GENERAL DUTIES AND RESPONSIBILITIES OF CONTROL ROOM SUPERVISORS

Responsibility and Reporting

To ensure that communication is maintained with all sites, supervisory and management staff on a 24-hour basis and to coordinate the deployment of security officers, monitor and record all communication from sites and to act as a link between management and the sites in case of emergencies.

Key Performance Areas

- To maintain 24-hour communication with all sites and with all supervisors and managers.
- To ensure that the deployment of shifts are recorded accurately and that sites are covered in the specified time.
- To record all reports in accordance with client procedures and policy.
- To report all incidents to management in an accurate manner.
- To be fully acquainted with all emergency procedures.

Specific Duties and Responsibilities

Hourly Site Reports

Control centre operators are to ensure that site reports from each site are obtained hourly during daytime and half-hourly after hours and that confirmation thereof is documented in the hourly site report. Residences report on half-hourly basis during night shifts. In the event that contact cannot be made with a specific site, a site commander or responsible manager is to be deployed to investigate the reason for the break in communication, which is similarly to be documented in the occurrence book.
Verification of Manpower

At the commencement of each shift for each site, the control centre operator is to verify that the contractual manpower has been deployed. In the event of a non-arrival, the control centre operator must immediately inform the site commander to find a replacement for the employee who has not been relieved. The site commander must ensure that the specified manpower is on site and where replacements are required, to find them and post them on site as soon as possible. If necessary the assistance of the responsible manager is to be sought.

Deployment

Control centre operators must ensure they have a complete rundown of the sites which are not covered and the total number of the under-strengths applicable to each site is brought to the attention of the responsible manager. If this information is required, the control centre operator must have formulated a list of persons absent from the sites concerned. Control centre operators should complete the deployment sheets from feedback received from the sites. Information should come from the site commanders where possible. The site commander and the control centre operator should stay in close communication with each other in the event of any changes on the site.

Late for Duty

- Security officers reporting late for duty should be signed in by the time they arrive on site on the deployment sheet. The control centre operator should notify the site commander that the security officer will be late.

- Security officers reporting sick should do so six (6) hours in advance and an occurrence book entry should be made for the attention of the responsible manager of the security officer. The control centre should inform the security officer’s site commander. If the doctor has booked the security officer off, the dates should be recorded as well as when the security officer will be back on duty. The security officer should be booked absent without leave until proof of illness is obtained or confirmed. When proof of illness is obtained, or if the site commander is informed, then the above should be recorded onto the deployment sheet.

The Occurrence Book

The control centre operator must record all information reported to the control centre. The entries should be precise and to the point. Entries in the occurrence book should be clearly marked for the responsible manager’s attention. When a site sends in a report, the control centre operator should receive an occurrence book number from the security officer on duty and in return supply the site with an occurrence book number as proof that the security officer did file the report.
In an urgent event or in case of a major incident and a site commander cannot make it to the site within ten (10) minutes from his present position, the control centre operator must contact the site and get the relevant information from the security officers on duty. An occurrence book entry has to be made and the responsible manager informed.

**Emergency/Alarm Procedures**

The manager responsible for the control centre will ensure that documented emergency/alarm procedures as may be applicable, are documented, controlled and made available to the relevant control centre operators.

**Major Incidents**

- The control centre operator, in the event of being notified of a major incident, is to take immediate action in accordance with the standard incident procedure.

- The control centre operator must record all instructions received in the instruction book and all incidents in the occurrence book.

- In case of any incidents on site, the responsible manager is to be contacted.

**Site Visits**

The control centre operator should record every site visit that the site commander, supervisor or manager makes on his rounds. The site name, time and occurrence book number should be recorded and the control centre operator must supply the site commander with a control centre occurrence book number.

**Information Board**

The information board should be kept up to date with any incoming information which is not recorded elsewhere, e.g. Occurrence book.

**Maintenance of the Control Centre**

- The control centre operator should keep the control centre neat and tidy at all times.

- No authorized persons are allowed in the control centre at any time. Only the managers, deployment supervisor and site commanders are allowed in the control centre.

- All information reported to the control centre should be treated as confidential.
Site Equipment

Reports of malfunctions of site equipment are to be recorded in the occurrence book and referred to the responsible manager for servicing, repair and/or maintenance.

Records

Transcripts of all action taken in accordance with the above procedures will be documented by the control centre operator, either in an occurrence book or on records which have been specifically designated therefore and will be retained for a minimum of one year. Deployment sheets, time sheets, site attendance registers and casual Guarding records must be kept by the deployment supervisor for a period of two (2) years.

General Duties and Responsibilities

Gates and doors, unless instructed differently, will at all times be kept closed.

All client employees, including management, will be subjected to the standard and prescribed access and egress control measures applicable as described and instructed in the site procedures unless specific instructions has been issued to the contrary.

All security officers must ensure that the contents of the emergency procedures as contained in the site procedures are known, understood and applied, when necessary.

No security officer will at any time make him/herself guilty of discrimination of any nature in the execution of his/her duties..

The abandoning of a post or striking off duty before fully relieved according the client policy is regarded as a dismissible offence. Transgressions in the regard will be dealt with in the strongest terms.

All control posts are classified as restricted areas and only authorized personnel will be allowed in the posts. The security officer deployed at the post will be held responsible for the strict enforcement of this regulation.

Smoking is strictly prohibited whilst on duty.

The taking of meals in the face or in the presence of the public is strictly prohibited.

Control posts will at all times be kept in an orderly, tidy, neat and clean condition. The immediate area around the control post will be kept clean and free of litter.
The client dress regulation will be strictly adhered to at all times. Impeccable neatness of uniform and the highest level of hygiene will at all times.

If an administrative problem is experienced, such problem may under no circumstances be discussed with the client before the standard client procedures have been followed.

No security officer will be allowed to enter any building or office unless specifically instructed to do so.

No dangerous or illegal substance will be allowed on any site.

All security officers will at all times apply the safety regulations applicable to the specific site and/or environment. The appropriate and required personal protective equipment will at all times be worn.

The contents of the security officers information sheet (SOS) must be known and applied. Security officers will at all times carry the sheet on his/her person.

Security officers are strictly prohibited to enter any vehicle on a site unless specifically instructed to do so. Under no circumstances will any vehicle of the client be moved unless in case of an emergency.

No gifts or any item belonging to the client, no matter in what condition or state of repair the item may be, will be accepted, used or removed from a site.

The necessary respect will at all times be shown to client employees and members of the public. Under no circumstances will a security officer, unless posted at a reception area, address any person whilst sitting.

Security officers and supervisory staff will ensure that they are fully conversant with the placing, positioning and operation of all emergency equipment and devices. A thorough working knowledge of how devices are to be activated is required. Tampering with any activating device or equipment is strictly prohibited and a dismissible offence.

Radio reporting will take place on an hourly basis during day shifts and half hourly on night shifts unless specified differently.

Rules of engagement to be in strict accordance with the client policy and guidelines. The principle of minimum.