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QUICK BOPHA SECURITY SERVICES

CONTROL ROOM CONTINGENCY PLAN

Business continuity, emergency response and operational recovery procedures

Document owner:	Control Manager	**Approved by:**	Managing Director
Responsible department:	Operations / Control Room	**Version:**	1.0
Effective date:	_____	**Review date:**	_____

1. Purpose

This plan sets out how Quick Bopha Security Services will maintain essential control room functions during an emergency, equipment failure, communication outage, staffing shortage, security incident or other disruption. Its purpose is to protect people, maintain communication with deployed security officers and supervisors, preserve incident information and restore normal operations safely.

2. Scope

This plan applies to the Control Manager, control room operators, Operational Manager, supervisors, security officers and management. It covers the company control room and the communication and monitoring functions supporting client sites. Site-specific client emergency procedures and lawful instructions take precedence where they impose stricter requirements.

3. Objectives and operating principles

- Protect life and obtain emergency assistance before protecting property or equipment.
- Maintain a reliable means of contacting deployed officers, supervisors and management.
- Keep an accurate record of events, decisions, instructions, times and persons contacted.
- Use an approved backup method when primary systems fail.
- Escalate serious incidents promptly and do not delay emergency calls while waiting for management approval.
- Restore systems only when safe, authorised and technically appropriate.

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4. Roles and responsibilities

Role	Key responsibility
Control Room Operator	Identify and report the disruption; activate the relevant checklist; contact supervisors/officers; maintain the occurrence book and incident log; use approved backup channels; provide clear handover.
Control Manager	Lead the control room response; assess operational impact; allocate operators; confirm backup communications; notify the Operational Manager; coordinate recovery and submit a report.
Supervisor	Confirm the safety and status of officers at assigned sites; arrange local communication or relief where possible; report site conditions; follow instructions and record actions.
Operational Manager	Coordinate operational resources and site coverage; decide on redeployment with management/client requirements in mind; keep the Managing Director informed; verify that critical posts remain covered.
Managing Director / Authorised Management	Provide management direction and approve major expenditure, external service support or significant operational changes; liaise with clients or authorities where appropriate.

5. Activation and initial response

Any operator who becomes aware of a disruption must:

1. Stay calm and determine whether anyone is in immediate danger. Call the appropriate emergency service immediately if life, health or safety is at risk.
2. Notify the Control Manager or the designated supervisor. If unavailable, escalate to the Operational Manager and then authorised management.
3. Record the time discovered, nature of the problem, affected sites/systems and immediate risks.
4. Start the relevant contingency procedure in Section 6 and confirm that essential site communication continues.
5. Keep a written log of every call, message, instruction, decision and follow-up action.
6. Do not share confidential client, employee or security information with unauthorised persons.

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6. Contingency procedures

6.1 Power failure

- Check whether the outage affects only the control room or the wider area, without approaching unsafe electrical equipment.
- Use approved UPS or backup power for essential communications, monitoring and recordkeeping, if installed and safe to use.
- Prioritise radios, telephones and essential monitoring equipment; switch off non-essential equipment to preserve backup power.
- Notify the Control Manager and Operational Manager. Contact the electricity provider or authorised maintenance support where appropriate.
- If backup power is unavailable or is expected to run out, activate the alternate control point or approved mobile control arrangement.
- Do not connect generators or alter electrical systems unless handled by competent, authorised personnel.

6.2 Telephone, radio or network failure

- Test the affected device or channel once and check whether the fault is local or widespread.
- Move to approved alternative channels, such as a secondary radio channel, company mobile phone, landline or supervisor relay.
- Notify officers and supervisors which approved channel to use and how often they must check in.
- For critical sites, arrange direct supervisor contact or a physical visit if safe and feasible.
- Record missed check-ins and follow the missed-check-in escalation procedure; do not assume an officer is safe because the system is down.
- Report service restoration and return to the primary channel only after testing.

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6.3 CCTV, alarm or monitoring system failure

- Identify the affected site, camera, alarm panel or monitoring platform and record the time the fault began.
- Notify the site supervisor and Control Manager. Inform the client contact in accordance with the contract and site procedure.
- Arrange additional physical patrols, guard observation or supervisor visits where authorised and practicable.
- Do not claim that a site is being monitored when the system is not functioning.
- Contact authorised technical support; preserve relevant logs and footage that remain available.
- Confirm the system is functioning before closing the fault report.

6.4 Control room evacuation, fire or unsafe premises

- Raise the alarm and evacuate by the designated safe route. Do not delay evacuation to save records or equipment.
- Call emergency services where required and account for staff at the agreed assembly point.
- The Control Manager or designated manager activates the alternate control point or mobile communications arrangement.
- Continue essential officer check-ins using available approved phones or radios from a safe location.
- Do not re-enter until the premises have been declared safe by the appropriate authority.

6.5 Staff shortage or operator absence

- The Control Manager contacts the approved relief operator or supervisor and informs the Operational Manager.
- Use only trained and authorised personnel to perform control room duties.
- Prioritise emergency calls, officer safety check-ins, alarm notifications and incident logging.
- The outgoing operator provides a clear handover of open incidents, missed check-ins, system faults and pending actions.

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- Do not leave the control room unattended unless an authorised person has formally taken over or the premises must be evacuated.

6.6 Major incident or multiple-site emergency

- Treat immediate threats to life as the highest priority and contact emergency services without delay.
- Obtain verified information: site, incident type, time, people at risk, assistance required and safe access details.
- Notify the Control Manager and Operational Manager immediately; escalate to the Managing Director and client contact according to the incident level and contract.
- Keep radio traffic concise and reserve the emergency channel where available.
- Coordinate site response through the supervisor and avoid sending untrained staff into danger.
- Maintain a chronological incident log and preserve relevant records for investigation.

6.7 Suspected cyber incident, data loss or unauthorised access

- Do not click suspicious links, open unknown attachments or share passwords or access codes.
- Report suspected unauthorised access, malware, data leakage or system compromise to the Control Manager and authorised IT support immediately.
- Disconnect an affected device from the network only if instructed by authorised IT support or required by the approved incident procedure; do not destroy evidence.
- Use approved alternative communications and paper logs while systems are unavailable.
- Preserve relevant messages, times and system alerts. Change credentials only through the approved process.
- Do not discuss or publish details externally; management coordinates required notifications.

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7. Escalation matrix

Level	Examples	Initial escalation target	Notify
P1 – Critical / life-threatening	Death or serious injury, fire, violent attack, armed threat, major site emergency, control room evacuation, multiple-site outage affecting safety.	Immediately	Emergency services (where required), Control Manager, Operational Manager and Managing Director; client contact as required.
P2 – High	Single-site alarm/monitoring failure, loss of all primary communications, suspected serious security breach, critical post at risk of being uncovered.	Immediately; target within 5 minutes	Control Manager and Operational Manager; supervisor and client contact as required.
P3 – Medium	Partial system failure, repeated missed check-ins with no confirmed danger, staffing shortage with cover available, equipment fault affecting operations.	Promptly; target within 15 minutes	Control Manager and relevant supervisor; Operational Manager if unresolved or coverage is affected.
P4 – Routine	Non-urgent maintenance, routine equipment request, administrative query or minor service issue.	Record and assign during shift	Control Manager or designated responsible person; include in handover/report.

Note: The time targets above are internal operational targets, not statutory response guarantees. They must be confirmed against client contracts, site instructions and management capacity. Emergency services must be contacted immediately where required; never wait for an escalation target to expire.

8. Alternate control arrangements

- Management must identify and approve an alternate control point or mobile control arrangement, including its address/location and access arrangements.
- Keep an up-to-date emergency contact list, site list, supervisor roster and client escalation contacts available in printed form and securely accessible electronically.
- Keep charged backup mobile phones, power banks, spare radio batteries and paper incident/occurrence forms where practical.
- Only approved staff may access backup devices, records and communication channels.
- If relocating, notify management, supervisors and affected client contacts using a verified communication method.

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9. Minimum records and documents

- Control room occurrence book and shift handover register.
- Incident report forms and emergency call/action log.
- Missed check-in and officer welfare follow-up log.
- System fault, maintenance and restoration register.
- Staff attendance, relief and duty allocation record.
- Emergency contact list, site instructions and escalation contacts.
- Equipment issue/return records for radios, phones, batteries and backup devices.

10. Recovery and return to normal operations

7. The Control Manager confirms that the cause of disruption has been addressed and the relevant system or communication channel has been tested.
8. The Operational Manager confirms that site coverage, officer welfare and outstanding incidents have been checked.
9. Notify supervisors and affected client contacts that normal operations have resumed, where appropriate.
10. Transfer all temporary paper notes into the approved records system and secure original records.
11. Record the start and end time, impact, actions taken, costs, unresolved issues and recommendations.
12. The Control Manager submits a post-incident report to the Operational Manager for review and management follow-up.

11. Training, testing and review

- All control room operators and supervisors must be briefed on this plan and know their escalation responsibilities.
- Conduct and record periodic exercises for power failure, communication outage, evacuation and missed officer check-ins.
- Review contact lists and backup equipment at least monthly and after any staff or site changes.
- Review this plan at least annually, after a major incident, or when systems, contracts or operational structures change.

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- Record exercise findings, corrective actions, responsible persons and completion dates.

12. Emergency contact directory

Contact / Service	Name / Organisation	Telephone number	Notes / availability
Emergency services			
Managing Director			
Operational Manager			
Control Manager			
Duty Supervisor			
IT / system support			
Electrician / facilities support			
Client representative – Site 1			
Client representative – Site 2			

13. Control room disruption log template

Date / time	Disruption / site	Action taken	Person notified / time	Current status	Operator initials

14. Approval

Prepared by:	_____	**Date:**	_____
Reviewed by – Operational Manager:	_____	**Date:**	_____
Approved by – Managing Director:	_____	**Date:**	_____