


**SCOPE OF WORK /SOP FOR THE SECURITY AGENCY TO BE EMPLOYED IN  
THE COSMOPOLIS,DUMDUMA,BHUBANESWAR-19 (Illustrative, not Exhaustive)**

For the agency as a whole:-

Round the clock:-

1. Ensure safety & security of persons & properties within the campus of Cosmopolis.
2. Regulate visitors, vehicles, and traffic movement inside the campus.
3. Control & be watchful on other personnel like employee of Cosmopolis, Housekeeping Staff, Gardeners & other Workers.
4. Emergencies like trapped in lift /fire etc be tackled promptly.
5. Be well aware of the complete layout of the Cosmopolis, Critical equipments like DG sets,Transformers,lifts etc.
6. Pre-emptive action on probable disturbances.
7. Protect/regulate basement parking.
8. Provide First Aid training, Fire Fight training, emergency evacuation in lift malfunction/fire incident, Earthquake etc.
9. Continuous supervision by the hierarchy.
10. Surprise inspections.
11. CCTV monitoring ,operation, footage preservation and recall
12. Compliance of statutory obligations-timely and agreed salary payment ,ESI deposits,EPF deposits.
13. Good Liasioning with the local Police.
14. Guards must be physically and mentally fit without any adverse antecedent, not having criminal records or such propensity.
  - ❖ He must be a courteous person, able to communicate, disciplined, empathetic to children, sick and infirm aged people.
  - ❖ A firm but polite indivisual preferred.Their traning mode can be modified to inculcate these traits.
  - ❖ Should not be slave to smart phone addiction or wandering about gossiping,leaving post point.
15. Any other security /safety related work,even if not specifically noted here to be executed by Agency as per the directives of the EB/Security Committee/Designated person.
16. Drive away stray dogs. Not to allow pet dogs defecate inside premises/campus.
17. Workers/Temporary job based workers like carpenter,mason,Interior Designers etc.related works will be regulated by Agency on approval of the Security Committee/EB.
18. Prevent theft, Vandalism
19. Protection of common properties and individual properties.
20. Assist in observation of Special Events its protection and regulation.



### Duties to be Sub Divided into

1. Campus as a whole
2. Main Gate Maintenance, Operation and Regulation
3. Tower Specific Security Activities
4. Common area security maintenance
5. Security in the Basement Parking Area.

### Duties & Responsibilities of the Security Supervisor:-

1. Work as a team Leader
2. Checking of ID cards of workers , courier persons delivery boys and other service providers is mandatory prior to their entry in to main gate and maintain separate register and monitor the same on regular basis.
3. Maintain Attendance Register for all service providers including that of the Security Staff.
4. Control Movement of materials from inside the campus and maintain register for both inward and outward movement of materials.
5. Control Movement of Vehicles inside the campus.
6. Manage Parking of Vehicles both inside & outside the main gate
7. Evacuation of persons trapped in the lift or in other Emergencies.
8. Patrolling of Entire Complex (Including Community Hall, Roof Tops, Stair Cases, Ground floors and terraces once in an hour throughout the duty period.
9. Regularly Monitor the entire area through CCTV Monitor installed in the security room.
10. Supervise the Cleaning Activities inside the campus.
11. Fire protection activity During Emergency Fire and Smoke.
12. Maintain Maintenance Complain Register & intimate Concerned Service Provider and escalate the issue to the designated Persons of the Society.
13. Inform authorities of the Society & Ambulance, Fire Tender & Police in Case of any Law and Order issue or mishap.
14. Maintain Rules & Regulations of Exit & Entry of New Tenants in the Log Book.
15. Submission of Bill along with site Supervision Visit Report twice in a month, duly signed by the Executive Body (EB).

### Duties & Responsibilities of Security Guards:- Work as part of the Team

1. Maintain Visitor's Register as per the Society guidelines and allow visitors only after telephonic permission from the Residents over intercom.
2. Checking of ID cards of workers & courier persons and other service providers, mandatory prior to their entry in to main gate and maintain separate register and monitor the same in time bound period.
3. Maintain IN and OUT vehicle register for the visitors.
4. Maintain Attendance Register for all service providers including that of Security Staff.
5. Control Movement of Vehicles inside the campus.
6. Manage Parking of Vehicles both inside & outside the main gate.
7. Evacuation of persons trapped in the lift or in other Emergencies.
8. Discreet Frisking of all staff & workers & issue of visitors pass/card after entering the required details in visitor book.
9. Patrolling with whistle in the surrounding areas of the towers once in every hour round the clock.

*Lead* *Tapan Kumar* *apnangak.*

*Mmm*

10. Fire protection activity During Emergency Fire and Smoke.
11. Open and Close the Main Gate and Entry & Exit gates of the Towers as per Rules.
12. During Thunderstorm & Rain, all Common Area Glass Windows need to be Closed down.
13. Maintain Rules & Regulations of Exit & Entry of New Tenants in the Log Book.

**RECRUITMENT & Selection – as per the laid down procedure and system as specified in PSAR Act 2005:-**

1. All Security Personnel must be minimum 9<sup>th</sup> Class pass.
2. Have a minimum physical standard and mental strength with a minimum height of 5'8" (172cm).
3. Minimum physical standard (as per BMI) and chest with normal physique.
4. All are to be duly vetted, police verification to be done after recruitment and before deployment.

**Training Post Deployment:**

On job/Post Recruitment Training (Individual Training): Daily conducted by Site in Charge (Operation)

Area officer/Team leader of each shift and cover the essential duties and day happenings and any special instructions.

Collective Training: Once in a fortnight, conducted by Operation Manager and Training Officer and cover

1. Post management.
2. Job responsibilities.
3. Code of Conduct and Behavior during Duty Period
4. Fire Drills.
5. First Aid.
6. Material Movement-Main gate pass, entry up to storage point.
7. Control and Frisking of Housekeeping & Labour staff.

**Training** : Is as per the PSAR Act(2005) and it forms an integral part of our system which includes, in addition to all the above all other Security Staff are to be imparted training as per the syllabus prescribed by SSSDC under the aegis of NSDC.

1. Pre-deployment Training.
2. First aid and Fire Fighting Training.
3. On the job training.
4. Rescue and Evacuation in Emergency.

**Supervision**: A well worked out Supervision process to ensure that Quality Standard are being met and delivered through services. It includes:

1. Continuous Supervision through Patrolling Staff.
2. Surprise Night Checks by Middle and Senior Management Staff.



## Intervention Techniques For Incidents:

### FIRE:

1. Be well versed in fire detection by type, its control, use of Fire Fighting equipments installed.
2. Fire Alarm-operation and deactivation after its control (extinction of fire).
3. Fire Fighting Exercise.
4. Appropriate Fire extinguisher be used for different types of fires- electrical, gas, chemical etc and its control from the sources.

### First Aid:

1. Approaching an emergency situation.
2. Positions and transport technique, calling for ambulance.
3. Reanimation including CPR.
4. Notifying Relatives/Friends/E.B. etc.

### Deployment Reports:

- |                           |              |
|---------------------------|--------------|
| 1. Deployment Report      | :Daily       |
| 2. Shortage Report        | :Daily       |
| 3. Daily Security Report  | :Daily       |
| 4. Night Check Report     | :Daily       |
| 5. Surprise Check Reports | :Weekly      |
| 6. Client Feedback        | :Weekly      |
| 7. Training Report        | :Fortnightly |
| 8. Performance Review     | :Monthly     |

### Tools, Gears, Dress:-Agency to Provide

1. Necessary tools, gears, ropes, torch and flash light.
2. Whistles, batons, badges.
3. Caps.
4. Belts.
5. Shoes (Rubber for rainy season).
6. Dresses (woolen for winter season).

### Review:-

1. Periodic review on performance of Security Agency will be done by the Society, preferably once in a month. Agency to present their achievements & failures with remedial measures to overcome the failures.
2. Depending upon needs, joint meetings with the Seniors of the Agency with the Society (EB) may be arranged.
3. For lapses or absenteeism suitable penal deduction of service fees from Agency Bills will be done.
4. Every Month, the Agency has to submit documentary proof of EPF&ESI deposits of every employee engaged in Cosmopolis by it. Violation if any, will be the sole responsibility of the Agency.
5. Good Liaisoning with the local Police (Police Station) is to be maintained.


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6. Salary payment date be pre-fixed for every month and salary disbursement will be in presence of the Society representative as a witness as a mark of maintaining labor law of the state.
7. No review/reopening of work order amount for a period of at least one year from the date of commencement of work.
8. Termination clause:- either party can terminate the arrangement with prior notice on the other party. Society can terminate having given one month notice and Agency can do so by serving at least a two month notice.
9. Non clarity/ambiguity if any, will be resolved with mutual discussion and consent.
10. Agency will have to pay salaries to its employees in the first week of every month and then submit the Bill to the Society for reimbursement.

Further following points need to be complied with from the first day of commencement of work of Security in the campus.


1. Portable walkie-talkies of appropriate specifications has to be with all deployed security personnel at every tower, Main Gate & Supervisor at all times. The cost and maintenance of which will be borne by the Vendor.
2. No Security person to hold or use any mobile phone during duty hours. For any emergency communication the Main Gate should be duly approached by their families/friends/relatives which will be passed on to them by the Supervisor on duty without any delay.
3. Tower Security Guard will be responsible for-
  - (a) Overall Security Works.
  - (b) Complaints management of services in the flats of the Tower. Separate Registers for these services will be maintained by him. He will coordinate the registration, follow up & closure of Complains for which necessary briefing to him be made.
4. In the Basement Parking car washing people are allowed from 6.00AM to 10.00AM and during this time the Head Guard/Supervisor will make repeated rounds of supervision and ensure that the washer boys don't create any nuisance like damaging the property of the Society or Vehicles of the residents.
5. Foundation Training be provided by the Vendor to all the security personnel as per norms. Besides regular training schedules they must learn a course for Fire Fighting, Rudimentary Electrical Knowledge and Lift Operation etc.  
A higher level training can be arranged at the behest and assistance of the Society and such training may be imparted to them in batches.

  
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