

Standard of Operation (SOP)

Location
<p>1) Chief Security Officer (CSO)</p> <ul style="list-style-type: none">- supervise all security guards in all shifts, and ensure they deliver full SOPs correctly.- stationed in the guard post/Control Room, but free to walk anywhere to monitor the performance of his personnels on duty- close liaison with the Maintenance Officer, Building Manager and JMC Security Head/team.- always stay alert/on-guard, waiting for any incoming calls from static/patrolling guards on duty. *- in case of any incident, crisis, or emergency, he must initiate appropriate emergency response immediately; notify JMC & Building Manager accordingly; and follow with full report on the next day. * <p>- examples of crisis/emergency situation :</p> <ul style="list-style-type: none">- suspicious looking individual caught by patrolling guard :<ul style="list-style-type: none">- interrogate- surrender to police if found guilty- car without sticker parked at the parking lot :<ul style="list-style-type: none">- call the owner- interrogate if suspicious.- clamp the car, if no answer from intercom.- car alarm triggered - contact owner- unlocked/unsecured vehicles - contact owner- fire alarm triggered - if alarm is genuine, get Control Room officer to announce to all residents (thru PA system) to vacate the building.- anyone trapped in lift - call Bomba (Fire Brigade)/EITA- anyone unconscious/hurt/dead - call ambulance / police <p>- send daily security reports & statistic to the Management.</p>
<p>Control Room (CCTV) (currently handled by CSO)</p> <p>Jobscope & SOPs :</p> <ul style="list-style-type: none">- must never leave control room unlocked & unattended. *- monitor all CCTV cameras at all times. *- report to superior, if any suspicious looking & behaviour person detected on the screen. *- report to superior, if any incident detected on the screen (eg. vandalism, fight, accident) *- answer intercom from people trapped in lift. Report to superior. *- make an announcement thru building PA system, in case of any fire emergency. *
<p>SOP for Static Post (Block A, B, C, and D)</p> <p>Jobscope :</p> <ul style="list-style-type: none">- grant access to residents with Access Card- register visitors in a Log Book, and issue visitor pass.- prevent unauthorised entry into the building.- strictly enforce access control procedures as per SOPs below.

- get help from superior, if they cannot handle certain individual. Avoid any confrontation. Stay firm, but with smile.
- **must not leave their post vacant at anytime, and get their CSO to get a replacement, if they need to leave post for whatever reason. ****

SOP :

Resident with Access Card

- smile & greet
- open the door, after they swipe the access card*
- ask how many people accompany them, before they enter the door, and make sure no stranger will follow them. *

Resident without Access Card

- smile & greet
- ask for unit number*
- intercom resident's unit, to verify whether this 'family member/housemate' is genuine, or not*
- if genuine, open the door. *
- (for Block C & D : accompany resident to the lift, and help swipe the access card*)

Resident without Access Card (nobody at home)

- smile & greet
- ask for unit number*
- intercom resident's unit, to verify whether this 'family member/housemate' is genuine, or not*
- if no answer from intercom, get CSO to accompany them to their unit*
- leave them, only if they manage to open their grill/house door. *

Resident's Guest

- smile & greet
- ask for unit number*
- intercom resident's unit, to verify if he/she is expecting any guest. *
- if yes, open the door. *
- (for Block C & D : accompany resident's guest to the lift, and help swipe the access card*)

Food/parcel delivery boy

- smile & greet
- ask for unit number*
- intercom resident's unit, to verify if he/she is expecting any food/parcel delivery*
- if yes, ask for a Driving License, give Visitor Pass, and grant access. *
- (for Block C & D : accompany the delivery boy to the lift, and help swipe the access card*)
- jot down their details in Log Book, and keep their ID on table (properly arranged in sequence) *
- if they don't come back in 20 min, intercom resident to check, if the delivery boy is still there. *
- if resident says, 'delivery boy already left long time ago', pls call CSO. CSO must ask patrolling officer to check. *

Contractors

- smile & greet
- ask for unit number*
- intercom resident's unit, to verify if he/she is expecting any contractor for installation any work*
- if yes, ask for a copy of Permission Letter (approved by Management) *
- once verified, ask contractor for his Driving License (or IC). Then, give Visitor Pass, and grant access. *
- (for Block C & D : accompany the contractor to the lift, and help swipe the access card*)

- jot down their details in Log Book, and keep their ID on table (properly arranged in sequence) *
- if they need to load/unload heavy & big equipments in Basement, get CSO to accompany, and open the Basement door to the lift. *

Criteria

- pleasant looking & friendly (but, strict when required)
- look strong & fit.
- can speak either in English/Malay (preferably both)
- know how to operate walkie-talkie
- know how to operate intercom
- can write & read
- must wear watch

Remarks :

Visitor Pass Time Length :

For food/parcel delivery : 20min

For Contractor : few hours (depending on works) - ask estimated time.

6th Floor (Level 6)

Jobscope & SOPs :

- to open and close facilities everyday at suggested time on level 6.
- to patrol all facility rooms (eg. gym, computer, billiard, sauna, squash, etc) in every 2 hours, and make sure no vandalism, and unauthorized use of facility.
- make sure all doors are locked properly.
- To make sure the users of the facilities are wearing appropriate attire when using the facilities at all time.
- to alert parents on their children's unsafe behaviour in swimming pool.
 - perform CPR, in case of drown incident at swimming pool.
- To ensure right user and right use of facilities of common area.
- To ensure no bulk waste dump by resident / contractors at common area.
- To make sure all facilities are locked and lights are OFF at 11pm.

Patrolling Officers

Jobscope & SOP :

- conduct routine foot patrol to show physical presence. *
- patrol all floors & car parks in Block A, B, C & D, according to route given, in every 2 hours. *
- confront any suspicious looking individual seen during patrolling, and report to superior. *
- make sure all doors are properly locked. *
- make sure no car without sticker parked at the parking lot, otherwise, report to superior. *
- when car alarm triggered, report to superior. *
- report all unlocked/unsecured vehicles to superior.
- when fire alarm triggered, report to superior.
- record all electrical and mechanical malfunctions in the sector, and report to superior. (eg. doors malfunction, light malfunction, water leakage, etc.)
- To ensure right user and right use of facilities of common area.
- To ensure no illegal parking at non-parking lot bay.
- To ensure no illegal renovation carried out.
- To ensure no bulk waste dump by resident / contractors at common area.

Main Lobby at Barrier Gate (currently given FOC by GMP-Kaisar)

Jobscope & SOPs :

- To make sure the entry and exit driveway is clear of traffic.
- To assist anyone having problem with their access card.
- To jot down plate number of vehicles entering/exiting the barrier gate in a Log Book.
- Stop any vehicle from entering/exiting, if they don't have a valid access card AND car sticker. *
- Don't let anyone walking thru the barrier gate, and use the ramp to enter the carpark. *
- Monitor all passengers' drop-ins and drop-offs.
- Make sure nobody parks their car/motorcycle at the lobby area, and leaves their vehicle unattended.
- However, they can wait for passengers at lobby area for few minutes, provided, their vehicle doesn't obstruct traffic, and the driver stays in their vehicle.

Complex Lobby (facing PPR)

Jobscope & SOPs :

- To make sure the lobby driveway is clear of traffic.
- Monitor all passengers drop-ins and drop-offs.
- Make sure nobody parks their car/motorcycle at the lobby area, and leaves their vehicle unattended.
- However, they can wait for passengers at lobby area for few minutes, provided, their vehicle doesn't obstruct traffic, and the driver stays in their vehicle.

1 Dog Unit with 1 Handler (currently given FOC by GMP-Kaisar)

Jobscope & SOPs :

- conduct routine patrol to show physical presence. *
- patrol surrounding building perimeter & car parks in Block A, B, C & D, in every 3 hours. *
- confront any suspicious looking individual seen during patrolling, and report to superior. *
- make sure all doors are properly locked. *
- make sure no car without sticker parked at the parking lot, otherwise, report to superior. *
- when car alarm triggered, report to superior. *
- report all unlocked/unsecured vehicles to superior.
- when fire alarm triggered, report to superior.
- record all electrical and mechanical malfunctions in the sector, and report to superior. (eg. doors malfunction, light malfunction, water leakage, etc.)
- to ensure no illegal parking at non-parking lot bay.
- To ensure no bulk waste dump by resident / contractors at common area.

Others

- To carry out any assignment assigned by The Management within jurisdiction security from time to time.
- Scope of work may change from time to time as required by The Management.