are provided maintained by Air Cooled Engineering who are responsible for controlling the car maintenance.

For any assistance regarding the services provided by Air Cooled Engineering in the guide, telephone on 01865 714141.

You must check the vehicle mileage, oil water before you go out in any of the vehicles.

USE OF CAR

Driver's Obligations

The Company car driver and his/her manager must ensure that the Company car is operated at all times in accordance with this handbook

Cars must be kept in good order at all times, this means:-

- * Service records must be up to date
- * The Company car exterior must be in good condition and without accident damage
- * The Company car interior and exterior must be regularly cleaned
- * The Company car must be maintained and serviced in line with manufacturer's recommendations

Approved Drivers

The following may be authorised to drive a company car provided that a current full UK drivers licence is held, and for nominated drivers the age of 25 years is exceeded:

- The employee to whom the company car has been assigned

In order to meet the insurance requirements when a company car is allocated, the employee and any nominated drivers will be required to complete a Mandate form and produce a copy of a current driving licence (both parts).

Licences will be checked at least twice a year depending on endorsement status. The following periods will apply as a guide in all instances

5 endorsement penalty points or less – bi - annually
6 endorsement penalty points or more – bi-annually
9 endorsement penalty points or more - quarterly

The company car driver must notify Head office immediately of any of the following which affects any of the authorised/nominated drivers:

- A disability or health condition which may affect driving
- A driving disqualification at any time
- A drink or drug driving conviction
- A conviction for driving without due care and attention

- A conviction for dangerous driving.
- A conviction which results in the accumulation of penalty points to 9 or more.

The following conditions will result in an employee being excluded from driving a company car

- An accumulation of 15 endorsement penalty points or more.
- Driver who has not completed a Mandate within 28 days of request
- Driver who does not hold a driving licence which is valid for use in the UK and for the category of vehicle being driven.
- 3 year exclusion for all drink, drug, reckless or dangerous driving offences.

Failure to divulge this information could prejudice the Company's position in relation to any claims arising. The Company reserves the right to recover from the company car driver any insurance monies withheld as a result.

VEHICLE MAINTENANCE

The procedure below applies to maintenance, servicing and repairs of Company cars:

Responsibility

The employee must ensure that the Company car is serviced according to the manufacturer's recommendations and that, in between, oil and fluid levels are checked frequently. When repairs are necessary these should be undertaken as soon as possible.

Procedure

Simply book your vehicle in to Air Cooled

Drivers should not pay for any work themselves.

If for any reason an employee is not satisfied with the service received, he/she should advise Lease 4 Less

If you are experiencing a recurring fault with your vehicle during the warranty period. Please inform Lease 4 less and select option 2 so that they can help resolve the situation

Tyres

Replacement tyres are provided by: **ATS**

To arrange replacement contact OSS 01865 751605

Check your tyres regularly for both tread depth (the legal minimum of 1.6mm) and correct pressures (incorrect pressures will cause premature wear and endanger your personal safety)

Exhausts and Batteries

Replacement exhausts and batteries are provided by: **ATS**

To arrange replacement contact OSS 01865 751605

Windscreens

Replacement windscreens are provided by: Auto Windscreens or Auto Glass

To arrange replacement contact OSS 01865 751605

Breakdown

In the event of a mechanical breakdown which immobilises your vehicle contact the Matthew on 07709984797

You will be asked for the following information:

- 1) Organisation name
- 2) Vehicle registration number
- 3) Vehicle make and model
- 4) Location – the service includes breakdown at your home address
- 5) The nature of the problem

A recovery vehicle will be despatched as quickly as possible and drivers should return to their vehicle and wait for assistance. Every effort will be made to repair the vehicle at the roadside. However, if this is not possible the Company car will be recovered to the nearest Hitachi Capital outlet or to a destination of the driver's choice.

During the vehicle warranty period utilise the manufacturers breakdown cover (refer to your vehicle handbook)

ACCIDENT MANAGEMENT AND THEFT

In the Event of Accidental Damage

In the event of an accident, drivers should not discuss the circumstances with anyone other than the police.

On no account should any admission of liability be made.

The following procedure should always be followed:

- The driver should provide the Company name and his/her business address and insurance details. In addition he should obtain name, address and insurance details of the third party
- Obtain name and addresses of any witnesses and the rank, number and station details of any attending police officer.

Where vehicle damage only is sustained, the police must be notified only where the third party details are not obtained. If personal injury is sustained the police must be notified within 24 hours.

In the event of an incident to a Company car resulting in vehicle body damage/theft of car/attempted theft the employee should contact OSS office on 01865 751605. Irrespective of the time of the call, arrangements will be made with the employee for the collection, repair and return of the Company car to any address in the UK mainland. If the vehicle can be driven the repairer will contact the driver within seven days to arrange for the repair to be undertaken.

Unlawful damage to any company vehicle will be at the cost of the driver and not the company. (you must check the vehicle and identify any damage on the vehicles before you use the vehicles failure to do so could result in you being held responsible for any damages that are on the vehicle on your return)

Employees should not seek repair estimates or authorise any work with the repairer direct.

Vehicle Hire

In the event of an accident Nationwide will provide a replacement vehicle after 24 hrs

ESSENTIAL DOCUMENTATION

Insurance Certificate.

Vehicles are insured under a Company policy (third-party cover only). The employee's vehicle may NOT be driven by any individual not employed with the company. The named driver must have held a full driving licence for a minimum period of 12 months and be over 25 years of age.

A copy of the Company's insurance certificate can be obtained from the oxford stadium on 01865751605.

Road Fund Licence

Road Fund Licences will be issued automatically and sent to your place of work, but it is the responsibility of the employee to see that it is correctly displayed on the Company car, i.e. at the bottom right hand corner of the windscreen viewed from the outside. If the licence has not been received up to five working days before the end of the month in which the licence expires, then immediate contact should be made with Lease 4 Less on 0800 9880199 and select option 2

Traffic Offences (Parking, Congestion Charging and Bus Lane)

These are your responsibility and any resulting fines should be paid immediately. If you fail to do so we will pay them on your behalf and recharge you or your company along with an administration fee.

Smoking in Company Vehicles

With effect from July 1st, 2007 smoking in company vehicles will be strictly prohibited in accordance with the UK Health Act 2006. Non-compliance of the new act will be deemed a criminal offence and individuals could be fined £50 for smoking in a smoke free vehicle.

Environment

Emissions from road transport vehicles constitute a major environmental impact. Oxford Security Services has committed to improving its environmental performance (see Environmental Policy). As ambassadors for the company we would expect you to ensure your impact through the use of your vehicle is minimised, through regular vehicle checks and driving techniques. Further information is provided under these headings.

Driving Techniques – improving efficiency and minimising your environmental impact

Fuel prices in the UK are currently higher than in most of mainland Europe. By employing a few key driving techniques, you can reduce your vehicle's fuel consumption, save money and do your bit to help the environment.

Use your gears wisely

Driving in the highest gear you can, without labouring the engine, is a more fuel efficient way of driving. It is estimated that a vehicle travelling at a speed of 37mph in third gear uses 25% more fuel than when at the same speed in fifth gear

Drive more smoothly

Think ahead and, by applying light throttle and avoiding heavy braking, you will reduce your vehicle's overall fuel use and at the same time reduce wear and tear on the vehicle. Research suggests that driving techniques can influence fuel efficiency by as much as 30%.

Switch off your engine

Whenever it is safe to do so, switch off your engine, especially when stuck in traffic for more than a few minutes. If you have air conditioning think before you use it. Not using it will reduce fuel consumption and ultimately save money.

Drive off as soon as you can

Don't leave your engine running when you first start up. Drive off straight away if you can but drive gently until the engine has reached its normal operating temperature.

Lighten your load

Think carefully about what you are taking on a journey. If you do not need something do not pack it. Remove roof racks if they are not necessary for your journey. The lighter the load, the lower the fuel consumption and emissions.

Examine your travel choices

Make fewer car trips

83% of motorists think that traffic congestion in towns and cities is a major problem. There is no "quick fix" solution to this challenge, as for many trips the car is viewed as an absolute necessity. For short or simple journeys, however, you may be able to walk, cycle or take public transport.

RAC research shows that 20% of all current car trips could be easily switched to alternative means. For journeys to work or for longer leisure trips, car sharing may be possible. You may want to consider the train for longer journeys. This will help to reduce emissions and cut the fuel bill.

Drivers' responsibilities

Health and Safety Law requires certain standards in all aspects of work. The guidelines below have been prepared to help protect the health and safety of employees whilst travelling by road on company business. All employees are expected to follow these guidelines for reducing the risks to health and safety whilst at work

Daily and weekly checks:

- Are fuel, oil and water topped up?
- Are tyres inflated to the right pressure, with a minimum tread depth (current legal minimum tread depth is 1.6mm), and in good condition?
- Is there an inflated spare?
- Are all lights and indicators are working?
- Are the windscreen washer and wipers working? (An empty washer bottle is an offence)
- Does the windscreen have any cracks or chips? (If so, have it inspected immediately as it may be illegal)
- Is the windscreen free of distractions like air fresheners?
- Is it easy to see clearly in all mirrors? Are any mirrors missing or dirty?
- Are vehicle attachments (such as roof racks) secured?
- Are seat and driving controls adjusted for comfort?
- Are the seatbelts in good working order?

- Is the speedometer working?
- Is the horn working?
- Is the exhaust noisy or leaking fumes?
- Are the number plates clean and visible both front and back?
- Are there any loose objects inside the car that could hurt people in a collision?

General Vehicle safety rules:

- Do not overload the car
- Do not allow the car to cause an obstruction
- Do not reverse a car for long distances
- Switch off the engine when stationary (except at traffic stops)
- Use dipped headlights at night in built up areas and in dull daytime weather, or if visibility is poor
- Only use rear fog lamps when visibility is poor, e.g.: in extremely heavy rain or fog, ensuring they are turned off when visibility improves. (It is an offence to use them in good visibility conditions)
- Use lights half an hour before sunrise and sunset

Tyre Checklist:

- Check the correct pressures against the manufacturer's recommendations or against the tyre's sidewall markings (if they are the correct tyres for the vehicle)
- Visually inspect for cuts, bulges or sidewall damage. Check tread depth. A small tool is available to accurately measure treads
- Check and adjust pressures as necessary. Remember - not all garage gauges give accurate readings. Pocket tyre gauges check pressures quickly and easily and only cost a few pounds
- Clean dirt from around valves, fit valve caps all round and check for leakage (especially following inflation)
- Remove stones and other foreign objects from treads
- Have the steering alignment checked if front tyres show signs of excessive or uneven wear
- Examine brakes if tyres show signs of wear through wheel locking
- Have front wheels and tyres balanced if there are signs of vibration, wheel wobble or patchy tyre wear

MOBILE PHONES

OSS policy provides for hands free (where the employee is provided with a company mobile phone) to assist with the hands free usage of a mobile phone when accepting an incoming call. General mobile phone usage guidelines (when a hands free facility is not available) are-

- Never answer a mobile phone or send or receive text messages while driving;
- Put your phone on message service while driving. Change your message to include the phrases 'I may be driving' and 'I will probably be able to return your call within two hours';
- Put your phone or pager in the boot so you won't be tempted to reach for it while driving;
- Always take regular breaks - at least every two hours - on long journeys. After resting, use this time to retrieve and make calls. Make sure you include this break and phone time in your schedule;
- Manage your time so it is less likely that you have to make lots of calls on a day when you are driving to and from meetings;
- Remember that no conversation is more important than a life.

Courteous and Responsible Driving Techniques

The Company expects all employees to adopt a courteous and responsible approach to driving for example:-

- * To exercise high levels of concentration
- * Anticipation and courtesy to other road users
- * To follow the Highway Code at all times

Seat Belts and Head Restraints

Seat belts must be worn by **all vehicle occupants at all times**. Ensure that head restraints are properly adjusted for you and your passengers – top of restraint must not be below eye level.

Recommended Driving Times

It is recommended that the maximum working and driving time in a 24 hour period should not exceed 14 hours.

Severe Weather

Employees are not expected to travel by road in severe weather conditions. Discuss your journey with your manager taking driving experience into consideration.

Breakdown

Your first concern is to protect the safety of yourself and your passengers and secondly to make sure your vehicle is in a safe position with hazard lights on to avoid danger to other road users. Wear high visibility clothing if available. Be prepared for such a situation by having the breakdown recovery phone number available. If breakdown occurs on a motorway you may use a mobile phone instead of the road side emergency phones, but will need to give full details of your position. Following a breakdown be aware of the dangers of accidents, particularly on motorways. Although less likely, be also alert to the dangers from personal attack.

Some Facts and Tips about Driving Safety

*Allow plenty of time for hold ups and bad weather when planning a journey:
Sleep related accidents are three times more likely to result in death or serious injury.
Accidents due to fatigue are more likely between 4am and 6am
About 11% of all motorway accidents in UK are between 4am and 6am
Don't have the car interior too hot. Let in plenty of fresh air
Share the driving whenever possible
Do not drive long distances after a big meal. Eat lightly at intervals
Don't drink alcohol at all if you are driving
Beware of driving at all if you are taking certain medicines. If in doubt, ask your GP
If you feel drowsy, pull off into a safe parking area and take a break
Don't push yourself too hard, the more you concentrate the more tired you'll get*

Facts & Guidance

Research indicates that about **20 people are killed and 250 seriously injured every week** in crashes involving someone who was driving, riding or otherwise using the road for work purposes.

HSE Guidelines, 'Driving at Work', state that 'health and safety law applies to on-the-road work activities as to all work activities and the risks should be effectively managed within a health and safety system'.

Therefore, employers must assess the risks involved in their use of the road for work and put in place all 'reasonably practicable' measures to manage those risks.

This applies to all at-work drivers (e.g. sales staff, managers driving to meetings, grey-fleet drivers, etc.) and not just professional LGV and PCV drivers.

Prevent driver sleepiness

Thousands of crashes are caused by tired drivers. They are most likely to happen:

- On long journeys on monotonous roads, such as motorways.
- Between 2am and 6am.
- Between 2pm and 4pm (especially after eating, or taking even one alcoholic drink).
- After having less sleep than normal.
- After drinking alcohol.
- If taking medicines that cause drowsiness.
- On journeys home after night shifts.

Drivers' hours

As a working rule, no driver should be required to drive continuously for more than two hours without at least a 15-minute break. Where possible and it is safe to do so stretch the legs and get some fresh air.

The drivers' hours rules for professional drivers are the statutory maximum.

Breaks and break locations should be planned for in advance of starting journeys

Optimise schedules

Ensure that journey scheduling allows sufficient time for drivers to take account of reasonably foreseeable weather and traffic conditions and to comply with speed limits.

Avoid driving in adverse conditions

Actively discourage driving at night and in adverse weather conditions, particularly fog, high winds, ice, snow or flooding or where there is a danger of drivers becoming stranded in remote locations.

Review shift arrangements

Night shifts and rotating shifts cause severe sleeping disruptions.

Drivers on 12-hour shifts (compared to eight hours) are significantly sleepier at the end of their shift, especially at 7am.

Review your shift arrangements to see that these do not lead to driving while fatigued.

Specify 'safer' routes

Every journey should be a managed journey.

Plan your journey to take account of road type (accident rates are lowest for example on motorways and dual carriageways); hazards (road works, accident black spots); traffic densities (time journeys to avoid peak traffic hours); and high-risk features such as schools or busy shopping centres.

Safe driving

Review your own driving habits,

- Safe speeds dependant on road conditions, promote this culture within your teams, leadership is the best example.
- Distraction, never make or take phone calls without the use of hands free devices. Do not send messages or transact business whilst driving.
- Do not drive at all if under the influence of drugs or alcohol.
- Do not drive if you feel unwell. If you are on medication consult your G.P. for any side effects.
- Vehicle checks before each journey to make sure everything's working properly, especially tyres, lights, windscreen wipers and all fluid levels.
- Journey planning, this can give staff advice; the 'Safer Journey Planner' can be downloaded free from www.rosipa.com/pdfs/road/safejourney.pdf

Use safer alternatives

Where possible, use remote communications such as telephone, email or video-conferencing as a substitute for road journeys or travel by plane or train, which is far safer.

If road travel is unavoidable, maximise car and driver sharing to reduce the number of journeys.

Monitor

Managers should discuss the issue with their drivers during periodic performance appraisals.

Journey planning should be monitored, for example, by sampling to see whether safe journey parameters are being observed.

Please share instances when you have experienced sleepiness at the wheel to see what lessons can be learned with your Fleet Manager.

Crashes while driving for work, particularly those with no other apparent cause, should be investigated to establish whether fatigue may have been a factor.

Oxford Security Services LTD.

1. ORGANISATION STRUCTURE

RESPONSIBLE TO: Operations Manager

JOB TITLE:

Mobile Patrols
Alarm response

**REPORTS TO THE:
JOBHOLDER**

None

None

2. JOB AIMS & OBJECTIVES

To provide a response service for alarms and carry out random visits on allocated premises.

Provide open and close services.

Provide an escort service for a selection of customers

***UNDER NO CIRCUMSTANCE MUST YOU GO TO WORK WITHOUT
YOU'RE SIA BADGE***

3. MAIN DUTIES & RESPONSIBILITIES

Carry out random patrols on selected customer properties.

To provide transportation for OSS employees if requested.

To ensure that all customers that you make contact with, receive a high level of customer service.

To assist in the protection of all site users from violence or molestation of any kind.

To question and establish the bona fide of persons found unescorted in non public areas or on private property who are not displaying valid identity badges.

To provide an escort service for the late Pharmacist.

To monitor the call taking system and carrying out random checks on all sites.

To assist OSS Management team in covering any shifts that may be required on the static department until cover can be arranged.

During major incidents, when instructed, to restrict access to the site, regulate the movement of traffic and pedestrians, liaise with the Police, Fire Brigade and other Emergency Services, assist in the search of buildings, and other matters involving the preservation of life and prevention of danger.

To check out of normal working hours, the external doors and ground floor windows of premises to ensure they are secure.

To check inside the building on all floors that lights are switched off and windows closed (this will involve climbing stairs of up to five floors. You are not allowed to use the lifts due to health and safety of a loan worker)

To ensure that fire-fighting equipment is in place and not obstructed. Any obviously unserviceable equipment to be reported to the Fire and Safety Manager for repair or replacement.

To report immediately any insecure premises or breach of normal perimeter enclosures to relevant person/s and reported in accordance with procedure.

To report any crime or suspected crime, any persons acting suspiciously or actually committing a crime to the Police.

To control and be responsible for the issue of keys, digital codes and identification badges/systems and services.

To maintain a written record of vehicles entering or leaving sites out of hours.

To patrol car parks and other areas on location of site.

To operate communication equipment as required.

To enter basic occurrence/alarm activation reports. One to be left on site and the other to be brought back to OSS.

To ensure that through the adherence to Company procedures, all mobile patrols are conducted according to customers requirements and that all site based personnel comply with the Company standards in relation to presentation, behaviour, dress, adherence to sound security procedures and assignment instructions, and that all Oxford Security Services customers are receiving the highest possible level of service.

- A. To conduct all mobile patrol visits, according to the current supplied schedule
- B. To enforce the Company disciplinary code within the limits laid down
- C. To carry out supervisory site visits as and when required
- D. To ensure the welfare of OSS site based officers
- E. To maintain the highest levels of customer service at all times
- F. No financial responsibility

1. General

As a mobile supervisor and a representative of OSS, you will be expected to lead by example at all times.

Whilst you are on duty, you will be in full, clean OSS uniform and be in possession of your identity card.

As you are representing the Company whilst you are on duty, you will be expected to be courteous and professional at all times when dealing with employees of the Company or any of its customers.

You will also be expected to gain a sound working knowledge of all assignments within your area in order for you to assist and employee during an incident and to enable you to instruct any employee in the general running of the customer's premises.

2. Liaison

Mobile supervisors will liaise with the Area Manager and the control room staff on a daily basis in order to identify specific tasks that may be required to be carried out, and to collate any information that will assist in the professional running of the customer's security requirements.

3. Hours of duty

By the very nature of the position you hold, a flexible approach to working hours must be adopted as you may be required to work day shifts or night shifts as required, although you will generally be working 12 hour shifts on a rolling roster as detailed by your Area Manager.

4 Commencement of duty

1. After booking on duty, you will liaise with the control room to ensure that all assignments are fully manned as required and any specific tasks allocated to your shift are understood and carried out.
2. Establish the details of any temporary assignments that may be working in your area, whilst you are on duty.
3. Understand the contracted establishment of all assignments within your area.
4. Ensure that you inform the control room of all your movements and location throughout the duration of your tour of duty.
5. Ensure that you are in possession of all keys and instructions required to complete your duties in relation to mobile patrols and key holding services.
6. Ensure that the mobile patrol vehicle is inspected for unreported damage and to ensure the vehicle complies with all road traffic laws and requirements.

5. Documentation

During your tour of duty you will be expected to complete the required documentation in order that suitable records are maintained and your supervision may be analysed and collated. These include the daily occurrence book (DOB), site visit reports, incident reports and other relevant documentation required.

6. Site visits

When conducting supervisory site visits you are required to carry out the following checks:

Daily Occurrence Book (DOB)

- Are all entries legible?
- Are names of all officers on duty entered into the DOB?
- Are the times of all patrols carried out recorded correctly?
- Are brief details of any incidents entered in the DOB for reference purposes?
- Are the DOB entries being numbered correctly and consecutively? (first entry in the book 001, next entry 002, then 003 and so on until the book is completed).
- Are all check calls being recorded correctly?
- Are all entries in chronological order?
-

Assignment Instructions

- Are they present and up to date? (less than 12 months old)
- Is the information contained within the instructions current and correct? (all duties covered, contact details correct etc.).
- Are they signed by the officers as being read and understood? (officer acknowledgement sheet).
- Are they properly typed? (no handwritten amendments or alterations).
- Is the on duty officer aware of any changes or amendments required?

Keys and key register (if applicable)

- Is the key cabinet locked and the key held separately?

- Are all keys, swipe cards and codes accounted for?
- Is the register being completed correctly?
- Are the officers signing for keys they require during their shift?

Security officer(s)

- Are all officers in full uniform?
- Are all officers smart and clean in appearance?
- Are all officers in possession of a valid company ID card? (ID cards must be carried by the officers at all times whilst on duty)
- Are all officers in possession of valid SIA Licence?
- Do the officers have a good working knowledge of the site and the duties required?
- Do the officers on duty have any welfare problems/wage queries etc.?
- Do the officers have a good working relationship with colleagues/ control room/customer?

Incident reports

- Are all incidents being made the subject of an incident report?
- Are incident reports being completed correctly with the required information?
- Are all the white copies of incident reports being collected and returned to Head Office?
- Are copies of all incident reports retained on site for the attention of the client/management/security officers?
- Are all incident reports legible?

Guard base

- Is the guard base clean and tidy?
- Is all redundant/completed documentation being collected and returned to Head Office?
- Is all OSS Services equipment supplied present and in working order?
- Is all client supplied equipment present and in working order?

Promote:

- Interest in the company
- Personal ambition
- Promotional prospects
- Further training and qualifications
- Professionalism at all times

7. Other duties

- Incidents

In the event of a major incident occurring on an assignment within your area, the control room will dispatch you to the said location and you must ensure that you attend as soon as possible. Upon arrival at the scene, you will assist the on duty officer and take control of the situation until the emergency services, OSS management or the customer arrives on site.

- Site patrols

During all supervisory site visits, you will be expected to carry out a patrol with the officer on duty to establish their working site knowledge and to ensure that any patrol recording equipment are in working order.

- **New business**

The mobile supervisor will always be alert to the possibilities of potential new business or the adding to existing business.

- **Media**

All OSS Services personnel are not permitted to disclose any information whatsoever to the press, or their agents, and if approached, must not make no comment but refer the enquiry to the Company Head Office.

- **Confidentiality**

As an employee of OSS Services, you are not permitted to disclose any confidential information relating to OSS Services, its employees or any of its customers to any person not authorised by OSS Services.

Specific Duties:

- Make a check call Every hour
- Check calls must be made 15 minutes past the hour.
- You must start that first check call 15 min after your start your shift
- Internal patrol (hourly)
- External patrol (hourly).
- When arriving on sites, visitors and construction works are to be accounted for (if not booked in the book then book them in. from start of shift to hand over.

Professional Attitude & Skills.

You should as a Mobile Patrol/Static Guard

- Greet customers and Staff in a friendly and courteous manner.
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to your duties
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive when dealing with the members of the public and colleagues.
- Be fit for work and remain alert at all times.
- Develop knowledge of local services and amenities appropriately.
- Be Flexible with other members of staff
- Be professional all times

General Conduct

In carrying out your duties as a Security Guard you should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs.
- Not display preferential treatment towards individuals.
- Never abuse your position of authority.
- Never carry any item which is or could be considered to be threatening.
- Report all incidents to the management.

- Co-operate fully with the members of the Police, Local Authority, Security Industry Authority and any other statutory agencies with an interest in the licensed premises or the way they are run.

NOTE:

The above description does not necessarily itemise all jobs the job holder will be required to do.

Further advice

- For advice and resources on all aspects of managing occupational road risk see the following publications,
- HSE Guide, 'Driving at Work' www.hse.gov.uk/pubns/INDG382.pdf
- Managing Occupational Road Risk: The RoSPA Guide (price £25.00)
- Driver Sleepiness, DFT road safety research report 21 www.dft.gov.uk (Road safety section)
- www.dft.gov.uk (Road safety section)
- www.hse.gov.uk/roadsafety/index.htm

ACCEPTANCE OF TERMS & CONDITIONS OF OXFORD SECURITY SERVICES LTD DRIVERS HAND BOOK

I acknowledge that I have received read and understood the contents of the drivers hand book.

I further understand that the contents of this DRIVERS HAND BOOK and Job Description are binding on me as part of the Terms and Conditions of my employment with Oxford Security Services.

Employee Name:

Employee Signature:

For and on behalf of the Company

Name:

Signature:

Job Title :

Date Employee Handbook Issued: