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QUICK BOPHA SECURITY SERVICES

SECURITY OPERATIONS STANDARD OPERATING PROCEDURES (SOPs) AND DUTY CHECKLISTS

Operations Department | Effective date: November 2026 | Version 1.0

Document control: This is a company operational template. Management must approve it, communicate it to employees and adapt site-specific instructions to each client contract, post order, risk assessment and applicable law.

1. PURPOSE AND SCOPE

These SOPs establish consistent procedures for managing security operations, supervising personnel, controlling access, communicating incidents, protecting client property and maintaining company equipment. They apply to the Operational Manager, Control Manager, Control Room Operators, Supervisors and Security Officers at all assigned sites.

- Promote reliable, professional and accountable security services.
- Set clear duties, reporting lines and escalation procedures.
- Improve attendance monitoring, patrols, handovers and incident reporting.
- Protect clients, employees, visitors, the public and company assets.
- Support compliance with applicable legislation, PSIRA requirements, client contracts and site rules.

2. GENERAL OPERATIONAL RULES

- Employees must report for duty on time, in the correct uniform and fit to perform their duties.
- No employee may abandon a post or leave a site without authorised relief or permission, except where immediate action is necessary to protect life.
- All instructions must be lawful, clear and consistent with the employee's training and the site post orders.
- All incidents, complaints, equipment losses and unusual occurrences must be recorded and reported.

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- Company and client information must remain confidential.
- Employees must treat clients, colleagues, visitors and members of the public respectfully and without discrimination.
- No employee may use company vehicles or equipment for private purposes without written authorisation.
- Employees must not report for duty under the influence of alcohol or drugs, or consume these while on duty.
- No employee may sleep while on duty or engage in conduct that compromises security.
- Any conflict of interest, favouritism, harassment or inappropriate relationship affecting work must be disclosed to management and managed professionally.

3. REPORTING LINES AND ESCALATION

The normal operational reporting structure is:

1. Security Officer → Site Supervisor
2. Site Supervisor → Control Room / Control Manager
3. Control Manager → Operational Manager
4. Operational Manager → Managing Director

Routine operational matters must follow the reporting line. Emergencies, threats to life, serious crimes, fire, medical emergencies, major client risks or serious damage must be reported immediately to the appropriate emergency service and management; employees must not delay urgent action while waiting for the normal chain of command.

4. OPERATIONAL MANAGER

The Operational Manager oversees service delivery and coordinates the company's operational resources.

- Plan and coordinate staffing, deployment and site coverage.
- Monitor supervisors, control room performance and site compliance.
- Conduct scheduled and unannounced site inspections.
- Review attendance, occurrence books, patrol records and incident reports.
- Address client complaints and operational shortcomings.
- Ensure supervisors submit accurate daily and weekly reports.
- Monitor uniforms, radios, torches, vehicles and other company equipment.

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- Recommend training, coaching or disciplinary action where appropriate.
- Identify operational risks and submit recommendations to the Managing Director.
- Ensure corrective actions are allocated, tracked and closed out.

Daily duty checklist – Operational Manager

☐ Confirm supervisor and control room attendance.

☐ Review staffing levels and vacancies at all sites.

☐ Review incidents, complaints and unresolved issues.

☐ Check control room reports and missed check-ins.

☐ Conduct or schedule site inspections.

☐ Check vehicle and equipment concerns.

☐ Follow up on corrective actions and client requests.

☐ Escalate serious matters to the Managing Director.

☐ Record key decisions and actions taken.

5. CONTROL MANAGER

- Manage and supervise control room operators and shift arrangements.
- Ensure communication is maintained with every active site.
- Check attendance confirmations, patrol reports and missed check-ins.
- Ensure occurrence books and control room registers are completed accurately.
- Coordinate response to incidents and notify supervisors.
- Ensure shift handovers are complete and outstanding matters are transferred.
- Check radios, telephones, monitoring systems and contact lists.
- Report serious or repeated operational failures to the Operational Manager.

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Daily duty checklist – Control Manager

☐ Confirm operator attendance and shift allocation.

☐ Test radios, telephones and relevant monitoring systems.

☐ Confirm each site has acknowledged the start of shift.

☐ Review attendance and patrol confirmations.

☐ Check occurrence book entries and incident records.

☐ Follow up missed calls, check-ins or patrols.

☐ Confirm incidents were escalated and recorded.

☐ Check that shift handovers are signed and complete.

☐ Submit the daily control room summary.

6. CONTROL ROOM OPERATORS

- Receive a verbal and written handover before taking control of the shift.
- Maintain regular contact with sites at the intervals set by management or the site post orders.
- Record officer attendance, relief changes, patrol confirmations and unusual events.
- Maintain the occurrence book in chronological order using clear, factual entries.
- Notify the supervisor when a check-in is missed or an officer is absent.
- Escalate emergencies immediately and record who was notified and when.
- Protect confidential information and keep the control room secure.

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Control room operator checklist

☐ Receive and acknowledge previous shift handover.

☐ Confirm all sites and contact numbers are current.

☐ Record start-of-shift attendance confirmations.

☐ Complete scheduled site communication checks.

☐ Record patrols, incidents and instructions accurately.

☐ Follow up missed check-ins according to escalation procedure.

☐ Notify the relevant supervisor of staffing or site problems.

☐ Keep the control room tidy, secure and access-controlled.

☐ Complete and sign the end-of-shift handover.

7. SITE SUPERVISORS

- Ensure officers understand their post orders, duties and emergency procedures.
- Verify attendance, punctuality, uniform and fitness for duty.
- Conduct and record site inspections, including unannounced checks.
- Check that posts are continuously covered and relief is properly arranged.
- Coach officers and correct minor performance issues promptly.
- Report absenteeism, misconduct, shortages and client complaints.
- Inspect occurrence books, visitor registers, patrol registers and handover records.
- Check equipment issued to officers and report loss or damage.
- Submit daily updates and a consolidated weekly report to the Control Manager and Operational Manager.
- Do not make unauthorised promises or changes to client service arrangements.

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Supervisor duty checklist

☐ Confirm all officers are present and correctly deployed.

☐ Check uniform, identification and readiness for duty.

☐ Confirm each post is covered and relief arrangements are in place.

☐ Inspect access control, patrols and site records.

☐ Check radios, torches and other issued equipment.

☐ Speak to the client representative where appropriate.

☐ Record findings, deficiencies and corrective instructions.

☐ Report urgent issues to the Control Room / Control Manager.

☐ Submit the required daily report and weekly summary.

8. SECURITY OFFICERS

- Remain alert and carry out the duties specified in the site post orders.
- Control access in accordance with the client's authorised procedures.
- Verify visitors, contractors and deliveries before granting access.
- Conduct patrols at authorised times and record findings.
- Challenge and report suspicious activity safely and lawfully.
- Protect client property and prevent unauthorised removal of assets.
- Maintain accurate registers and occurrence book entries.
- Immediately report emergencies, hazards, damage and suspicious conduct.
- Obtain proper relief and complete a handover before leaving the post.
- Wear the prescribed uniform and display identification as required.

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Security officer start-of-shift checklist

☐ Arrive on time and report to the supervisor or designated contact.

☐ Sign the attendance register.

☐ Receive handover and outstanding instructions.

☐ Inspect the post and identify hazards or defects.

☐ Check uniform, identification and issued equipment.

☐ Test communication equipment.

☐ Understand emergency contacts and site-specific instructions.

During-shift checklist

☐ Remain at the assigned post unless authorised to move.

☐ Conduct patrols according to the approved schedule.

☐ Complete access control and visitor records.

☐ Monitor suspicious activity and report concerns.

☐ Keep the post and immediate work area orderly.

☐ Record incidents and instructions promptly.

☐ Maintain professional conduct and confidentiality.

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End-of-shift checklist

☐ Complete all registers and occurrence book entries.

☐ Report outstanding incidents and site concerns.

☐ Hand over keys, equipment and instructions to the relieving officer.

☐ Obtain confirmation that the post has been properly relieved.

☐ Sign out according to company procedure.

9. ACCESS CONTROL AND VISITOR MANAGEMENT

- Follow the client's approved access control procedure and authorised visitor list.
- Politely establish the identity and purpose of visitors and contractors.
- Contact the authorised client representative when approval is required.
- Record visitor name, organisation, person visited, arrival and departure times, and any other required details.
- Apply delivery and vehicle checks only as authorised by law, contract and site policy.
- Do not use force, conduct unlawful searches or detain anyone outside lawful authority and training.
- Refuse or delay access where authorisation is absent, and notify the supervisor or client contact.
- Report attempted unauthorised access immediately.

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10. PATROLS AND SITE INSPECTIONS

- Patrol frequency, route and method must follow the site risk assessment and post orders.
- Officers must remain observant and avoid predictable routines where site instructions permit variation.
- Check doors, gates, fences, lighting, vulnerable areas and reported hazards.
- Do not enter unsafe areas or confront dangerous suspects without appropriate support.
- Record patrol time, officer name, area checked, findings and action taken.
- Supervisors must verify patrol records and investigate missed or incomplete patrols.

11. INCIDENT AND EMERGENCY REPORTING

For any incident, officers must prioritise life safety, summon emergency assistance where needed, notify the control room and supervisor, and preserve relevant information.

- Examples include theft, attempted break-in, assault, fire, medical emergency, accident, damage, missing property, violence and suspicious activity.
- Record the date, time, exact location, persons involved, factual sequence of events, witnesses, action taken and persons notified.
- Avoid assumptions, blame, exaggeration or altering records after the event.
- Preserve the scene and potential evidence where safe and lawful; do not touch or move items unnecessarily.
- Submit the company incident report as soon as practicable and within the timeframe set by management or the client.
- Serious incidents must be escalated immediately; written reports must follow.

Incident response checklist

☐ Protect life and call emergency services if required.

☐ Notify the Control Room and Site Supervisor immediately.

☐ Request additional assistance where necessary.

☐ Take reasonable steps to protect people and property without creating further danger.

☐ Preserve the scene and relevant records where safe and lawful.

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☐ Record times, facts, witnesses and actions taken.

☐ Complete and submit the incident report.

☐ Follow up on management instructions and corrective actions.

12. COMPANY VEHICLES AND EQUIPMENT

- Vehicles may only be driven by authorised persons with the correct valid licence.
- A vehicle-use request must be approved by the designated manager before use.
- Record trip purpose, driver, date, time, odometer readings and destination in the vehicle register.
- Conduct pre-use checks and report defects immediately.
- No private use, unauthorised passengers or unapproved trips are permitted.
- Report accidents, damage, fines, breakdowns and suspected misuse immediately.
- Keep vehicles clean and arrange the approved weekly wash schedule.
- Issue radios, torches, keys and other equipment against a signed equipment register.
- Report missing, damaged or faulty equipment promptly and return equipment at the end of duty.

Equipment and vehicle checklist

☐ Confirm authorisation before vehicle use.

☐ Complete vehicle condition and mileage checks.

☐ Check tyres, lights, brakes and visible damage before travel.

☐ Record fuel and trip details.

☐ Check radios, batteries, torches and other equipment.

☐ Report defects, loss or damage immediately.

☐ Return keys and equipment to the designated person.

☐ Ensure the vehicle is clean and safely parked.

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13. SHIFT HANDOVER PROCEDURE

- The outgoing employee must brief the incoming employee on incidents, risks, visitors, keys, equipment and outstanding instructions.
- Both employees must check the post, records and equipment where practical.
- The handover time, names and outstanding matters must be recorded and signed.
- The outgoing officer must not leave until properly relieved, unless an emergency or authorised instruction requires otherwise.
- Any disagreement or shortage must be recorded and reported to the supervisor.

14. CLIENT SERVICE AND PROFESSIONAL CONDUCT

- Treat client representatives, employees, visitors and the public courteously.
- Refer complaints to the supervisor and record them accurately.
- Do not argue with clients, make unauthorised commitments or disclose confidential information.
- Do not show favouritism, accept improper gifts or become involved in conduct that compromises impartiality.
- All officers must comply with lawful client instructions that fall within the contract and their authority.

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15. REPORTING FREQUENCY AND REQUIRED RECORDS

Record / Report	Responsible person	Frequency
Attendance register	Security Officer / Supervisor	Every shift
Occurrence book	Security Officer / Control Room	As events occur
Visitor register	Access control officer	Each visitor / delivery
Patrol register	Security Officer	Each patrol
Shift handover register	Outgoing and incoming staff	Every shift
Equipment register	Supervisor / Equipment custodian	On issue and return
Vehicle register	Authorised driver	Every trip
Incident report	Officer / Supervisor	Immediately and written follow-up
Site inspection report	Supervisor	As scheduled / after inspection
Daily operations report	Supervisor / Control Manager	Daily
Weekly operations report	Supervisor / Operational Manager	Weekly

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16. NON-COMPLIANCE AND CORRECTIVE ACTION

Failure to follow these SOPs may result in coaching, retraining, a formal investigation or disciplinary action in accordance with company policy, applicable labour law and fair procedure. Serious incidents must be escalated to management. No employee should be penalised without a fair process and an opportunity to respond.

17. MANAGEMENT REVIEW AND APPROVAL

The Operational Manager must monitor implementation and recommend updates when client requirements, site risks, legislation or company procedures change. Site-specific post orders and emergency contacts must be attached or made available at each site.

Prepared by: _____ Position: _____

Approved by: _____ Date: _____

Operational Manager: _____ Signature: _____