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1. **DUTIES**

1.1. **Main Gate Duties**

INTENT

To outline the scope of duties at the main entrance /exit gate.

SCOPE

This procedure applies to all Security personnel on duty on main entrance /exit gate.

REFERENCE

OEC Security Manual.

METHOD

This procedure shall be strictly adhered to by all security guards to ensure that security is maintained to the utmost and to allow for smooth routine traffic flow of vehicles and personnel in and out of the site. The following rules have been put into effect, which all security guards must comply with. Security Guards must guard the main entrance /exit gate all times and observe all movements physically. Search on all vehicles is to be carried out. Under no circumstances should the gate be left open in the absence of Security Guard.

The security Guard is required to be in full uniform while on duty, appear smartly dressed, clean shaven with well- groomed hair as they project the first impression of the company to visitors. They are also required to behave smartly, be physically fit, robust and be courteous and respectful towards the visitors.

RESPONSIBILITIES

The responsibilities of the security guard manning the main entrance /exit gate are as follows:

- (a) This security post should be manned at all times by at least one security guard. Under no circumstances should the security post be left unmanned.
- (b) Maintain accurate records in the register kept i.e. Company Vehicle movement register, visitors' vehicle movement register, Courier register, Contractor's register, Employee attendance register and Visitor register, Key issue register.
- (c) To welcome visitors and notify the employee concerned of the Visitor's arrival.
- (d) To ensure any item taken out must be accompanied by with a gate pass and authorized
- (e) To check all vehicles while coming in and going out
- (f) To let only authorized persons inside the premises
- (g) While closing the Facility check & ensure that all the lights, exhaust fans, air conditioners have been switched off.
- (h) To make sure OEC Employees must open and close the Records center after duly sign off in the register.
- (i) To let visitors inside the premises after proper identification and informing the security control
- (j) Use the metal detector and check the visitor/ employees while their entry and exit.
- (k) All ex-employees will be treated as visitors.
- (l) To have proper knowledge in using Fire Extinguishers and the Fire alarm systems.
- (m) Attend telephone in the absence of the Receptionist & post office hours.
- (n) To inform the Senior Security Manager/Branch Manager for any malfunctioning of Security equipments

(o) To start/switch off the D.G. Set in case of power failures.

(p) 24*7 to monitor the CCTV surveillance ,if anything alarming wrong the static guard must check and inform the Senior Security Manager/Branch head for further orders.

The gate will be opened for personnel on entrance and exit of site by security personnel only.

Breaks

Another Security Guard or Security /Senior Security Officer on duty will relieve the security guard on duty at the gate for breaks.The Branchs where only one Security Guard has been deployed ,the concerned Branch head detail any person for Breaks of Security Guard.

Closure Timings

The main entrance/exit gate will remain closed during off hours and holidays.

Entrance and Exit during closure hours

No Visitors will be allowed inside the premises during off-hours /holidays/off-days. Staff/Contractors will be allowed during closure hours in the plant only on confirmation from the management communication book and prior information to Security.

DOCUMENTS

- Company Vehicle Register
- Outside Vehicle Register
- Contractor Register
- Staff and Worker Register
- Key Issue Register
- Employee in-out movements Register

1.2. Patrolling Duties

INTENT

To out line the standard operating procedures of patrolling and inspection the OEC Record management Company Pvt. Ltd site.

SCOPE

This procedure applies to all security personnel for action round the clock.

REFERENCE

OEC Security Manual

METHOD

Security personnel are required to conduct patrols systematically and periodically on an hourly basis throughout the day with idea of finding and detecting any dangerous situation or any criminal intent to take material out of the plant and to ensure that all areas of the plant are under constant surveillance. They must be familiar with the general layout of the premises and surrounding environment and check the following:

- Fire
- Emergency exits doors correctly closed
- Defective
- Unusual noise

- Suspicious containers and boxes
- PGM Storage area
- DG Set
- Perimeter wall/Fencing and halogen lighting
- Parking area and vehicle parked in the area
- All shutters and doors
- Trespassing attempts
- Employee in their corresponding working areas
- Any breakage in boundary wall or fencing.

1.3. **Routine Patrolling**

These patrolling should be carried out at time intervals designated by the security supervisor and are designed to detect imminent problems and dangers. During the Rounds the Security gunman/Officer should adhere to the following:

- (a) Ensure that there is no indication of attempted entry through the fence especially at the backend of the building.
- (b) All fire emergency exits and stair Case ways should be easily accessible and free from obstruction. No Vehicle should be parked in front of any access way.
- (c) Any personal item found in and around the site must be taken in custody and later handed over to the Security Manager/Branch Manager with duly entered in the lost and found register.
- (d) Parking area to be checked for unauthorized parking
- (e) Fire equipment is in place.
- (f) Check all possible areas where and intruder could be hiding within the perimeter
- (g) Patrol duties including checking of building , equipment, external perimeters, lighting and ensuring that the premises are properly secured
- (h) To be alert towards emergency situation of any kind.
- (i) To pay particular attention to possible fire hazards, security and safety violation.
- (j) Be alert on occurrence of any unusual condition and initiate prompt investigations.
- (k) Breach of security and safety rules by employees, visitors and contractors are to be prevented and reported immediately to the management.
- (l) Contacting key personnel and relevant departments during emergencies.

It is the responsibility of the Duty Security Officer to make sure that the patrolling rounds is carried out at different timings after every one hour and different route must be followed to keep random and some surprise element. This frequency will be increased during foggy weather/poor visibility.

The patrolling person will give report after every 10 minutes to the security control to make sure every thing is fine.

1.4. **Special Patrolling**

The patrolling done at different timings or as needed, are designed to verify or detect abnormal conditions. This type of patrolling is of highly sensitive nature and should be handled carefully.

The Security supervisor or the person left In-Charge will determine the timing, frequency and routes for each patrolling.

SECURITY CONTROL ROOM

INTENT

To outline the duties of the security personnel manning the security control and to ensure maximum security at the security control room.

SCOPE

This procedure applies to Security personnel on duty at Security control room.

REFERENCE

OEC Security Manual

METHOD

Security control room will be manned 24 hours a day and 7 days a week by OEC Records Management Company Pvt Ltd Security Personnel. He will be responsible for the overall security functions, which are enumerated below:

During Day

- (a) To keep a constant watch and surveillance on the various areas of the plant through the CCTV system.
- (b) To act immediately as per the standing operating procedures on the activation of intruder alarm system by rushing to the area immediately and inspecting the cause of alarm. Re-set the intruder alarm system.
- (c) To act immediately as per the standing operating procedures on the activation of fire alarm system by immediately reaching the area indicated by the fire panel and investigate the cause of alarm. Re-set the fire alarm system from the fire panel.
- (d) To ensure that all the security systems are in proper working order.
- (e) To deal with any kind of emergency situation.
- (f) To ensure proper search procedure is being carried of the OEC employees/associates, visitors and contractors.
- (g) To attend to all visitors and allowing them inside only after confirmation of their identity, confirming appointment with the concerned employee ,entering in the visitor book and visitor slip and issue of visitors ' identity card.
- (h) It will also be ensured that the visitor is accompanied by the concerned employee and he does not loiter in any other area of the plant.
- (i) Checking of wash –coat machines /IT equipment's in the IT room.
- (j) Coordination with the concerned employee in case of any problem/breakdown.
- (k) Opening /closing of the PGM strong room as per the standard operating procedures as and when required by the production department.
- (l) Coordinate with the OEC-ERT Members, Central Monitoring System, in case of emergency.
- (m) Attend all the incoming calls during off –duty hours and holidays.
- (n) Coordinate all dispatches and receiving of in –coming material and carry out proper documentation for the same.
- (o) Ensuring safe custody of duplicate keys.

Persons not belonging to the Security Department are not allowed to enter the security control room except the Directors/VPs. It is out of bound for any outsider /company employees –staff and associates. However, maintenance staff and outside agencies representatives may be allowed to check/carry out assigned maintenance and installation tasks after being allowed by Security Supervisor.

DOCUMENTS

- Visitors Book
- Incident Book
- Material-In Register
- Material-Out Register
- Gate-Pass (Returnable)

2. CONTROL OF ACCESS

INTENT

To outline the standard operating procedures for control of access inside the premises and sensitive areas within the premises.

SCOPE

These procedures will be applied by Security Personnel on duty.

REFERENCE

OEC Security Manual.

METHOD

The Security Personnel on duty will ensure that only those properly authorized are admitted to premises or more sensitive area within the premises. Access will be controlled by the following methods:

2.1. Personal Recognition

Since the number of staff is small and there are few visitors, personal recognition will be used for identifying them and allowing them access.

In case of visitors, confirmation of their visit from the concerned employee will be obtained and their particulars entered in the register.

Security staff will be introduced to the new employees and are notified when individuals cease to be employed.

2.2. Visitors /Contractors Pass System

Visitors who arrive at the security control are asked the purpose of their visit and are required to fill up visitors slip. They are issued visitors or contractors identification card, which they required to display during their visit in the premises.

These passes are serially numbered and record is kept of their issue and return. Serial numbers of passes will be checked periodically against a lost pass. At the time of issue, Visitors or contractor will be instructed:

- To safe guard the pass at all times.

- To display it on their person during their presence in the Work Area.
- To report its loss immediately to the issuing officer.
- To return the pass when they leave the site.
- That they will be required to go through random search procedure.

2.3. **Electronic Access Control System**

Electronic access control system is installed at

- Main Entrance
- Main Exit
- Office Entrance and Exit
- Storage Entrance & Exit

All the OEC Staff is issued Access Card for their access to the building.

The associates are issued access control card when they arrive at work and they are required to deposit the cards at the time of their departure. The staff will not the exchange card issued to them to any body else. The staff will always secure their card with Lanyard Yo-Yo provided to them.

In case of loss of access card, immediate notification will be given to security personnel on duty.

Employees will always use their cards while coming in and going out of the main entrance and production entry and exit.

2.4. **Employee Access**

Employees will only stay during the working hours. In case of over stay, prior approval from the higher authority and notification to the security is required.

Entry will refused to an employee outside his normal working hours, unless prior notification has been given to security. Ex-employees will be treated as visitors.

Security will be notified of any new joiners or of leavers, and of those for whom access is prohibited such as suspended or dismissed employees.

Taking of personal property is not allowed inside the Complex .However, it can be left at security control, if necessary.

Check the OEC issued Identity Card for photo identification and authentication. If ID card not produced, Remark to be made in the Register.

Check the Hand Baggage and other material if any. Restricted material / items (Attachment 1) if present on / with the person must be deposited and the deposit tag given.

Gents Hand baggage must be checked, physical frisking a compulsory for all layer of employee.

Ladies' Hand baggage must be checked, but they should be exempted from physical frisking unless a Female Guard is present.

Personal Mobile Phones not allowed in OEC premises .Personal Mobile Phones if present on / with the person must be deposited and the deposit tag given.

If any Restricted Material / Item is found on / with the employee after the Security Check, it must be confiscated immediately and submitted to the Senior Security Manager / Branch Head, Remark to be made in the Register.

Entry to be made in the Time IN–OUT Register, ID card must be displayed at all times while in OEC Premises.

DOCUMENTS

- Employee Attendance Register
- ID Card

2.5. Contractors' Staff Access

All policies relating to visitors apply to contractors and service staff.

Contractor/workers will be allowed only after confirming identification and purpose.

Contractors/his workers will always be escorted while working in proximity to valuable assets.

Prior notification of contractor work to be carried out during off duty hours/holidays will be give to security. Contractors/workers will not be allowed in case no notification is received.

All contractors leaving then work area will be subjected to search; their vehicle or other possession will also be searched if they had access to them during their visit.

Check the OEC issued Gate Pass for photo identification and authentication. If ID card not produced, Remark to be made in the Register.

Check the Hand Baggage & other material if any. Restricted material / items (attachment 1) if present on / with the person must be deposited and the deposit tag given.

Gents Hand baggage must be checked, physical frisking a compulsory for all layer of employee.

Personal Mobile Phones not allowed in OEC premises. Personal Mobile Phones if present on / with the person must be deposited and the deposit tag given.

If any Restricted Material / Item is found on / with the employee after the Security Check, it must be confiscated immediately and submitted to the Senior Security Manager/ Branch Head.

Remark to be made in the Register.

Entry to be made in the Contractor IN/ / OUT Register.

Security Gate Pass must be displayed at all times while in OEC Premises.

DOCUMENTS

- Contractor IN OUT Register
- Security Gate Pass

2.6. Loss of Access Card:

If any OEC Employee, who has lost their Access Card for any of the reason should be reported to the respective Security Head/HR immediately with a written application for further de-activation process of the card, Issuing new card, a minimum penalty amount of Rs 250/- should be collected from the respective employee's salary who lost the card.

If the card lost by any Vendor Staff the respective Vendor shall recover the amount from the individual and to deposit in to the OEC's accounts.

2.7. **Visitors Access**

Check their Company issued Identity Card for photo identification and authentication. (In case the Visitor does not have valid ID card, Visiting Card must be checked). If ID proof not produced, Remark to be made in the Register.

Check the Hand Baggage & other material, if any restricted material / items present on / with the person must be deposited and the deposit tag given. Physical frisking is compulsory for all the visitors

Ladies' Hand baggage must be checked, but they should be exempted from physical frisking unless a Female Guard is present.

Mobile Phones must be deposited in to the Security Desk and may collect token.

If any Restricted Material / Item is found on / with the Visitors after the Security Check, it must be confiscated immediately and submitted to the Security Manager / Branch Head. Remark to be made in the Register.

Any Restricted Material / Item required to be taken into OEC Premises, requires permission from an OEC Senior Official routed through Senior Security Manager / Branch Head. In case the permission is granted, Remark to be made in the Register.

Entry to be made in the Visitor IN – OUT Register.

Visitor Gate Pass must be filled and signed, and Visitor ID must be provided

All visitors must be escorted by OEC staff and / or Security Guard.

Other staffs like Office Boy or Driver should not sit in the Reception or in Company premises without permission.

Visitors are not allowed to visit site after office hours, Government Holidays, Declared holiday by HR department.

Any kind of visit should required approval with bellow mention condition:

- (a) Branch Head of the particular Branch is a Final Approval Authority to grant Access of visitor in Branch Premises after duly informed to the H.O.
- (b) The Branch Head need to be approving visit from Approval Authorities as mention in Point (e).
- (c) No telephonic approval consider by security in all conditions.
- (d) Approval should be sign copy or mail copy from the Official ID of approving Authority.
- (e) the Authority for approval as mention below:
 - i. Board of Directors
 - ii. Mr Viral Doctor (Director)
 - iii. Mr Hemang Doctor (Executive Director)
 - iv. Mr Sumant Misra (Chief Operating Officer)

Communication with Approving Authority by Security guards or any OEC official regarding process will not acceptable.

Note: Format of approval is attached with policy as Annexure.

2.8. **—Visitors –Government Officials**

The Security Guard on duty will immediately inform the Security Manager about the visit of the Government Official at the Branches; the Security Guard will immediately inform the Branch Head or Assistant Branch Head about the visit. The Branch Head himself will

go to receive the Official from the Entry Gate and let them to sit inside the office area only after verifying their valued identity. If the Branch Head is busy with any of the Customer, the next senior most person of the Branch would receive the Govt Official leaving all other jobs. Further instructions on how to deal with the Govt Official to be taken from HO/Senior Security Manager or VP Admin.

DOCUMENTS

- Visitor In OUT Register
- Visitor Gate Pass

Format of Approval circulated to all the Branches.

3. PARKING OF VEHICLES AND VEHICLE RECORD

INTENT

To out line the Standing operating Instructions to be followed for allowing inside OEC premises.

SCOPE

This procedure applies to Security Personnel on main gate duty.

REFERENCE

OEC Security Manual

METHOD

Movement of vehicle around and into the plant is generally Intermittent, however, traffic movement controls are necessary to prevent accidents that could cause damage and inconvenience to employees, contractors, visitors and OEC property.

- (a) Details of all vehicles coming in the premises of OEC will be recorded in register at the main gate.
- (b) The driver of the vehicle will be briefed that his vehicle is liable to be searched at the time of going out.
- (c) The vehicles will not run on speed more than 15kms per hour inside the premises.
- (d) Parking of vehicles is only done at authorized designated parking areas.
- (e) Parking space designated for loading is reserved for contractors and suppliers vehicles only.
- (f) Parking is prohibited at exit door, alley or any other non designated area that could cause obstruction especially at any fire hydrants.
- (g) Parking areas reserved for visitors are to left vacant and should not be used by employees
- (h) As far as possible, prior information to be given to Security at the main entry /exit gate of arrival of any collection/delivery, Visitors and Contractor Vehicle.
- (i) Security personnel on duty are to bring to notice of the management about any non –compliance of traffic regulation by staff, contractor, supplier or visitor.

DOCUMENTS

- Vehicle Register
- Company Vehicle Register

Standard Operating Procedure

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4. **WORKS AND MAINTENANCES BY CONTRACTORS**

INTENT

To outline the Standing operating procedures for conduct of contractor's work on site.

SCOPE

This procedure applies to all Security personnel on duty.

REFERENCE

Contractors will be allowed to carry out work during working hours. However, they will be allowed to work during off-duty hours/holidays if concerned Manager has given written instructional. If the contractor is allowed onto site, an OEC employee will escort them at all times. with prior information to the Security Department.

Contractor's Vehicle

Contractor's vehicle will be parked at the designated parking place only. However, if the vehicle is required to be parked at some other place to facilitate in carrying out their job, it will be permitted for the stipulated period and then return to the designated parking area. Contractor/worker beyond there is to be monitored and they should be cautioned if their presence is not required there by security personnel on duty.

Personal Equipment

Personal equipment of contractors like tool, machines, instruments etc brought to carry out the job will be checked and recorded. At the time of leaving all the personal equipment will time of entrance to ensure that no in –house equipment or tools are being brought along.

This personal equipment record for the make this equipment as returnable material, the concern Work In-Charge (OEC) will responsible to complete a formality at security gate.

Equipment for outside repair

Any item that is required to be taken by the contractor to outside the premises, for repairs/modifications etc., needs authorization by the concerned managers, which is done on the Delivery Ticket. Also need to mention a specific time to be material will back to original location.

The following points should be observed while allowing contractor's workers inside the premises:

- They always follow safety rules and regulation of OEC while carrying out their job on the site.
- Any job involving safety /fire hazard, like use of welding equipment, will be informed to the Security, Health and safety officer before hand and necessary precautions will be taken.
- They are confined to their work areas.
- He is not employing any body below 18 years of age.

DOCUMENTS

- Gate Pass
- Contractor Register

- Contractor Pass

5. **OUTGOING GOODS**

INTENT

To outline the Standing operating procedures for dispatch of finished goods from the site.

SCOPE

To procedure applies to Security officer on duty and the Security Guard on the main Gate duty.

REFERENCE

OEC Security Manual

METHOD

At the time of Dispatch of finished goods, the Security Personnel on duty will ensure that Quantity, Type and product is dispatched is register in material OUT register in front of Customer.

This will be ensured by:

Confirming the Transport vehicle r, vehicle registration number, driver's name with the Receiver and allow the material to go to the Respective person.

- Reaching the Main gate on being informed by the Respective person about the dispatch.
 - Physically verifying the quantity from the quantity mentioned in the dispatch goods note.
 - Physically verifying the part number form the dispatch goods note.
 - Checking the package's packing, seals, labeling and loading of the finished goods.
 - Taking signatures of the drive of the vehicle for the acceptance of the goods for delivery.
- Allowing the vehicle to exit only after checking the driver's copy of Dispatch goods note and confirming form security Control Room.

Documents

All out going goods leaving the premises should be accompanied with Gate pass.

5 RETURNABLE GATE –PASS

Goods, which are going out and are expected to return, are being sent on Returnable Gate pass. The gate pass should be completely filled and duly signed by the authorized signatories. The expected date of arrival should also be mentioned.

NON-RETURNABLE GATE PASS

Goods will not return back are being sent on Non –returnable gate pass. Samples sent by courier will be also be accompanied with gate pass.

The particulars of the goods will be checked as per the details mentioned in the gate pass. in case of any doubt, the concerned OEC Departmental Manager to be contacted.

The purpose of goods being sent out should also be mentioned in the gate pass.

DOCUMENTS

- ♣ Dispatch goods note.
- ♣ Dispatch Register
- ♣ Gate pass(Returnable and Non Returnable)

6. ACCEPTANCE OF INCOMING GOODS

INTENT

To outline the Standing Operating Procedures for the receiving of goods.

SCOPE

This procedure applies to the OEC security personnel on duty and Security guard at the main gate.

REFERENCE

OEC Security Manual

METHOD

Vehicle, which comes to the main gate for delivery of good, is to be checked for

- ♣ Challan form
- ♣ Party name
- ♣ Name of the Transport company
- ♣ Material carried by Transporter
- ♣ Vehicle registration number

Material Received within Working Hours

After checking all the particulars as indicated above, the vehicle is to be checked and searched for any unauthorized item. The security control and the concerned employee are to be informed. The security personnel at the security control receives the goods after the inspection and acceptance of goods by the concerned employee, the document (challan / invoice) accompanying goods must be stamped "Material Inward" and allotted a serial number form material inward register. The vehicle /person will be then directed to the OEC site with these goods. The goods will be unloaded in the presence of security personnel. The 'Material In ward' stamped challan / invoice will then to sent to the Concern department to followed for preparing of GRN (Goods Receipt Note).

The any kind of material (returnable/Non returnable, consumable and non consumable) should enter in material out ward and IN ward register. The responsibility to be verifying the entry in register before taking material in company premises is a responsibility of particular person related to this process

Material Received After Working Hours

After checking all the particulars as indicated above, the vehicle is to be checked and searched for any unauthorized item. He should follow the procedure as mention bellow,

1. Check Challan:- Challan Number, OEC Purchase Order Number(if Available)
2. Check Material delivery address.
3. Unload vehicle and kept goods in secure place. While unloading should check the material type and Quantity.
4. After unloading total material should remark on challan for received Quantity. Same get signature from Driver as acceptance.
5. Kept material in custody. Should not call any company official regarding material query within this period. Entry should do in ward register, with mentioning, serial Number, date , Challan Number, material, Vehicle Number, Driver Name ,security signature & Driver Mobile Number in remark Column. Next day this challan should forwarded to Concern department ,also take signature from Branch Head

6. He any kind of material (returnable/Non returnable, consumable and non consumable) should enter in material out ward and IN word register. The responsibility to be verifying the entry in register before taking material in company premises is a responsibility of particular person related to this process.
7. This procedure applicable for all branches excluding Mumbai Head Office during after office hours, government Holidays & holidays declared by company.

DOCUMENTS

- ♣ Invoice
- ♣ Delivery Challan
- ♣ Material-In register

7. SEARCH PROCEDURES

INTENT

To outline standard operating procedures for search of OEC employees, contractors and visitors.

SCOPE

To procedure applies to security personnel on duty and the contract security guards.

REFERENCE

OEC Security Manual

METHOD

The company reserves the right, as a condition of employment, to search or cause to be searched, when ever it sees fir, any employee of the company premises. The subject must agree to being searched and no coercion can be applied in the event of a refusal.

7.1 Search Procedures –Personnel

Methods of searching

The individual has to be requested to come in front of the search room/ area where search is carried out with the help of a hand –held metal detector scanner.

Prior to search the person searching must always switch on the camera video recorder and ask the following questions of person being searched.

“Are you carrying any company property?”

“Have you any objection to this search”

Then he will request the individual to empty all his pockets and keep the belongings on the table including handbag/briefcase.

If company property is being carried it should be accompanied with relevant documentation, if not and satisfactory explanation is not provided the Senior security Manager /supervisor will be called to deal with the situation.

If the individual of the search objects to the search, reasons will be noted and reported to the Senior Security Manager/Branch Head, in his absence, any senior manager, immediately.

It is customary to thank the person searched for cooperating.

7.2 Search procedures –Lockers and belongings

Personal lockers or desks may be subjected to search, in the presence of the employee (if on premises) and a senior member of management. Records will be kept for all searches.

The right to search extends to all parcels, briefcase, bags etc, which are on the company's premises; the search will be carried out in the presence of the owner.

7.3 Refusal to be searched

Any person who refuses to search is in breach of his/her conditions of employment, and is liable to dismissal.

If the employee refuses to be searched, the following procedures will follow:

- a. Remind the individual that the company's right to search is a clear condition of employment, and that a refusal to submit to search will lead to disciplinary action which could result in dismissal.
- b. Advise the Senior Security Manager or, in his absence, any Senior Manager, immediately.
- c. Ask the person to remain until the manager arrives.
- d. If neither official is readily available, ask the person to report to the Senior Security Manager at a specified place, date and time.
- e. Make arrangements for not allowing him/ her access to the site except for the specified visit.

NOTE: - A deliberate avoidance of being searched after receiving a refusal to be searched. Where a person has failed to stop at the search point, the matter should be reported to the Senior Security Manager and to the individual's Department Head.

IN the case of visitors, they should be reminded that admission to the site is conditional upon acceptance of the company's search policy, and a refusal is to be reported as mentioned above.

7.4 Search Records

All searches of persons ,property etc, are to be recorded in front of the Surveillance Camera For the purpose ,a camera has to be installed in the search area which is connected to a time lapse video recorder in the control room . Before carrying out the search the security personnell make sure the procedure should be in-front of the Surveillance Camera.

7.4.a Finding Property

If hand-held metal detector indicates the presence of metal and the person subjected to search refuses to produce the object for inspection, the searcher must stop scanning,

asks the person to wait, and inform the Senior Security Manager who will provide a senior employee to witness a hands-on search. Individuals undergoing search cannot be detailed against their own will; and should they insist on leaving they should be permitted to do so, having been told that they are suspended on full pay pending enquiry, they should return on the next working day for that enquiry.

If a person agrees to wait, and agrees to hands-on search, which results in the discovery of the company property, especially of precious metal, the property is to be placed in full view of senior employee(witness) and on completion of the search should be placed in an envelop. The witness, searcher and the person on whom it was found should date and sign, such refusal should be recorded verbatim in the incident book. The Senior Security Manager will decide if the police are to be called.

DOCUMENTATS

- ♣ Incident Book

8. SAFE OPENING PROCEDURES

INTENT

To outline the standard operating procedure for opening and closing the safes.

SCOPE

These procedures apply to all OEC employees authorized to open safes.

REFERENCE

OEC Security Manual

METHOD

Opening and closing of Safe / Storages 1

The safe shall be opened at the beginning of a shift where in the PGM required for production use shall be removed and at the end of the day put back the residual/concentrates resulted or left over, if any, of the shift's activity. If however, would require to be opened outside the instances mentioned above in the event of the following situations:

- ♣ Internal stock audits.
- ♣ External Audits by Governments authorities/Clients.

Persons authorized to open the strong room.

An authorized person each from Production, logistics and security will be present at the time of opening/closing of the strong room.

Warehouse manager or authorized persons :-----

NOTE: - Under no circumstances the combination of the two safes will be known to any one individual

DOCUMENTS

- ♣ Material Transaction Advice

9. MAGNETIC DATA TAPE TRANSFERS FROM LOCATION TO SAFE

INTENT

To outline the standard operating procedures for transporting Magnetic Data tape from Safe to the Respective Location.

. SCOPE

This procedure applies to OEC security Staff on Duty.

REFERENCE

OEC Security Manual

METHOD

MDT in transit is at high risk and should be moved under controlled conditions. OEC has transferring MDT from Safe to the site, in their assignee vehicle. It is the responsibility of the Senior Security Manager to coordinate with the respective person , IT Person and the clearing agent and ensure a safe transfer of personnel and the clearing agent and ensure a safe transfer of MDT from the Safe to the site and finally, in the Safe .

The following procedure will be adopted:

- The Senior Security Manager will receive a copy of MDT Movement detail list from the IT Department, which has details of the numbers and the volume of the MDT.
- The Clearing agent will then inform the security Head on the mobile phone, of their departure from the site.
- He will also keep inform his locations during move en-route to the Security Head.

DOCUMENTATs

MDT –In-OUT Register

10. WASTE REMOVAL

INDENT

To outline the standing order procedures for removal of waste material from the site

SCOPE

This procedure applies to all Security Personnel.

REFERENCE

OEC Security Manual

METHOD

Waste disposal can provide a method of removing PGM (Permanent Garbage Movement), company property or information from the Respected Division. Thereafter all waste will be subjected to inspection before removal from the site.

There are two kinds of waste that is generated in OEC. These are:

- (a) Packing material like plastic, glass, cardboard and wooden containers/boxes.
- (b) Garbage like waste paper, Paper Boxes, Electronic waste, furniture waste, electrical waste or other operational waste etc.

Waste material mentioned in (a) is removed by the contractor once in a week, generally on Fridays. All the waste material should be inspected. All containers should be in open condition and checked of any contents. The entire loading of the waste material should be carried out in the presence of Security Personnel and it should be taken out on non-returnable gate pass.

Waste material mentioned in (b) is removed by the contractor every alternative day from the waste container. The housekeeping staff empties all the garbage bins in the container presence of Security. The contractor removes the garbage from the container in the presence of Security, which is inspected by the Security Personnel.

Any Type of waste will informed to Security & Safety department before movement.

DOCUMENTS

- ♣ GATE PASS (Non Returnable Gate pass)

11. EMERGENCY PROCEDURES

INDENT

To outline the standing order procedure in case of any emergency occurring in the factory site, during or after working hours.

SCOPE

This procedure applies to security personnel on duty.

REFERENCE

OEC Security Manual

METHOD

General guidelines to handle emergencies likely to be encountered by the OEC Security Staff and contract Security Guards during their daily duties are outlined below. This is to ensure that all security Staff know what actions are to be taken when such incidents occur and to respond more effectively and efficiently. They must be fully conversant with all emergency situation procedures, as they are likely to be the first to encounter a situation. The OEC Security Staff is responsible upon approval from the management to notify the government agencies such as police, fire department or other services.

11.1 TYPE OF EMERGENCIES

Type of emergencies includes the following:

- (a) Fire
- (b) Forcible attack or Intrusion

11.2 FIRE

The control of the start and spread of fire is an important feature of prevention of accident and damage. The security staff must be fully conversant with the procedure in the event of fire eventuality and must be fully trained to use the fire fighting equipment and fire extinguishers.

If fire occurs, the following steps should be taken by the security personnel on duty:

During Day

- a) Raise alarm, upon detecting any fire and smoke, break the glass of the nearest fire manual call point.
- b) If the indication is given by the fire Panel, rush to the zone immediately, indicated by the panel, and carry out detailed investigation.
- c) If possible, try to extinguish the fire; do not put self at risk. Inform management of the situation.
- d) Should the fire get out of control, close the doors behind you and leave the area.(Only after confirm vacate last person from the facility)
- e) Assist in evacuation of the people inside.
- f) Inform Emergency Co-ordinator on telephone. The phone nos. are :
 - Mr. Pradeep Kolatheril (Emergency site co-ordinator-II) – 07498914217
 - Mr.Girish Annath (Emergency Site Controller) - 07498914220
 - Mr. Viral Doctor (Emergency site Co-ordinator-I) - 09820353073

And the Branch Heads

From Extension when you are in Office in Corporate Office)

Mr. Pradeep Kolatheril (Emergency site co-ordinator-II) – 118

Mr.Girish Annath (Emergency Site Controller) - 112

Mr. Viral Doctor (Emergency site Co-ordinator-I) - 106

From the Branches 022-44334242 then extension mentioned above

For speed dial on direct mobile when you are in Corporate Office

Mr. Pradeep Kolatheril (Emergency site co-ordinator-II) - *15

Mr. Viral Doctor (Emergency site Co-ordinator-I) - *13

DURING NIGHT

- a) Alert the fire department and the following immediately:
 - Senior Security Manager
 - V.P Admin
 - Branch manager
 - Admin Manager
 - Executive Director (*If Sr. Security Manager & Director not Available)

- b) Raise the alarm, upon detecting any fire or smoke; break the glass of the nearest fire manual call point.
- c) If possible, try to extinguish the fire. Do not put self at risk.
- d) Should the fire get out of control, close doors behind you and leave the area.
- e) Assist the fire department and brief the situation.
- f) Give detailed report of the incident for follow-up investigation.

10.3 FORCIBLE ATTACK OR INTRUSION

Forcible attack means an attack on personnel, premises or material, either by violence or coercion. The first principle to be observed in dealing with a forcible attack is of the safety of personnel, protection of valuable assets is the next objectives.

Forcible attack or intrusion is often preceded by a reconnaissance of the target by the criminals. All staff should be encouraged to develop awareness of their environment and noting and reporting to management anything that arouse their suspicion.

Whenever there is a forcible attack to intrusion on site, Security personnel on duty are responsible for the safety of all personnel including self and protection of OEC assets.

If such situation occurs, the OEC security to adhere strictly to the following procedures:

- Press the Manual Call Point for notifies Fire Action.
- Notify the Co-ordinator as mention in procedure immediately,
- Inform on 100(Police Station)and 101(Fire Station)if required
- Notify the Senior Security Manager and the V.P Admin on mobile phone immediately.
- Do not attempt any capture or resistance that will cause aggravated reaction.
- Note any suspicious vehicle in the surrounding area that may be a get away vehicle.
- Advice the police and brief the situation
- Report every incident for follow up investigation.

DOCUMENTS

- ♣ Incident report form & Key person's telephone list

12. COURIERS –RECEIPTS & DESPTCH

INDENT

To outline the standing order procedures for receipt and dispatch of couriers.

SCOPE

This procedure applies to Main Gate Security Guard and OEC Security Manager.

REFERENCE

OEC Security Manual

METHOD

All the mails/parcels of OEC are sent by approved couriers. The safety and confidentiality of these couriers /parcels is of high importance since they contain valuable information /documents. It is the responsibility of security to ensure that once these mails/parcels are received, they are delivered in right hands, without delay.

The following points should be kept in mind while dealing with incoming/outgoing mails/parcels:

INCOMING MAILS

- Security should check the mail/parcel packages of any damage / tampering.

- Make entries of the details of all the mails received in the courier register
- Make requisite entries in the courier collection / delivery person's receipt form.
- Send the mail straight to the person concerned.

OUTGOING MAILS

- The outgoing mails/parcels are collected and handed over to the courier person at the security control.
- Airway bills are collected from him and later handed over to Mr.-----

DOCUMENTS

Courier register

13. **ACCESS TO FAMILY MEMBERS AND VISITORS**

INDENT

To restrict the access of relatives to the OEC Record management Company Pvt. Ltd.

SCOPE

All security personnel on duty.

REFERENCE

OEC Security Manual

METHOD

The employees who have to work in the facilities beyond the usual work schedule (including weekends and holidays), should not invite relatives or friends to the facilities. (Facilities are out of bound beyond the security gate).

If the visit is unavoidable, the visitors should remain (if possible) at the lobby or reception. The spouses and children are allowed in the individual offices of then frontal area. They are not allowed to go in the production area/ security control.

The Senior Security Manager will be informed of any violation regarding this procedure with a detailed report of the incident.

DOCUMENTS

Incident report

14. **TRAINING PROGRAM FOR A SECURITY GUARD**

INDENT

The new security Guards will be given an intensive internal on the job training that will allow the new guards to do their job in a competent way.

SCOPE

Senior Security Manager, Security Executives on duty.

METHOD

- All the new guards will be trained by their corresponding security Manager.
 - They will be told about the all the functions of their post, security procedures, the security set up and the layout of the plant.
 - The training will be held during morning hours and for a period of the one week.
 - The guard will not be left alone at the working place till the time he is fully trained.
- Training guide for training of a Security Guard for OEC Record management Company pvt. Ltd.

15. BOMB THREAT

INDENT

To establish a detailed procedure regarding the immediate steps to be taken after receiving a bomb threat.

METHOD

Every bomb threat received (usually over the telephone), should be considered a real one. Each threat received is a potential disaster that can cause loss of lives and a huge damage to the property.

15.1 RESPONSE TO THE BOMB THREAT DURING WORKING HOURS

During working hours it will usually be the telephone operator who receives the bomb threat.

1. The operator will try to keep the caller on the line as possible and try to extract following information
 - a) At what time will the bomb explode?
 - b) Where it is placed?
 - c) What kind of bomb it is?
 - d) What does it look like?
 - e) Why did they put this bomb?
2. Pay attention to the noises on the background that might help to determine the location or identity of the caller.
3. After receiving the call, the operator should immediately inform the Security Office.
4. The operator should fill in the verification list of bomb threat immediately after the call and wait for instructions.

It is mandatory to keep this information at a confidential level.

15.2 RESPONSE DURING NON WORKING HOURS

After receiving the bomb threat over the telephone, the security personnel who received it should immediately do the following:

1. Call by telephone all the security personnel available on site in the security control room without explaining the reason over the telephone (the radio may work as a detonator).
2. Inform about the situation to the Security Manager.
3. Inform the Managing Director, the Directors, V.P Admin, Senior Security Manager, the Admin Manager and the HR Manager.
4. External rescue team or firemen will be called only after approval of the Senior Security Manager and Emergency Site Controller.
5. The response to a bomb threat depends on the time gap between receiving the call and the time when the bomb is supposed to explode. It is important that the person who receives the threat fill in the 'verification form of the bomb threat' as soon possible. Vital information might be obtained from this list and possibly even identify the caller. If due to lack of time, the procedure mentioned here could not be followed, the Senior Security Manager must decide whether to evacuate the plant or not, according to the information he is given.

15.3 EVACUATION

The following procedures will be followed if it is decided to evacuate the facility:

1. Emergency can be communicated by activating Manual Call Point of that area.
2. As soon as the information of the Emergency is received, the Emergency Site Controller, Incident Controller, ERT Team, Security guard shall take total charge of the area / department.
 - A. Visitors & Contractors
 - a. Direct all the visitors and contractors to Assembly Point through the nearest Emergency Exit.

B. Employees

- As first Responder raised Alarm via activating manual call Point.
- Do not panic.
- Do not run, Always walk follow instruction given by Evacuation leaders. (Read APPENDIX-B, EPRP) for ERP leaders detail.
- Always walk in queue with keeping safe distance
- Help to handicap person to evacuate.
- Do not return to facility until unless instructed by ERP leaders./ Evacuation leaders
- Instruct all the employees in the Department to close down all the activities / process systematically and safely.
- Instruct to close down the utilities, A/C, ventilation units, equipments etc.
- While leaving your area, close all doors to confine the fire
- Strictly follow the Emergency Exit marked in the Evacuation route displayed in the respective department.
- At time of evacuating instruct to walk don't run, be in pair for the good co-ordination.
- Ensure that no body is left out by taking roll call.
- No employee shall be allowed to run with any tools or objects in their hands.

*For Employees working outside in open or in 'No man's land' on hearing Emergency siren, should immediately stop their work safely keep aside all tools, closing Operations & Equipments sets etc. and then rush to the Assembly Point.

- Gather at the Assembly point in single file for each department.
- Make a head count and wait for further instructions from the Site Controller.
- Informed Emergency Site Controller –I & II Immediately.
- Evacuation leader should recheck the area for clearance to ERP Fire team
- Emergency Site Controller must Informed a Damage Assessment Team to evaluate damage.
- Follow the instruction given by the ERP Team Leaders.
- If it is not possible to evacuate through the main exit door, emergency exit doors will be used for speedy evacuation.
- The work can restart after clearance by the police team followed by an announcement by the management.
- During the emergency the operation center will be operated from the Security Control.

15.4 AUTHORITY TO EVACUATE

Only the following personnel have the authority to evacuate the building

1. EPRP Evacuation leaders are Identify in Emergency response plan Appendix-B
16. **BOMB-POSTAL PARCEL**

INTENT

To outline the standard operating procedures for examining the letters or thin postal parcels that might contain explosives.

SCOPE

This procedure applies to all Security Personnel present at the time of arrival of letters/parcels.

METHOD

All the mail, which has the following characteristics, should be handling with care and examined Security personnel and Concern Department representative.

COMMON CHARACTERISTICS OF PARCEL OR LETTER BOMB

- Kind of Mail : Foreign , priority, special sending
- Restrictive notes: Confidential, personal, to be opened only by the addressee.
- Visual distraction: Fragile, urgent, handle with care.
- Many stamps: Usually postal stamps.
- False address or without sender' name.
- Handwritten or badly typed addresses

- Incorrect titles
- Titles but no names
- Common names with wrong spelling
- Oil Patches or Loss of color
- Excessive or badly distributed weight
- Too much packing material : tapes , wires or straps
- Disproportional envelop; rigid or heavier on one side
- Visible wires, screws or other metal parts

If a suspicious letter or parcel is received, immediately inform the Security.

- Do not try to open it.
- Do not put it in water.
- Do not bend it or rip it.
- If you are holding it, place it on a horizontal surface where it causes the least possible damage.
- Evacuate all the persons from the area.
- Inform the Security Personnel and the management. If the parcel is addressed to a person, talk to this person to find out if he is expecting this parcel.
- The management will consider the possibility of an evacuation and inform the police.

17. **BOMB THREAT OVER TELEPHONE**

INTENT

To instruct the telephone operators and the Security Officers on how to correctly handle a bomb threat over telephone.

SCOPE

Telephone operator and Security Personnel handling telephone in absence of telephone Operator.

METHOD

Each and every bomb threat to the OEC facility should be taken seriously .The analysis of the threat will help the management in their decision process to evacuate the factory and take other steps that guarantee the safety of the employees.

1. A bomb threat can have several sources, like:

- a) An angry employees
- b) An obscene person
- c) A psychopath

The main function of a telephone operator or a Security Person, who receives a bomb threat over the telephone, is to get as much information as possible from the caller. Not only what he said but noises in the background, changes in the voice tone, accent, etc. The caller should be

asked questions to get additional information about himself. This will help in the decision making process.

The basic tool to obtain the needed information is in the form "RESPONSE TO A BOMB THREAT". After the threat call is received this form must be filled as soon as possible.

Inform Security immediately.

18. RESPONSE TO A BOMB THREAT OVER TELEPHONE

RESPONS TO A BOMB THREAT

Questions to Ask:

1. When is the explosive device set to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of explosive device is it?
5. What will cause it to explode?
6. Did you place the explosive device?
7. Why?
8. What is your address?
9. What is your name?etc.....

Exact wording of the threat

Sex of caller: _____ Accent: _____

Age: _____ Length of call: _____

Number at which call is received: _____ Time: _____ Date: _____

Caller's voice:

<input type="checkbox"/> Excited	<input type="checkbox"/> Accent	<input type="checkbox"/> Slurred	<input type="checkbox"/> Ragged
<input type="checkbox"/> Nasal	<input type="checkbox"/> slow	<input type="checkbox"/> loud	<input type="checkbox"/> clearing throat
<input type="checkbox"/> Stutter	<input type="checkbox"/> Rapid	<input type="checkbox"/> Laughter	<input type="checkbox"/> Deep breathing
<input type="checkbox"/> Lisp	<input type="checkbox"/> Soft	<input type="checkbox"/> Crying	<input type="checkbox"/> cracking voice
<input type="checkbox"/> Raspy	<input type="checkbox"/> Normal	<input type="checkbox"/> Calm	<input type="checkbox"/> Disguised
<input type="checkbox"/> Deep	<input type="checkbox"/> Distinct	<input type="checkbox"/> Angry	<input type="checkbox"/> Familiar

If the voice is Familiar,who did it ,sound like?

Background sounds:

<input type="checkbox"/> Street noises	<input type="checkbox"/> Music	<input type="checkbox"/> Office machinery	<input type="checkbox"/> Factory machinery
<input type="checkbox"/> House noises	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Voices	<input type="checkbox"/> Static
<input type="checkbox"/> PA system	<input type="checkbox"/> Clear	<input type="checkbox"/> Phone booth	<input type="checkbox"/> Other _____

Threat language:

ρ Well spoken ρ Foul ρ Incoherent ρ Remarks: _____
ρ Threat maker ρ irrational ρ Taped _____

External Agency Called

Police (Name): _____ Designation: _____ Fire
(Name): _____ Designation: _____
Other (Name): _____ Designation: _____

IMMEDIATELY CALL TO SECURITY OFFICE AT 022-44334242 TO REPORT THE THREAT

Date: _____ Name: _____ Position/ Title: _____

19. VERBAL COMMUNICATION

INTENT

To establish a guideline to communicate with all the security personnel on a professional level.

METHOD

All verbal communication between the personnel of the security department and the rest of the employees will be held in a civilized term, speak clearly, avoid popular sayings and bad words. At all times verbal communications among the members of the security team will be done in a professional way.

The security personnel will be very polite with the visitors and contractors and under no circumstances they use rude language or raise their voice.

19.1 BEHAVIOUR CODE

Through this code the Security Manager is allowed to adopt and promulgate rules to control the Security Department and the discipline of its members. The objective is to make the security department and all its members efficient, alert and effective for OEC Record management Company Pvt. Ltd. The rules and regulation mentioned will be called "Behavior Code" of the security department of OEC Record management Company Pvt. Ltd. and will govern the behavior and will create a union link among all the members of this security department. The "Behavior Code" here mentioned should establish the punishment and legal losses that result because of its violation.

The "Behavior Code" will include all the parts of the Security Procedures of the Company.

Each Security Guard must get completely familiarized with the Security Manual. Not doing so will be considered negligence on his part.

In case a member is accused of negligence in his duties because he didn't follow rules and regulations, the procedures or orders of the Company, ignorance about contents of this manual or any procedure of the company will not be accepted as an excuse.

19.2 ETHICS CODE

Security personnel accept the obligation to report the facts and testify in an impartial way without showing emotions. He should consider all the information he receives as part of his duty to be used only for official purposes. He gives his loyal and faithful attention to identify and apprehend criminals who threaten the security of the Company, at the same time being alert to protect the innocent as well as to catch the guilty person. He performs his job without fear, favoritism or prejudices and doesn't get involved in illegal or improper practices.

He should not share any information related to which he has access because of his position. He will respect and be courteous With all the employees of the company .He will be loyal and faithful to his organization constantly trying to cooperate and promote better relations with all agencies in charge of the law, be they public or private and their representatives, in matters of mutual interest or obligation.

It is mandatory for any person who accepts a position in the Security Department to rigidly stick to the principles mentioned. The employees easily criticize any wrong conduct of the Department's members. The company trusts the Security Guards and expects them to behave in such a way that they prove they deserve this trust.

19.3 PROFESSIONAL BEHAVIOR AND RESPONSIBILITIES

- Behavior Standard. The guards must lead a personal and professional life in such a way that they don't cause a bad reputation of the department.

- Loyalty. The loyalty towards the company, the department and their fellowmen is an important factor to sustain the moral and efficiency of the department. The guards must remain loyal to the company, the department and their fellowmen to be consistent with the law and their personal ethics.
- General Responsibilities.
- The members must take the appropriate actions at all time to;
 - Protect the life and property.
 - Preserve the peace.
 - Prevent the crime.
 - Detect and report violations of the company's policies and the law.

- ♣ Position responsibilities. The security Guards/Officers must, at all time respond to the authorized Persons of the company, and must take an adequate action when this is needed. When needed, the Personnel assigned to specific activity is expected to undertake a correct action beyond the reach of his assignment.

- Negligence in an assignment:-The guards must not do anything or be responsible for not doing something that constitutes negligence in their assignment.

- Fulfillment his duty: All the Security personnel must fulfill their duties as required or asked by the company, the law, a set of rules of the department, policies and procedures. All the assignments that are demanded by a competent authority, respecting the law, must be done as soon as possible without being careless with the general assignments and the responsibilities of his position.
- Questions regarding an assignment. The members and employees that have any doubt regarding the nature or any detail of an assignment must get it cleared with their supervisor according to the hierarchies.
- Insubordination. The employees must not commit any insubordination acts. The following specific acts are forbidden in this section.
- To fail or deliberately disobey a legal order given by the Security Officer.
- Any disrespectful, insolent, seditious or abusive action or language, towards the Supervisor.
- Obey the laws and rules. The security staff must observe and obey all the laws, regulations and rules and the company's orders.
- Criticize Official Orders or Acts. The Security Staff must not criticize the official actions ,instructions or orders of any member of the department in a defamatory ,obscene or illegal way or in such a manner that it tends to damage the efficient operation of the department.
- Behavior towards supervisors, Officials, Subordinates and Colleagues: - The Security Staff must be respectful with supervisor's subordinates and colleagues. They must be courteous and kind to each other at all times.
- Way to giving orders: - The orders of the Supervisors/SSO/SO to the subordinates must be given in a clear comprehensive language, using a kind of tone and given because of department's needs.
- Illegal Orders:- The Supervisors/SSO/SO will not deliberately give an order that violates some law or rules of the company.
- Asking for presents, Tips, Loans etc. Under no circumstances the security staff will ask for above mentioned items when there is some connection between this demand and the job pertaining to his department.
- Accepting Presents, tips, Loans etc. The security staff must not accept any present , tips, loans etc or nay object of value that is offered because of security position or any activity related to such position and which tends to create a bad image for the department or any of its staff.

- Rewards: - The Security Staff should not accept any present, tip, monetary reward or any other compensation for the rendered except their legal salary and what is permitted by the law.

- Debt –Ask and pay
- No security employee will ask for any personal loan or will compromise in any other way with any other security personnel.
- The security personnel will not ask other officials to be their guarantor or sign a guarantee note or other form of loan form any outside agency.
- No Security personnel will volunteer to be guarantor or sign a guarantee note or any other form of loan for any other security personal.
- The security personnel must pay the entire debts and legal obligation they owe.

- Persons and places with bad reputation. The security personnel must not go to places which has a bad reputation not get along with persons of bad reputation expect when need to perform bad reputation.

- Hide Information: - The Security personnel must not hide any information that is related to company's Security.

- Forbidden activities during their duty: - It is forbidden for the security staff to get involved in the following activities during their working time.
 - Sleep , be lazy or idle
 - Have private business
 - Bet
 - Alcohol Beverages and drugs

- ♣ No security staff will come on duty or be on duty under the influence of liquor or drugs.
- ♣ The security Staff will not drink any intoxicating beverage or drug unless prescribed by doctor in case of sickness.
- ♣ The alcoholic drinks are not allowed inside the OEC premises.

- Absent from their duty:- Each Security personnel who does not show up for his duty on the time , date and place without approval of competent authority , will be considered absent without permission , Such absence will be reported to their Head for disciplinary action.

- Physical condition for work: - The Security staff must remain in good physical condition so they can perform their job.

- Reliever: - The security guards must remain in their position until they are adequately substituted by another guard or the superior gives permission to leave the post.

- Address and telephone Numbers: - On the first day in office, the new security personal will immediately register his address and telephone number with the Manager. The change in the telephone number or address will intimate within 24 hours and this must be given in writing.

UNIFORMS, EQUIPMENT AND EXTERNAL APPEARANCE

- Official Uniforms. All Security Staff must use the official uniforms. These must always be neat, clean and correctly ironed.
- Equipment. All the equipment must be clean and in good condition, according to the department's specification.
- Personal Appearance. Every member of security department must be well groomed, with proper hair cut and shave.

PROPERTY AND EQUIPMENT OF THE DEPARTMENT

- Adequate care. The security members are responsible for proper care of the property and equipment of the department where they are assigned. The property damage or loss might result in charges against the individual who is responsible along with disciplinary action.
- Damaged property or equipment. The security staff must immediately report any loss or damage to property of the department assigned or used by them to their supervisor.
- Care of the department's building. The security staff must inspect the building, Plant and machinery and report any damage to the supervisor.
- Notices. The Security Staff members must not mark, alter or Damage any notices placed in the Department. The announcements or notices must not be put on the notice board without the permission of a Supervisor with his signature.

COMMUNICATIONS AND CORRESPONDENCES

- . Restrictions. The security staff must no use the company's letter head for their personal letters.
- Use of the Department's Address. The Security Staff must no use the company address to receive personal address .The department's Address must not be used on the Driver License or personal vehicle registration.
- Telephone. The office telephone will not be used for personal calls.

- Discipline on the radio. The security personnel who use walkie –talkie must strictly follow the operation rules as described in the department rules and as per the Communication.

INVESTIGATION

- Authority at scene of an incident. At the scene of any crime, accident or any other security incident the Security personal with highest rank present at that moment, will have the authority and will direct the rest of the security personnel and coordinate the effort of all the subordinate members who can be assigned to the incident to make sure that situation is handled properly. Therefore it is the responsibility of the official with the highest rank to inquire about the facts and make sure that the appropriate actions are taken.
- Responsibility of the members who reach the scene of the crime.
- The first Security personnel to reach the crime or other security Incident is responsible for the following actions according to the situation:
 - a) Get medical assistance and administer first aid according to what is needed to avoid a bigger harm or the loss of life.
 - b) Inform the supervisor and on his approval inform law enforcement agency.
 - c) Arrange security at the crime scene.
 - d) Conduct a preliminary investigation.
- Responsibility of the members assigned at the scene of Crime. The members officially assigned to carry on the preliminary investigation of a supposed crime or any other incidents are responsible for the functions mentioned in the section 37 and must be complete the preliminary investigation as required. This must include getting the declarations and other information that will help to have a successful investigation, find, collect, and keep physical evidence and identify and catch the offender.
- Sharing the information at the Crime scene. Non authorized persons including journalists must be excluded from the crime scene.
- Confidential Information
 - a) The Security Staff/Contract guards must not reveal any confidential matter of the department.
 - b) The Security Staff/contract guards must not inform any person about any order /instruction received from the department unless it is needed because of the nature of the order. It must be established who can be informed.
 - c) The Department's register or report's contents must not be shown or divulged to any person except to a security person dully authorized or any other person authorized by the manager or due to a law process.

PUBLIC MATTERS

- Behavior towards public. The security staff must be polite and respectful while dealing with other employees and visitors. They must do their job discreetly, avoiding abusive or harsh language. They must always keep cool, even if they are provoked.

- Impartial Attitude. All the security staff must remain impartial towards all persons that have to deal with the department. The violation to the law or rules of the company and not against the security personnel as individual. To exhibit partiality against or in favor of a person due to his caste, race or influence is considered an inadequate behavior for security personnel.
- Public statements. The members of the Security department must not make public statements regarding the job, plans, policies or other matters of the department.
- Subversive organization. No member will deliberately belong or stay in touch with subversive organization.

UNIFORMS, EQUIPMENT AND EXTERNAL APPEARANCE

- Official Uniforms. All the members must use the official uniforms, which should be in good condition, clean and correctly ironed. It should be of proper fitting.
- Equipment. All the equipment must be clean and in good conditions, according to department's specifications.
- Personal appearance. Every member of security department must be well groomed all the times. They should be properly shaved with proper haircut. The shoes should be properly polished and metal items like badges, buckles etc should be shining.

PROPERTY AND EQUIPMENT OF THE DEPARTMENT

- Adequate care. The security officers/contract guards are responsible for the adequate care of the property and equipment of the department where they are assigned.
- Damaged or lost property or equipment. The Security Officers /contract guards must immediately report any loss or damage to the property of the department assigned or used by them to their supervisor.
- Care of department's office, computer and security systems. The Security Officer /contract security staff must not damage, mark or deface any surface of the department building. They will help keep the office in neat and clean condition. No clothes, shoes will be hanged in the premises. The computer and security equipment will be handled with care and will not be misused.
- Notices. The security staff must not mark, alter or damage any of the notices placed on the notice board. The announcements or notices must not be put on the notice boards without the permission of the security Officer with the signature

20. PERSONNEL UNAUTHORIZED INSIDE THE SECURITY ROOM INTENT

To keep unauthorized personnel out of Security Control Office of OEC Record management-Across OEC Offices

METHOD

- a) Nobody must be allowed to go inside the Security Control room, except the Contractors that are carrying out some task.
- b) The entrance to security control Office is allowed only when it is needed to do some specific tasks. In that case, entry will be allowed only in presence of OEC Security Staff.

21. **ENTRY TO OEC DURING NON WORKING HOURS /OVERSTAYING**

INTENT

To establish a procedure that allows the security department Personnel to monitor in an effective way the entrance of personnel to facilities of OEC Record management-MUMBAI during their non- working hours.

METHOD

For this procedure, unusual schedule will be nay time before after normal working hours.

Following are the conditions that employees who need to go inside the facilities of OEC Record management-MUMBAI during an unusual schedule must fulfill:

- a) During night, they must turn on then interior light of their vehicle so that they can be identified and allowed to go through the main gate.
- b) The employee must indicate the expected time period he will be working as well as the areas in which he will be working.

Those employees who wish to work after 8 PM on working days must inform this to the security personnel, giving their name, working area and expected exit time.

No employee is allowed to overstay inside the premises beyond his working hours

22. **EMPLOYEE IDENTIFICTION CARDS CUM ACCESS CARDS**

INTENT

To establish the use and control of identification cards of OEC Record management Company Pvt. Ltd.

METHOD

All the employees of OEC should get an identification card cum access card with photograph. This Employee Identification Card will issue by HR Department & Access card will be issued by the security department.

The identification card issued to employees should be worn and be visible all the time in OEC

These cards are non-transferable.

These cards belong to the company and should be given back to security when the contract ends or the employee quits or retires.

If an identification card is lost, the Security Manager must be informed immediately.

DOCUMENTS

1) Access Card Issue Form

2) Access card Inventory Register

23. PROCEDURES TO ANSWER THE TELEPHONE AND TAKE MESSAGES

INTENT

Establish telephonic conversation procedure

METHOD

On receiving outside phone call, the person in-charge of Security control Room should

Answer saying;

A) OEC Record management Company Pvt. Ltd.(Location, good (Morning/afternoon/evening) according to the time.

B) Ask what you can do for the caller.

C) Connect the caller to the person he is looking for.

D) In case the requested person is not at his usual place. Try to find the person. Use Mobile/paging system, saying , "Name of the person" please get in touch with the security Control Room If the person is not available, take down the message and hand it over the next day.

24. CONTROL OF COMPANY VEHICLE

INTENT

To establish control on the movement of company owned vehicle.

METHOD

All the company owned vehicle's keys would be kept in key box in security control office.

The user will first take approval from the Finance Manager and will then collect the keys from the Security Control Office.

The Security personnel issuing the vehicle keys will confirm from the Finance Manager and then hand over the keys.

After the vehicle returns, the keys will be handed over to the Security Control Office.

The main gate Security will inspect the vehicle of any damage /dents etc. He will immediately report to the security Officer if he finds any damage /dents on the Vehicles.

25. EMERGENCY PROCEDURES –RIOTS/SOCIAL UNREST, TERRORIST ATTACK

INTENT

To outline the Standing Operating Procedures for meeting emergency situation in the event of Riots/Social unrest, Terrorist Attack and Anti US/UK demonstration.

SCOPE

These procedures apply to all Security Personnel.

General

METHOD

In case of out break of riots/social unrest, following steps will be taken by security:

1. Main gate to be locked.
2. No Entry/Exit to be permitted.
3. Call up Police to assess the Law and order situation.
4. Call up Administration for the steps taken by them for safe evacuation of expatriates and employees.
5. Inform the Senior Security Manager/Emergency Site Controller and follow his instructions.
6. Make arrangements for the safe evacuation of safe evacuation of expatriates and employees.

In the event of Terrorist Threat, following precautions will be adopted:

1. All incoming vehicles will be thoroughly searched at eh main gate for any explosive/bomb/weapon etc.
2. All the couriers /parcels will be checked by security through Baggage X-Ray Machine for any explosive device.
3. All visitors will be allowed after confirming their identity and purpose.
4. Visitor will be let inside the building only with an escort.

In the event of Anti US/UK demonstrations, following precautionary steps will be taken:
Close and lock all Gates.Inform Police and Local Administration Inform Security Manager/V.P Admin.Arrange for additional Security and ask for Police assistance.Arrange for safe evacuation of employees especially the expatriates once the situation normalizes.

1.0 SCOPE AND FOCUS

The Corporate Office of OEC at Mumbai has been reviewing the SOP by OEC the Security Department in every year . During an in brief with Senior management it was decided that this review would focus on existing Security Controls and procedures , with particular emphasis on metal control, outsourced guarding services and transport.

2.0 PRINCIPAL RISKS

In line with other high value OEC operations, the principal risks centre around:

- Effective control and accountability of high value goods/metal.
- Undetected employee theft.
- Opportunist or planned criminal activities.
- Theft of Intellectual Property(IP)

26. **CRIME PREVENTION & INVESTIGATION**

INTENT

To outline the Standing Operating Procedures for meeting Crime situation in the event of theft & crime incidence.

SCOPE

These procedures apply to all OEC Employee.

METHOD

In case of out theft or crime following steps will be taken by department heads and senior persons

In your office:

- Call the respective Security extension/phone to report suspicious persons or activity.
- Lock your door, even if you are just going down the hall. It takes a thief 10 seconds or less to enter an open room and steal your property.
- Do not leave messages on your door indicating that you are away and when you will be back.

If someone asks to use your phone for an emergency call, offer to telephone for them instead of allowing them access.

- Do not put your address on your key ring.
- Do not leave keys in hiding places.

When walking:

- Call Security at Security extension / phone to report suspicious persons or activity or request to security for escort.
- Avoid walking alone unless absolutely necessary.
- Walk purposefully, know where you are going, and project a no-nonsense image.

Protecting your Car or Motorcycle:

- Always lock your car or Motorcycle.
- Lock bikes to bike racks with hardened-alloy locks and chains or U-shaped locks.
- Do not leave tempting valuables or property visible inside the car. Lock these items in the trunk.

Protect yourself when driving:

- Look into your car before getting in. Lock doors and roll up windows once inside for protection.
- Do not stop to help occupants of stopped or disabled vehicles. Continue driving to the nearest phone and call assistance for them.
- If your car breaks down, raise the hood and then lock yourself into your car. If someone stops and offers help, remain in your car and ask them to phone for help. Do not worry about seeming rude.

Call SECURITY at 24 X 7 for Help

Reporting a Crime

Contact Corporate Security immediately at 022-44334242, Ext: - 118/119 from a workplace phone or from a cell phone or Emergency Number- 022-44334242 an off -Workplace phone.

- Try to note a description of any suspects involved. Important characteristics to note are:
 - Height and weight Method and direction of travel Speech patterns
 - Names used Sex and age
 - Also, try to note a description of any vehicles involved. Important information to note are: Color Make & model number
 - Tell the Security Officer your name and location, and the location and nature of the incident.
 - If you are in a safe location, stay there.
 - Do not attempt to interfere with the situation except for self protection.
- Be aware of the following suspicious signs. Follow the above procedures if any of them are observed:
- A scream or call for help An unfamiliar person doing any of the following: Entering a facility or office Loitering on or about the Building Trying to break into a car Repeatedly driving on or about Workplace A whistle or horn blowing
- Some tips that can be used to prevent Workplace crime are:
- Lock your door whenever you leave your room or office.
 - Keep a record of serial numbers, models, brand names, and a description of all of your valuables.
 - Also keep a record of all of your charge account numbers in a safe place.
 - Lock your windows whenever you leave your room, especially, if you are on the ground floor.
 - Always lock Motor cycles with high quality locks.
 - Avert temptation. Place your valuables out of sight.
 - Do not leave notes or messages saying you're out and when you will return.
 - Do not leave valuables unattended anywhere on office.
 - Keep keys safe at all times. Report any missing keys immediately to Facilities Services at extension 35 from a Workplace phone or 022-27880780/81 from a cell phone or an off-Workplace phone.
 - Take valuables with you when you leave Office/Warehouse.
 - Report all thefts, no matter how small, to company Safety.
 - Request identification of service people working in your area.
 - If still uncertain, call the Security.

Theft Investigation Procedure:

In Office /Work Place

- Inform the Security & HR department.
- Inform the material description and related detail ask by security.
- Give description and suspected person name are responsible for the Crime/theft.

Security Department

- Call the person are identify as suspected.
- Inform to HR for the join investigation.

- Take written statements of all people are going through investigation.
- Take re investigation of the person(raised the compliant)
- Evaluate the salutation and property /product loss and actual reason.
Submit the report to Higher Authority for an action.

HR Department

- Stop the duty of the suspected person till security give clearance.
- Submit the pre screening from of employee for information.
- Evaluate written statements of all people are going through investigation.
- Evaluate the salutation and actual reason.
- Submit the report to Higher Authority for an action.

Actionable Authority.

- Authority :- Director Admin
- Authority; manager HRD.
- Possible actions resulting from unfavorable suitability/security adjudications include:
- Material /product recover from the person.
- Cost recovers for the person.
- Termination of the person.
- Retention of the appointee/employee coupled with appropriate disciplinary action.
- ♣ Unfavorable suitability or security adjudications authority take decision to handle case at company level or handover the person to local government body.(police)

Documents:

1. Incidence Report
2. Written statement
3. Crime location status report.
4. security Report
5. HR report.
6. Suspected person statement.

27. WORKPLACE VIOLENCE

Workplace violence often begins with inappropriate behavior or other signs. Often, if these behaviors are detected and reported, the violence could be prevented. The following information is a starting place for workplace violence education and a safer, healthier workplace for everyone.

Examples of workplace violence:

- Threats (direct or implied)
- Physical conduct that results in harm to people or property
- Conduct which harasses, disrupts or interferes with another individual's performance
- Conduct that creates an intimidating, offensive or hostile environment

Potential warning signs:

- Verbal, nonverbal or written threats
- Fascination with weapons or violence
- New or increased stress at home or work

- Expressions of hopelessness or anxiety
- Insubordinate behavior
- Dramatic change in work performance
- Destruction of property
- Drug or alcohol abuse
- Externalization of blame

Risk Factors that contribute to workplace violence:

- Termination of employment
- Disciplinary actions
- On-going conflicts between employees
- Domestic or family violence
- Financial problems

Workplace violence prevention:

- Be aware of what is going on around you at all times. Awareness is a proven method for increased personal safety.
- Tell your supervisor when you notice unusual or suspicious behavior.
- Contact the Security Officer at Office for Further assistance and investigation

28. **MOBILE AUTHORIZATIONS**

INTENT

To establish the use and control of Mobile Uses in operations and sensitive areas of OEC Record management Company Pvt. Ltd.

METHOD

The employees working on Company or contractor payroll authorized to use the mobile as per the operational requirement. This Employee allowed using Mobile with official Approval route by the security department.

The requirement of the Mobile users in company premises will approve by department head and send it to security.

Mobile Authorized by Company in Two Categories.

- 1 Handset and Sim card issue on company expense.
- 2 Personnel mobile allowed for official purpose in company premises.

All authorize mobile need to be register with security

Permitted mobile will used for official call only in office hours. As the person allowed using the mobile, will received the call from company numbers at any time (Consider as emergency contact.).

Mobile with camera strictly not allowed in company premises until unless it approved by concern authorities.

The Employee is sole responsible for the misused of the mobile in company premises.

In case Leveling Job or Transfer from particular location

As per the mobile permission category one Submit the Handset and Simcard to Admin **Department.**

As per the mobile permission category, two submit the Letter from HRD to remove the contact information from Official documents.

If a Mobile/Simcard is lost, the Security Officer must inform immediately and raised NC at nearest police station.

RESTRICTION OF THE USED

1. If person not permit to use mobile in company premises,
 - a. He should not carry a mobile in company premises.
 - b. Mobile should submit at security while entering company premises.
 - c. Security will not received any call on phone while phone in security.
 - d. Mobile can issue in Lunchtime if requested by owner.
 - e. To consider the emergencies Staff is allowed to used company phone for emergency incoming and outgoing call.

DOCUMENTS

1. Mobile Authorization Request Form.
2. Mobile Authorization Evidence report.

29. DIESEL GENERATOR OPERATIONS

INTENT

To establish the use and control of Diesel generator Uses in operations with smooth and effective function.

METHOD

Diesel generator has used for the buck up power supply in case of MSEB or State Power regulatory power supply has shut due to inserted reason.

RESPONSIBILITY

The Security guard is generally responsible for the routine operation of DG. In addition, this will supervise by Branch head and his absence assignee person by Branch Head.

SWITCH OVER PROCEDURE

SWITCH OVER FROM MSEB TO DG:

- 1 Insert the key in Diesel generator main panel to start main control.
- 2 Check water level of DG radiator.
- 3 Check the Oil level of DG.
- 4 Check battery cell are tide, tide if found loose.
- 5 Wait until display board shown starting indications.
- 6 Push main Button to start operation.
- 7 Switch over the panel from MSEB to DG
- 8 Make entry in log Book as per meter readings.

SWITCH OVER FROM DG TO MSEB:

- 1 Informed to all user to shut down machine with safe saving Data.
- 2 Switch over the panel from DG to MSEB.
- 3 Switch off the DG main switch by pushing forward.
- 4 After the seen, an indication in main display turns key switch off.
- 5 Make entry in log Book as per meter readings.

OPERATIONAL REQUIREMENT:

- 1 Informed to branch head for requirement of diesel.
- 2 Maintain the Diesel Log record.
- 3 Maintain the DG meter reading time to time also take Branch head signature at evening 06.00 pm, Asst. Branch head will sign in absence of Branch head.

4 Maintain the logbook of visit record of the service engineer.

PREVENTION:

1 Keep door open of Electrical room to monitor Power fluctuation.

2 While generator is not running, ensure that all the generator panels are locked.

3 No spillage of water, oil or diesel on generator platform.

4 While the generator is running, the doors should be unlocked.

5 pen each door and ensure that no water leakage, oil leakage or Diesel leakage from the
6 Generator and close the door again.

7 The generator earthing strips are not missing. (From generator's frame to ground.

8 While the generator is running, ensure that no unusual sound is coming from the
generator.

DOCUMENTS

1 DG log Sheet.

=end