



Surrey Security Services

RECRUITMENT & TRAINING POLICIES

FEBRUARY 2018

Surrey Security Services is managed by Mr Abdul Waheed and his operations, admin and accounts team. As Managing Director he is responsible for all staff recruitment and training. Management and senior employees are responsible for identifying training needs and recommending appropriate measures.

RECRUITMENT

SSS recruits nationally to ensure we have the widest geographic coverage and the ability to draw from a wide pool of candidates for a specific assignment.

Surrey Security Service will ensure that no person receives less favourable treatment from the organisation because of their of race, colour, sex, marital status, religion, disability, age, HIV status or sexual orientation. We monitor all applications by ethnic origin, disability and gender to ensure we meet our objectives. For more information, see *SSS Equality and Diversity Policy*.

QUALIFICATIONS

The core qualifications of all Surrey Security Services staff are:

- SIA Level 2 Award in Security Guarding
- Level 2 NVQ Certificate in Providing Security Services

NB: all staff are vetted to BS 7858:2006+A2:2009

Staff assigned to CCTV operations are qualified to:

- SIA Level 2 Award in CCTV Operations (Public Space Surveillance)

Staff assigned to Door or Event Supervision operations are qualified to:

- SIA Level 2 in Door Supervision
- Level 2 NVQ Certificate in Spectator Safety (Steward Training).

TRAINING

Our policy is to ensure that our personnel are fully trained and sufficiently experienced to undertake their assigned activities and responsibilities effectively. We make every effort to recruit employees who are capable of meeting the required levels of technical understanding, skill, experience and education. Further, we provide continuous training to ensure they have the knowledge, skills and temperament necessary to serve and protect our clients' premises, property and people.



Surrey Security Services is able to draw from a large pool of candidates for any assignment. However, only appropriately trained staff are delegated to specialised tasks (eg, CCTV monitoring, event stewarding) to ensure that they have the skills, knowledge, experience and understanding to perform effectively.

OBJECTIVES

The objectives of Surrey Security Services' training programmes are to ensure that our staff:

- continually meet clients' requirements in full
- are able to reduce waste and loss at clients' sites
- carry out their activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community
- continually identify improvements to existing working practices
- understand our clients' business and specific needs
- are responsible and accountable for the quality of their work.

We believe that relevant, thorough and diligent training is highly beneficial to both Surrey Security Services and its clients: These benefits include but are not limited to:

- improved quality
- increased productivity
- greater flexibility and responsiveness to change
- reduced insurance premiums
- less wastage
- reduced maintenance and repair costs
- greater commitment from staff
- higher staff retention rates and improved morale.

CORE TRAINING

Core training for all Surrey Security Services staff covers:

- SSS induction
- health and safety policies and procedures
- lone worker policy and procedures
- equality and diversity policy and procedures
- quality assurance policy and procedures
- environmental policy and procedures
- data protection policy and procedures
- use of Personal Protective Equipment
- use of GS-700 Guard Patrol System
- logging on/off procedures
- use of the carbonated Daily Occurrence Log Book
- key issue and retrieval
- patrol procedures
- access and egress of vehicles and visitors
- vehicle searches
- fire, emergency and evacuation procedures
- incident reporting
- reception duties
- protecting client's staff
- crime prevention, detection and reporting.



SPECIALISED TRAINING

Specialised training for selected officers covers:

- Emergency First Aid at Work (EFAW) / Appointed Person
- First Aid at Work (FAW)
- CSCS (Construction Skills Certification Scheme)
- Fire Marshall/ Fire warden
- Traffic Marshall
- Level 2 NVQ Certificate in Customer Services.

Signed:

Abdul Waheed
Managing Director
Surrey Security Services Ltd.

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