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QUICK BOPHA SECURITY SERVICES

EQUIPMENT CONTROL STANDARD OPERATING PROCEDURE AND ASSET ISSUE / RETURN FORMS

Operations Department | Version 1.0 | November 2026

Document status: Draft for management approval. Adapt this procedure to the company asset register, client contracts, insurance conditions, site rules and applicable law.

PART A: EQUIPMENT CONTROL SOP

1. PURPOSE

To ensure that all company-owned, leased or client-issued equipment is properly recorded, authorised, issued, used, maintained, returned and accounted for. The procedure aims to prevent loss, theft, misuse, unauthorised transfer and avoidable damage.

2. SCOPE

This SOP applies to management, the Operational Manager, Control Manager, supervisors, security officers, drivers, equipment custodians and any employee or contractor entrusted with company or client assets.

3. EQUIPMENT COVERED

- Communication equipment: handheld radios, chargers, batteries and approved accessories.
- Security equipment: torches, metal detectors, handcuffs, batons, protective equipment and other approved items.
- Uniforms and personal protective equipment: shirts, trousers, jackets, boots, reflective vests and rainwear.
- Keys, access cards, remotes and site access devices.

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- Company vehicles, fuel cards, tools and vehicle accessories.
- Office and operational equipment: computers, phones, printers and monitoring equipment.
- Any other item purchased, hired or entrusted to the company for operational use.

4. RESPONSIBILITIES

4.1 Managing Director / Authorised Management

- Approve major purchases, disposals, transfers and write-offs in line with company authority levels.
- Ensure adequate controls, budget and accountability for company assets.
- Review serious losses, suspected theft, fraud or misuse.

4.2 Operational Manager

- Oversee equipment allocation and ensure assets are available for operational requirements.
- Approve issue, transfer or return of assets within delegated authority.
- Ensure asset registers and periodic physical inspections are completed.
- Investigate shortages, misuse, damage and repeated losses and report material matters to the Managing Director.
- Ensure corrective actions, repairs and replacements are followed up.

4.3 Control Manager / Supervisors

- Keep an accurate record of equipment allocated to sites, shifts and employees.
- Check equipment condition when issuing and receiving it.
- Ensure employees sign the issue/return form and understand their responsibilities.
- Report missing, damaged, faulty or unreturned items immediately.
- Conduct routine physical counts and reconcile them to the register.

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4.4 Employees / Equipment Recipients

- Use equipment only for authorised company or client work and in accordance with training and instructions.
- Take reasonable care of equipment and keep it secure.
- Do not lend, exchange, modify, remove from site or transfer equipment without approval.
- Report loss, theft, damage or malfunction immediately.
- Return equipment when requested, when changing sites or duties, and when employment or assignment ends.

5. ASSET REGISTER REQUIREMENTS

The designated asset custodian must maintain a central register. Each asset should have a unique asset number or other traceable identifier. The register should include:

- Asset number, description, make/model and serial number (where applicable).
- Purchase or acquisition date, supplier and cost (where known).
- Ownership status: company-owned, leased or client-owned.
- Current location, site, assigned employee and responsible custodian.
- Condition, accessories issued and date of last inspection.
- Repair history, faults, loss/damage reports and disposal status.
- Date issued, expected return date and actual return date where relevant.

6. PROCUREMENT AND RECEIPT OF EQUIPMENT

1. Purchases must be approved by an authorised manager before an order is placed.
2. On receipt, inspect the item, accessories and condition against the order or delivery note.
3. Record the item in the asset register before operational issue.
4. Allocate an asset number or identifier where practical and record serial numbers.
5. Keep invoices, warranties, delivery notes and supporting documents in the designated file.
6. Report shortages, defects or incorrect deliveries to the supplier and management.

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7. EQUIPMENT ISSUE PROCEDURE

7. Confirm the employee, site, role and operational need for the equipment.
8. Obtain approval from the designated manager or authorised custodian.
9. Inspect the item and accessories with the recipient before issue.
10. Record the asset number, description, quantity, serial number, condition and issue date.
11. Explain safe use, storage, limitations and reporting requirements.
12. Have the recipient and issuing officer sign the Asset Issue Form.
13. Update the asset register immediately and retain the signed form.

8. EQUIPMENT USE AND SAFEGUARDING

- Equipment must be used only by the authorised recipient and for its approved purpose.
- Employees must follow training, manufacturer instructions, site post orders and applicable law.
- Equipment must not be left unattended in unsecured areas or vehicles.
- Passwords, keys, access cards and security-sensitive devices must be protected from unauthorised access.
- Defective equipment must be taken out of service where continued use may create a safety or security risk.
- Firearms, ammunition, handcuffs, batons and other regulated or potentially dangerous items require additional controls, lawful authorisation, training, secure storage and separate registers where required. This general SOP does not replace those controls.

9. TRANSFER BETWEEN EMPLOYEES OR SITES

- No asset may be transferred informally or without approval.
- The current custodian must return the item or complete a documented handover.
- The receiving employee/site must inspect and sign for the item.
- Update the asset register with the new custodian, location and transfer date.
- Keep both the outgoing and incoming handover records.

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10. RETURN PROCEDURE

14. Request return when an assignment ends, an employee changes role/site, equipment is replaced or management requires it.
15. Inspect the item with the returning employee and compare it with the original issue record.
16. Count all accessories and record the condition at return.
17. Record missing parts, damage, faults or discrepancies without making unsupported assumptions about responsibility.
18. Both parties must sign the Asset Return Form; note any disagreement or refusal to sign.
19. Update the asset register and send items for repair, cleaning, secure storage or reissue as appropriate.

11. LOSS, THEFT, DAMAGE OR MALFUNCTION

☐ Notify the supervisor and Control Room immediately after discovering the issue.

☐ Secure the area or remaining equipment where safe and practical.

☐ Record the date, time, location, asset number and circumstances known.

☐ Notify the Control Manager and Operational Manager; escalate suspected theft or serious loss to management and the relevant authorities where appropriate.

☐ Complete an Equipment Loss / Damage Report and attach supporting evidence where available.

☐ Do not conceal, alter or destroy records or attempt unauthorised repairs.

☐ Management must investigate fairly, determine corrective action and update the asset register.

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12. INSPECTIONS AND STOCKTAKES

- Supervisors must conduct routine checks of equipment at their sites and record the results.
- The equipment custodian should reconcile physical items against the asset register at least monthly, or more frequently where risk requires.
- Management may conduct unannounced inspections and spot checks.
- Discrepancies must be investigated and documented, with a responsible person and due date for corrective action.
- Do not treat an employee as financially liable merely because an item is missing; any recovery or deduction must follow applicable law, contract and a fair process.

13. MAINTENANCE AND DISPOSAL

- Report faults promptly and record repair requests, dates, service provider and outcome.
- Only authorised persons may arrange repairs or approve replacement.
- Store equipment awaiting repair separately and label it as faulty / not for use.
- Disposals, write-offs and sales require documented management approval.
- Remove disposed or written-off assets from active allocation records while retaining the audit trail.

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14. NON-COMPLIANCE

Unauthorised use, failure to return assets, negligent handling, falsification of records or deliberate damage may lead to investigation and fair disciplinary action in accordance with company policy and applicable labour law. Any financial recovery must be lawful and supported by a fair process.

MANAGEMENT APPROVAL

Prepared by: _____ Position: _____

Reviewed by: _____ Position: _____

Approved by: _____ Managing Director

Signature: _____ Date: _____