

Metropolitan Guard Services

STANDARD OPERATING PROCEDURES





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Section 1

Administration

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1.1. DISCLAIMER

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1.2. DESIGNATED RESPONSIBILITY

The Metro General Manager holds these Standard Operating Procedures (SOPs) and associated attached documents in original form on behalf of Metro. The SOPs are classified as “Security-In-Confidence” and is stored and managed as a “Commercial-In-Confidence” document. While relevant stakeholders need to be appraised of aspects of the SOPs, it is protected from

Version	Change Description	Date	Approved By	Position

unauthorised access or disclosure to third parties who don’t have a “Need-to-Know”. Except for purposes directly connected with the execution or performance of this SOP, no part of the document will be reproduced or transmitted, in any form or by any means, without the written consent of the General Manager or a delegated authority.

1.3. DOCUMENT SECURITY

1.3.1. Physical Document Protection

Hard copies of this document are to be stored in accordance with Metro security policies and procedures.

1.3.2. Electronic Document Protection

Electronic copies of this SOP may be distributed via secure electronic mediums. The Metro General Manager or a delegated authority may give access to electronic copies of this SOP to authorised persons only. Electronic transcripts should be maintained in PDF format with encryption and password protection so that an unauthorised person is unable to open or reproduce the file.

1.3.3. Document Control

The Metro General Manager or a delegated authority will exercise document control of this SOP. Records of all amendments to be included in the Amendment Record (Table 1.0) below. On acceptance of this SOP by the Metro General Manager or a delegated authority, the Master Version will be V1.0. Minor changes to individual pages will be recorded as Versions V1.1, Version V1.2, and Version V1.3 etc. Any changes to the report that require a revision of this document will be marked as Version V2.0, Version V3.0 etc.

Section 2

About Us

2. Metro Corporate Profile

2.1. ABOUT METRO

Metro Guard is a 100% privately owned and operated Australian Security Company underpinned by excellence in service, personal attention, exceptional personnel and a flexible approach to our customers' needs. Metro Guard is a leader in the provision of quality security and service solutions nationally.

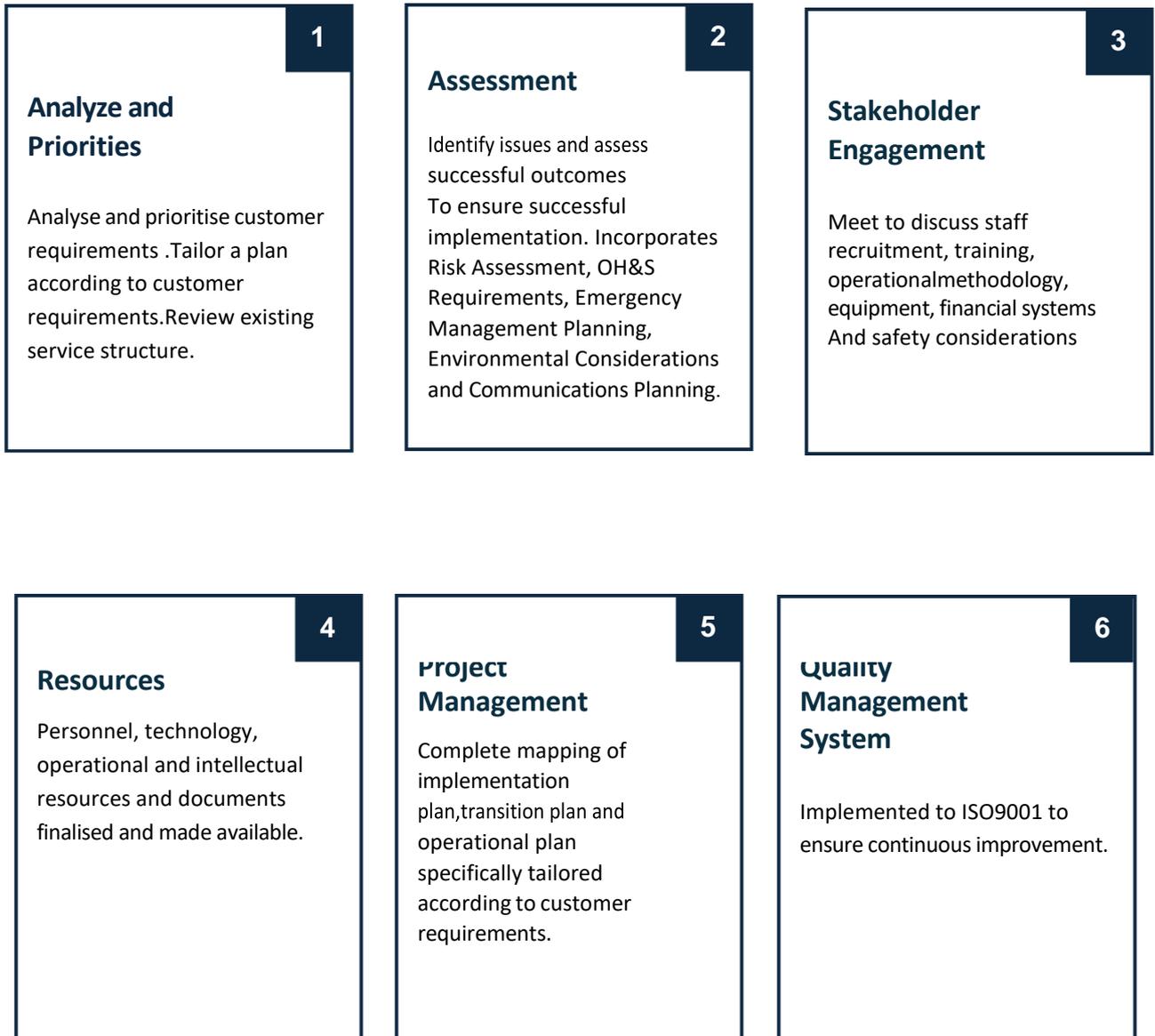
Metro Guard have the proven infrastructure, resources and experience required to be a trusted provider of security and service solutions. We are a full-service partner offering bespoke solutions with all relevant experience in-house with cleaning and maintenance services provided by our trusted industry partners.

Our executive team has more than 80 years combined industry experience. We focus on delivering outstanding service solutions supported by other risk and customer-based services. We currently operate in all states and territories at various sites across the country including metropolitan, regional and remote locations. Our comprehensive service offerings can be delivered to a diverse customer base including shopping centres, sports stadiums, port facilities, airports, hospitals and major event locations throughout Australia. We form close and enduring trusted partnerships with our clients based on reliable performance and exceptional customer service.

Our external partners, Rigby Cooke Lawyers Hall Chadwick Accountants ensure Metro Guard executes business operations lawfully, in a compliant manner and in line with all relevant state legislation and federal accounting obligations. This includes an emphasis on and assurance to our customers that our company insurance certifications, licensing, financial reporting and ATO obligations are met, along with industry best HR/IR advice and assistance to all stakeholders and employees.

At Metro Guard, 'we stand ready' to provide an innovative, premium service solution ensuring a trusted long-term partnership and we welcome the opportunity to do business with you

Our Methodology





Corporate Social Responsibility

Corporate Social Responsibility is fundamental and underpins our everyday operations. Metro Guard aims to be responsible, ethical and provide a safe workplace for all of employees. We also believe that we have a responsibility to our local communities. We strive to make our communities better by supporting local charities and protecting our environment for future generations.

Section 3

Duties & Responsibilities

3. Duties & Responsibilities

3.1. SECURITY OFFICER (LEVEL 1) SKILLS MATRIX

Security Officer (Level 1)

Responsible for the quality of their own work however, works under general supervision within their level of skills and training

Knowledge, Skills and Competency	<ul style="list-style-type: none"> > Ability to conduct security patrols; > Ability to maintain access control points for pedestrians and vehicles; > Ability to conduct searches on persons, baggage, vehicles and things; > Basic human relations; including courteous and efficient treatment of person's subject to inspection, detention, and search; > Ability to safely restrain and detain person's; > Ability to create Basic security reports.
Qualifications/Training	<ul style="list-style-type: none"> > Must hold a Certificate II in Security Operations; or > Must have undergone training and acquired experience while working as a security officer sufficient to satisfy the requirements for obtaining a security officer license in the relevant State; > Must hold a license to work as a security officer in the relevant State; > Standard National Police records check; > Must hold a current and Valid First Aid certificate – Level II. > Must hold a current and Valid Chief Warden training certification. > Working with Children Card.

3.2. SECURITY OFFICER (LEVEL 2) SKILLS MATRIX

Security Officer (Level 2)

Works from complex instructions and procedures under general supervision and can assist in the provision of on-the-job training.

Knowledge, Skills and Competency	<ul style="list-style-type: none"> > Ability to conduct security patrols; > Ability to maintain access control points for pedestrians and vehicles; > Ability to conduct searches on persons, baggage, vehicles and things; > Basic human relations; including courteous and efficient treatment of person's subject to inspection, detention, and search; > Ability to safely restrain and detain person's; > Patrol multiple sites in a vehicle; and > Ability to create Basic security reports.
Qualifications/Training	<ul style="list-style-type: none"> > Must hold a Certificate II in Security Operations; or > Must have undergone training and acquired experience while working as a security officer sufficient to satisfy the requirements for obtaining a security officer license in the relevant State; > Must hold a license to work as a security officer in the relevant State; > Standard National Police records check; > Must hold a current and Valid First Aid certificate – Level II. > Must hold a current and Valid Chief Warden training certification. > Working with Children Card.

3.3. SECURITY OFFICER (LEVEL 3) SKILLS MATRIX

Security Officer (Level 3)

Works from complex instructions and procedures with limited supervision.

Provides on-the-job training as well as safety inductions to employees and contractors on site.

Knowledge, Skills and Competency	<ul style="list-style-type: none"> > Ability to conduct security patrols; > Ability to maintain access control points for pedestrians and vehicles; > Ability to conduct searches on persons, baggage, vehicles and things; > Exercises good interpersonal and communication skills; > Intermediate technology and computer skills for the management of building operations and other complex access control systems; > Ability to safely restrain and detain person's; > Ability to create Basic security reports.
Qualifications/Training	<ul style="list-style-type: none"> > Must hold a Certificate II in Security Operations; or > Must have undergone training and acquired experience while working as a security officer sufficient to satisfy the requirements for obtaining a security officer license in the relevant State; > Must hold a license to work as a security officer in the relevant State; > Standard National Police records check; > Must hold a current and Valid First Aid certificate – Level II. > Must hold a current and Valid Chief Warden training certification. > Working with Children Card.

3.4. CONTROL ROOM (LEVEL 4) OPERATOR SKILLS MATRIX

Security Officer (Level 4)

A person designated as competent in monitoring, recording, inputting information or reacting to signals and instruments related to electronic surveillance of any kind within a central station or at a particular location.

Knowledge, Skills and Competency	<ul style="list-style-type: none"> > Previous experience working in a busy control room environment. > Computer literate with intermediate keyboard and computer skills Intermediate to advanced written and oral communications. > Previous experience in CCTV, access control, intruder alarm and building & fire management system monitoring and management. > High level of customer service and problem-solving capability and Ability to work in a time critical environment while maintaining sound judgement.
Qualifications/Training	<ul style="list-style-type: none"> > A Certificate III in Security Operations (Control Room) > Must have undergone training and acquired experience while working as a security officer sufficient to satisfy the requirements for obtaining a security officer license in the relevant State; > Must hold a license to work as a security officer in the relevant State; > Standard National Police records check; > Must hold a current and Valid First Aid certificate – Level II. > Must hold a current and Valid Chief Warden training certification. > Working with Children Card.

3.5. SITE SECURITY SUPERVISOR SKILLS MATRIX

Site Security Supervisor

Supervise the provision and development of the site’s security services, for the protection of the site’s people and property assets. Support the Site manager during the initial on-site response to emergency incidents. The role is responsible for the overall supervision of Security teams. Act as the Site Manger during absences.

Knowledge, Skills and Competency	<ul style="list-style-type: none"> > Have the knowledge and ability to perform the duties of a Site Security Supervisor. > Has a working knowledge of security legislation; > A sound knowledge of security planning principles; > Strong verbal and written communications skills; > Is a suitable person to access and handle security information; > Has the authority to act on instructions received from the client.
Qualifications/Training	<ul style="list-style-type: none"> > A Certificate IV in Security Risk Management or > Has a minimum 3 years-experience managing site of similar size and complexity. > Must hold a license to work as a security officer in the relevant State; > Standard National police records check; > Must hold a current Valid First Aid Certificate – Level II; > Must hold a current Valid Chief Warden training certificate; and > Working with Children card.

3.6. INDUCTION AND TRAINING REQUIREMENTS

All SOPs must undertake the Metro company induction, which includes important information on safety and relevant state and federal legislation pertaining to Fair Work activities and all relevant company policies. SOs will be required to pass a General Knowledge test on completion of the induction.

Mandatory undertaking of Occupational Health and Safety training inclusive of bullying and harassment awareness on an annual basis.

Other general training that Metro SOs will undertake are:

- > WHS Training
- > Emergency Preparedness Training
- > Diversity and Cultural Awareness Training
- > Amazon site specific orientation
- > Customer Service Training
- > Site Induction Training
- > Contract and service-specific training

3.7. METRO STAFF RESPONSIBILITIES

3.7.1. Metro Employer Responsibilities

It is the responsibility of Metro to pay all our employee's wages according to Fair Works Security Services Award 2020 and that every one of our employees will be paid their superannuation to their nominated or default super account when the employee has none.

Payroll tax will be deducted from every employee wage and deposited with the Australian Taxation Office (ATO). All employees are covered by appropriate company insurances including public liability cover and Work Cover.

3.7.2. Supervisor Responsibilities

- > Security supervisors are to work with all employees under their watch and must liaise with all employees, client and operations manager where necessary.
- > Supervise the provision and development of the site's security services, for the protection of the site's people and property assets.
- > Support the Site manager during the initial on-site response to emergency incidents.
- > The role is responsible for the overall supervision of Security teams.
- > Act as the Site Manger during absences.

3.7.3. Security Officer Responsibilities

- > All security must always hold a valid security and crowd control license;
- > All security must carry their license with them all the time while at work;
- > All security must have a valid visa that permits them to work in Australia;
- > All security must be professional at all times while on duty;
- > All security must adhere to all State and Federal Acts Governing Private Security;
- > All security must not engage in any physical altercation with patrons, fellow staff or clients.

Failure to adhere to these instructions may lead to loss of employment/ license or criminal prosecution.

3.8. KNOWLEDGE OF THE SITE

All SOs shall develop and maintain a good working knowledge of:

- > The layout of buildings, structures and car parks on the site;
- > The location and type of public transport available at or near the site;
- > Location of all entry/exit points;
- > The operating hours of the site and certain buildings;
- > Key contact persons at the site e.g. management, facilities, etc; and
- > Location of vertical transport (i.e. Lifts, Travellators & Escalators).

3.9. COMPANY VEHICLE INSPECTIONS

SOs are responsible for undertaking basic vehicle safety checks prior to use to ensure the vehicle is in roadworthy condition. A basic checklist is attached to these SOPs and should be completed on a monthly basis.

3.10. COMPANY VEHICLE EXPECTATIONS

As with all behaviour whilst representing Metro and the client, SOs are expected to exemplify road safety behaviour and obey all applicable laws and regulations. The driver must hold a valid and current driver licence commensurate to the class of vehicle being driven.

Section 4

Standing Instructions

4. Standing Instructions

4.1. PURPOSE

The purpose of the Standing Instructions is be used as an internal company document to guide Management, Security Officers (SO) and Employees to understand Metro's expectations and processes. It is important to note that while deployed to a client site or event, the client may have their own site or event-specific SOP, which should be read and followed as per site requirements.

4.2. COMMENCEMENT OF SHIFT

- > SOs are required to arrive at least 15 minutes prior to shift commencement for handover;
- > Review electronic handover provided by prior shift security officer (if applicable);
- > Conduct handover with next shift, 15 minutes prior to afternoon shift commencement.

4.3. PATROLS

Patrols are tasked to conducted within the site for the purposes of performing the following duties:

- > Provide a high visibility uniform presence in designated areas within the site and its surrounds;
- > Direct staff, contractors and visitors to facilities and other services within the site;
- > Identify and report damage, vandalism, vulnerabilities and faults observed on site; and
- > Monitor persons on site for signs of intoxication, drug impairment and disorderly or hostile behaviour, unauthorised entry or criminal activity.
- > Take notes of anything out of the ordinary,
- > Use your radio or mobile telephone to notify your base of anything urgent,
- > Stay alert at all times
- > Log your patrol in Lighthouse App,

4.4. ESCORTS

Escorts are provided upon request and should be offered for vulnerable groups or higher risk situations, such as:

- > After hours escorts for staff and visitors to the car park.
- > For persons with a disability or impairment.
- > Contractors who aren't familiar with the site.
- > To VIPs or other high value guests or items.

4.5. BUILDING SECURITY

- > Ensure access control is in place at the appropriate times i.e. locked doors and gates afterhours, no damaged or malfunctioning entries / exits, etc.
- > Report all damage, vandalism, hazards, vulnerabilities and other issues to their Site Supervisor and the relevant facilities contacts through the appropriate channels.
- > Monitor alarm and CCTV systems.

4.6. CARPARK MANAGEMENT

- > Whilst conducting patrols, car parks should be examined to ensure vehicles are parked, legally and safely as per the signage and markings.
- > Where a vulnerability is identified i.e. open windows, valuable belongings left visible, etc a note should be left on the vehicle advising them of basic vehicle safety principles.

4.7. WELFARE CHECKS

Welfare checks are put into place to make sure that our employees work safely during the shifts when they are working alone. The routine for these calls will be established for you and it is in your best interests to comply with the instructions.

The requirement for welfare checks will be detailed to employees during the actual site training. You must take note of the instructions given to you so that when it is your turn, you are aware of what to do. Failure to make the required calls will cause the control room to attempt to contact you. If the control room cannot get in touch with you, they will then contact the on call manager from Metro Guard.

The on call manager will then attempt to make contact with the site and if this fails he/she will do one of the following;

- > Attend at the site in person,
- > Contact a patrol vehicle to attend,
- > Contact police and have them attend,
- > A combination of the above.

As you can see there will be a lot of actions put into place to make sure that you are safe and secure. Your responsibility here is to assist us in looking after you and so do not forget to make your required welfare calls.

Employees who fail to comply with this requirement may find themselves facing disciplinary action.

4.8. INVESTIGATIONS

- > Preliminary investigations regarding suspected criminal activities or breaches of site policies should be conducted by SOs and reported to the Site Supervisor and relevant site contacts.
- > These investigations should be documented in an Incident Report where all inquiries and findings are noted, relevant times and dates, contact details and action items are recorded.
- > Investigations must be borne from a suspected policy breach or criminal activity, not for the purposes of unwarranted surveillance, curiosity or personal matters.

4.9. CONTRACTOR MANAGEMENT

Ensure that all contractors working on site are:

- > Authorised by a site facilities representative.
- > Site Inducted.
- > Comply with OHS regulations and site procedures. Assist contractors with access to various areas within the site.

4.10. ACCESS CONTROL CARDS AND KEYS

All requests for access control, keys and swipe cards are to be actioned as per the client's directives. Depending on the site, all request may be directed to the client, whilst other functions may require distribution of contractor passes, visitor management, creation and audit of access control cards and key system management.

All SOs undertaking enquiries relating to access control must adhere to privacy and confidentiality considerations when handling personal information.

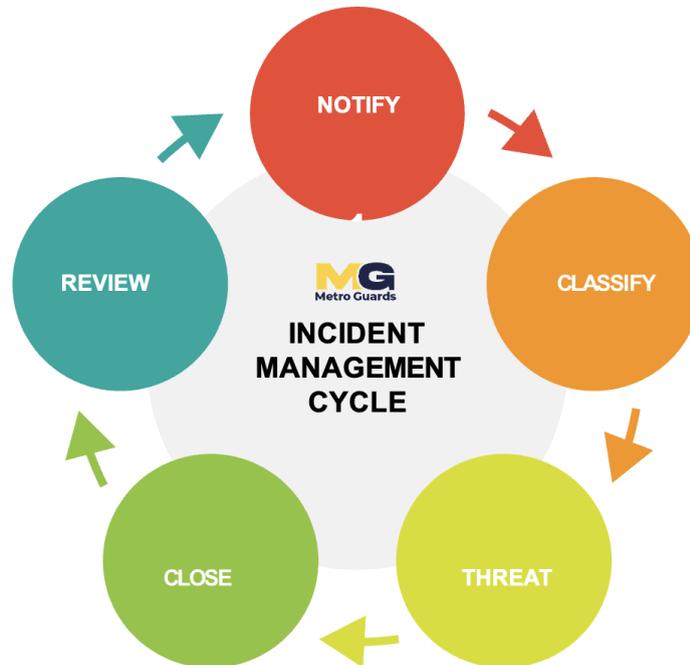
4.11. INCIDENT REPORTING

Security Officers are required to compile accurate, detailed and timely Incident Reports for any matter that requires them to conduct an investigation outside of their core duties. This includes any incidents involving:

- > Incidents involving staff, contractors or visitors where security are required to assist.
- > Suspicious behaviour
- > Criminal offences
- > Safety or environmental hazards
- > Near misses
- > Traffic incidents
- > Legitimate alarm triggers
- > Emergency services attendance i.e. Police, Fire or Ambulance

The Site Security Supervisor should be notified of any matter deemed to be serious or urgent, as well as the relevant client contact in the first instance. Where the incident requires emergency services attendance, the Security Officer should dial 000 and request the appropriate response.

Incident Reports must be complete using the Lighthouse platform and sent to the Site Security Supervisor as well as the relevant client contacts upon completion. All reports should be complete and sent by the end of a Security Officer's shift.



4.12. ALARM RESPONSE (INCLUDING DURESS ALARMS)

All alarms must be responded to in a timely manner and investigated thoroughly. SOs must not 'acknowledge' or 'reset' an alarm without an appropriate level of investigations. This may include physical inspection (recommended) or virtual patrols.

Where a duress alarm is activated, a priority response must be enacted and physical attendance is mandatory. Notification to the Control Room or NOC should be made to provide live CCTV monitoring to support the responding SO. Where an alarm is identified as false or due to a fault, it should still be recorded and the subsequent investigation noted. Where an alarm is due to a fault, this should be reported to the Site Supervisor and facilities for rectification.

4.13. FIRE PANEL AND EWIS

All Metro SOs are trained in Fire Panel and EWIS operation and are trained to ensure that they can function under critical pressure. Metro engages in ongoing refresher training and ensures no SO's is allowed to operate on the site independently without achieving competency with the site's fire control system.

At no time will a SO isolate the Fire Panel unless this has been clearly requested by a member of the facilities team. SOs must not acknowledge any alarms on the Fire Panel as this must be conducted by a member of jurisdictional fire department.

4.14. INTIAL ACTION – CRIME SCENE MANAGEMENT

SOs must consider basic level crime scene management when responding to incidents where criminalconduct may be involved.

At all times, the preservation of life and safety of the SO and public is paramount, however when it is safe todo so, all reasonable efforts to the reduce the contamination of a potential crime scene should be undertaken.

Considerations such as:

- > Taking charge of the area and requesting assistance where necessary.
- > Take notes of everything you do and maintain a log of your actions.
- > Wear PPE to prevent contaminating the scene yourself.
- > Securing an area where potential evidence may be available i.e. blood spatter, bodily flids, fingerprints, DNA, weapons, etc. by locking doors, placing barriers or tape in the area.
- > Ensuring movement by pedestrians and vehicles is restricted where necessary.
- > Take photographs of the scene, victims, witnesses, evidence, etc.
- > Separating witnesses and obtaining their name, contact details and a brief version of events.
- > Safely detaining an offender if able to confirm an indictable offence has been committed.

Depending on the site requirements, frequency of crime and general police response times, additional training may be provided to SOs.

4.15. ARREST PROCEDURES

Employees to make a citizen's arrest when necessary. The procedures below provide a definitive course of action for all employees to follow.

4.15.1. Context

Employees should only consider making an arrest when necessary to complete a criminal justice procedure, such as to arrest and hold an individual witnessed in the commission of a crime pending the arrival of police officers. Employees will strictly adhere to the following in addition to applicable Common Law and State Legislation, namely the Crimes Act 1958 – Section 458. It is best to think of your authority as being outlined by statute.

As a civilian, you can arrest a person, when such person:

- > Has in fact committed a crime; and
- > Such crime was committed in your presence; and
- > The person arrested is the same person who committed the offence; and
- > The arrest was necessary to prevent the continuation or repetition of the offence to ensure the safety and welfare of members of the public and / or the offender.

4.15.2. Considerations

The term "in fact" is among the most important elements that a civilian must take into consideration before limiting a person's freedom. Serious liability can result for falsely imprisoning, arresting, or detaining a person who is found not guilty or whom a police officer elects not to process for lack of evidence or for their belief that the person has not committed the offence.

The Company is committed to providing a safe environment for our clients and we understand that there may be times when an arrest is inevitable in order to provide such safety and to preserve public order. We also understand that the application of civilian arrests can carry risks in terms of both safety and of liability for the employee and the Company. Therefore, the Company has taken the position, that, our employees should only take such action as the last resort to ensure the protection of life and in a very limited number of instances for the protection of property.

This section should be read and understood in conjunction with Section 4.14 – Use of Force.

2.3. USE OF FORCE

Use of force may be permissible in certain circumstances. The procedures below provide a definitive course of action for all employees to follow.

4.16.1. Context

Carefully observe the situation to determine whether you will need assistance or if you can handle the altercation yourself.

If you need assistance, call for additional officers if available. If additional officers are not available, call for police assistance.

- > If it is an extremely dangerous situation such as a weapon involved, call for police assistance immediately. Do not take further action until police officers arrive.
- > If you are able to handle the situation, use the following procedure:
- > Try to persuade the subject(s) to calm down. Do not threaten, be firm, but tactful.
- > Request that the subject(s) leave. If they refuse to leave, call for police assistance. Keep a watch on the subject(s) until police officers arrive. If deemed necessary, place the subject(s) under Citizen's Arrest and wait for police officers to arrive.

In all cases, only the minimal amount of force necessary to achieve the lawful objective, which should be to prevent the commission, continuance or completion of an indictable offence or to effect the lawful arrest of a person found committing any offence, will be used and is authorised.

4.16.2. Limitations

Employees will NOT use chokeholds. A chokehold shall include, but is not limited to, any pressure to the throat or windpipe, which may prevent or hinder breathing or reduce the intake of air.

Whenever possible, employees should make every effort to avoid tactics such as sitting or standing on a subject's chest, which may result in chest compression, thereby reducing the subject's ability to breathe.

All employees are responsible and accountable for the proper use of force under these circumstances. Employees are reminded that the application of force must be consistent with existing law. Depending on the circumstances, both Common Law and State Legislation provide for criminal sanctions and civil liability against persons when force is deemed excessive, wrongful, or improperly applied.

Only that amount of force necessary to affect an arrest or take a mentally ill or emotionally disturbed person into custody, who has in fact committed a crime in your presence and the situation, warrants your immediate intervention to preserve life or prevent serious injury.

Document the entire incident using an “Incident Report”.

This section should be read and understood in conjunction with Section 4.13 – Arrest Procedures.

4.17. MEDICAL EMERGENCIES

It is critical to respond appropriately to medical emergencies in a timely and systematic matter. A Medical Emergency is an incident in which employees render aid to a sick or injured person. Please follow the outline below:

- > If a victim is unresponsive or requests transportation to a medical facility because of an illness or injury, employees shall immediately call for an ambulance.
- > Unless severe extenuating circumstances exist, never transport a sick or injured person in a company/client owned or personal vehicle - if this occurs, notify your Supervisor immediately.
- > If you are currently certified, you should immediately provide the sick or injured person with basic first aid or life support if necessary. Remember to continue CPR until properly relieved by emergency medical personnel or other qualified healthcare professionals, or you can no longer perform CPR due to exhaustion.
- > Never attempt to render aid to anyone if you are not qualified to render such aid.
- > Once emergency medical personnel have assumed control over a medical emergency, employees shall assist as necessary and provide security around the scene to allow emergency personnel access to the scene or to keep unauthorised persons away from the scene. An Incident Report is required for all Medical Emergencies.

4.18. COUNTER TERRORISM

Awareness of suspicious behaviour is critical in deterring and detecting hostile actors. SOs should report any non-baseline behaviour to the Site Supervisor immediately.

The immediate control of visitors and staff during any emergency, including terrorist threats, is critical to their safety. Any emergency within the premises and its surroundings will inevitably draw attention to the scene. SO's are to ensure that they maintain positive control of the Scenes and act in accordance with these instructions until emergency services arrive on site.

4.19. EMERGENCY PREPAREDNESS

A number of things can be done to prepare a Site for the event of an evacuation. These include:

- > Establishing good communication with the local emergency services to enhance their familiarity with the location.
- > Ensure you are aware of what to do in the event of an evacuation, assembly areas and who to contact.
- > Ensure all Emergency Control Organisation (ECO) equipment i.e. hats, vests, whistles, radios, loudspeakers, etc are in good working order, and regularly checked.
- > Consideration of evacuation routes that would be available depending on the situation.
- > Practice evacuation drills at regular intervals.

4.20. EMERGENCY PROCEDURES AND RESPONSE

The immediate notification of the Chief Warden and raising of the ECO (Wardens). An initial assessment of the severity of the incident should be made by the ECO.

Upon the reporting of an incident, it is important to obtain information from the first responder. This includes:

- > Location of incident or threat.
- > Severity of incident or threat.
- > The number, locality and severity of casualties that need medical attention.
- > Dependant on the nature of the incident the Chief Warden is to determine the best course of action that maintains the safety of all personnel first.
- > The Chief Warden or delegate will liaise directly with the emergency services when they arrive on site.

The ECO will remain in control of the emergency until the threat has passed, all casualties have either received first aid or evacuated by emergency services for further medical attention. The ECO supersede all ordinary organisational structures and ranks during an emergency and their instructions must be adhered to.

In the event that business continuity is disrupted, a separate Business Continuity Plan will be activated and supported by State and National teams if required.

Depending on the nature of the incident, technical inspections may need to be coordinated by service providers to ensure the safety and integrity of gas, power, sewage and communication supply. Finally, the structural integrity of fixtures and buildings may need to be inspected after damage, repair and new works.

Common emergency responses are:

4.20.1. Invacuation / Shelter-In-Place

Sheltering-in-place may require additional protective measures be taken. There are two levels of additional protection; invacuation and lockdown.

Where the threat indicates a risk of exposure it may be necessary to stay away from windows and move to the core of the building, a more protected room, area or a stairwell. This is called invacuation and such 'internal evacuation' areas may be marked in the building.

This state may involve shutting down external air intakes (e.g. against smoke or hazardous fumes). The Chief Warden will advise occupants if ventilation is to be affected.

4.20.2. Lockdown

Lockdown is the most secure form of shelter-in-place, commonly required in the event of an active armed offender. A lockdown procedure should include the following actions in each workspace:

- > Lock the door or secure entry (e.g. lock off elevator access)
- > Silence mobile phones and/or pagers
- > Area Wardens advise ICC by text that an area is secured
- > Turn off any source of noise (i.e., radios, televisions)
- > Hide behind large items (i.e., cabinets, desks)
- > Remain quiet

4.20.3. Evacuate

Evacuation is a strategy that uses distance as a protective measure against the effects of a hazard by having people move away from the source of risk. Know the assembly areas and preferred routes to them but be aware the Chief Warden will ultimately decide where to evacuate.

4.21. HAZARDOUS MATERIALS RESPONSE

A hazardous material is a substance or material capable of posing an unreasonable risk to health, safety, and property. It is better to treat the incident as a priority rather than to be dismissive of the situation. Appropriate actions may prevent rescuers and others becoming exposure victims.

Rescue and/or containment must only be taken if the danger to life, health, or public safety is significant and such effort can be accomplished without unreasonable risk to employees.

In the event of a Hazardous Material Incident, SOs are to adhere to the following procedures:

- > Take Charge.
- > Without panic, raise the alarm by immediately contacting 000.
- > Communicate issue to area Control Room / NOC so appropriate resources can be allocated to the incident.
- > Keep all persons away from the affected areas.
- > Do not attempt to rescue affected patrons without appropriate personal protective equipment.
- > Contain the spill, if safe to do so using available products i.e. soil, sand, blankets, etc.
- > Remove any persons in danger if safe to do so.

4.22. PROTESTERS

At times activists or protest groups may attend venues as a platform to voice or display messages of protest. Whilst the right to lawful assembly and protest is allowed by law it is important that these groups protest in accordance with the law. If a protest does occur inside the site, the following procedures shall be adhered to:

- > Immediately notify Site Supervisor, Control Room / NOC to ensure that Victoria Police and the client are made aware of the incident given the increased likelihood of media attention.
- > If protesters are displaying materials that are offensive, vilifying, political, or of a religious nature, SOs must attend and manage the incident appropriately.
- > If protesters are displaying materials of a racist nature, Victoria Police must be notified and attend to deal with the protesters.

4.23. WHITE LEVEL SEARCHES

A White Level search involves inspecting an area for anything hidden, obviously suspicious and not typical to the area in which it's located. Security Officers who are familiar with the area are the most appropriate employees to conduct the search. White level searches should be conducted:

- > Prior to any significant event at the site.
- > Upon direction of the client or delegate.
- > In response to a received threat i.e. bomb threat.

4.24. SUSPICIOUS PACKAGES

If an unidentified object is located by a Security Officer, they must notify their area Site Security Supervisor and the client immediately.

4.24.1. 'H.O.T' Principle

All suspicious packages will be assessed using the 'H.O.T' Principle: Hidden, Obviously Suspicious, Typical

- > Is the item HIDDEN? Has the item been deliberately concealed or is it obviously hidden from view?
- > Is the package OBVIOUSLY suspicious? Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible? Do you think the item poses an immediate threat to life?
- > Is the item TYPICAL? Is the item typical of what you would expect to find in this location? If the item is assessed to be left unattended rather than suspicious, follow lost property procedures.

If the item is assessed to be H.O.T and is believed to be suspicious, notify the area supervisor and the Control Room immediately. You may be directed to apply the 4Cs.

4.24.2. Clear

- > Do not touch it.
- > Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100 metres away from the item.
- > Keep yourself and other people out of line of sight of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it.
- > Consider those with special needs and render assistance to allow them to safely evacuate.
- > Think about what you can hide behind – seek something substantial like a thick concrete wall and avoid being positioned near materials that fragment such as glass windows and skylights.

4.24.3. Cordon and Manage

- > If possible, prevent access to the area using a physical barrier such as hazard tape.
- > Control access to the area.
- > Members of the public should not be able to enter or approach the area until it is deemed safe by emergency services.
- > Obtain details of eyewitnesses and hand over to Police.

4.24.4. Communicate

- > Notify the Site Security Supervisor and client of the situation.
- > Provide an accurate description of the item and its location to the Site Security Supervisor and client.
- > Do not use radios within 15 metres

4.25. MEDIA ENQUIRIES

Security Officers should never comment to the media or any other requests for a statement by members of the media or other interested groups. All enquiries should be diverted to the client for appropriate action and the site supervisor made aware of the situation.

4.26. MISSING PERSONS

When dealing with lost persons that relate to specialised groups such as children, the elderly and disabled people, Metro Guard officers are expected to follow the following procedures in ensuring the matter is dealt with correctly. This policy should establish if either we have "lost persons" or "found persons" scenarios.

4.26.1. Lost Persons

1. Security is usually contacted by client or patron.
2. The senior officer/Control Room establishes as much information as possible over the phone regarding relevant details of the "lost persons"
 - > Detailed description of the child (age, clothes, name, distinguishing features).
 - > Last known location of child,
 - > Details and location of parent/guardian/carer,
 - > Time person has been reported missing.
3. Senior guard/Control notifies floor guards and client of Lost Person.
4. Senior guard/Control gives description of person to security and client.
5. Guard is despatched to meet and escort parent/guardian to designated office location.
6. If person has been missing for longer than 10 minutes, security is to escalate without fail to 000, Police attendance is required.
7. Security and client are to co-ordinate a search of the centre beginning with last known location and surrounding areas.
8. Security and client can engage cleaning (if possible) to assist in commencing a search of toilets and public common areas like eating courts.

9. Senior guard/Control is to commence immediate review of CCTV (where available) in an attempt to identify “lost person” on camera.
10. Security and client are to note the location and time of specific search areas so as to show a coherent search pattern and timeline.
11. If child has been located prior to Police arriving, security is to re-unite person with parent/guardian/ carer at designated office location thus ensuring person has not been harmed and correct parent/ guardian/carers has taken custody of the person. Photo I.D of parent/guardian/carers must be obtained by security. “ALL CLEAR” will only be called by senior guard or client.
12. If person has not been located by the time Police arrive on scene, police will then take command and co-ordinate search investigation.
13. Senior guard/Control is expected to be taking detailed log notes as situation unfolds.
14. Depending on outcome, security is expected to complete relevant incident report.

4.26.2. Found Person

1. Security notified that a person has been found without a parent/guardian/carers in building.
2. Senior guard/Control despatches guards to location and escorts person back to designated office location.
3. Security/client attempts to establish from person’s parent/guardian/carers contact details (if possible).
4. If child has been missing for longer than 10 minutes, security is to escalate without fail to 000, Police attendance is required.
5. Senior guard/Control gives description of person to security and client in the event parent/guardian/ carers reports a “lost person”.
6. Senior guard/Control sends guard(s) to area where person was found in the event parent/guardian/ carers is searching for person.
7. Senior guard/Control is to commence immediate review of CCTV (where available) in an attempt to identify “found person” and possible parent/guardian/carers on camera.
8. If parent/guardian/carers has not been located by the time Police arrive on scene, they will then take command and co-ordinate search investigation.
9. Senior guard/Control is expected to be taking detailed log notes of situation as it unfolds.
10. Depending on outcome, security is expected to complete relevant paperwork.

4.27. DEALING WITH HOMELESS

If the person requests medical help or is unconscious, call 000 immediately. Make it clear that this is a medical and not a police emergency. If the person needs medical attention but is not in need of an ambulance, contact the respective outreach programs detailed in your site orders (Salvation Army, Local Council Services etc).

Do not call the police on people who are not threats. Police contact can prolong a person’s homelessness and cause trauma. Criminalisation of homelessness primarily occurs through a complaint-driven system.

4.27.1. Guidelines for Interacting With Homeless People In Public Places

Like all other members of the public, homeless people have a right to be in public places and to participate in public events, at the same time respecting the right of local communities to live in a safe and peaceful environment. Unless otherwise instructed by clients, homeless people should not be approached unless:

- > They request assistance.
- > They appear to be distressed or in need of assistance.
- > An official seeks to engage with the person for the purpose of information exchange or provision of a service.
- > Their behaviour threatens their safety or the safety and security of people around them.
- > Their behaviour is likely to result in damage to property or have a negative impact on natural and cultural conservation of environment, including cultural heritage, water pollution and fire risks.
- > They are sheltering in circumstances that place their or others’ health and safety at risk (e.g. staying in derelict buildings, high risk areas)
- > They are a child who appears to be under the age of 16.
- > They are a young person who appears to be 16 to 17 years old who may be at risk of significant harm.

It is recommended that Metro SOs who come into contact with the public should be made familiar with homeless people contact telephone numbers of local organisations or outreach services which may be able to help them or contact a service on their behalf, for example by contacting the Salvation Army if the homeless person requires or asks for it. This should be done when and where it is appropriate and practical.

This recommendation does not prevent officers from taking appropriate action where health or safety is at risk or a breach of the peace or unlawful behaviour has occurred.

If homeless people require assistance, SOs can:

- > Involve appropriate services directly.
- > Provide advice or information on available services.
- > Provide a contact point that the homeless person can either call or go to for further advice or help.
- > Homeless people have the same entitlement as any member of the public to:
- > Be in public places, at the same time respecting the right of local communities to live in a safe and peaceful environment.
- > Participate in public activities or events, and
- > Carry with them and store their own belongings.

4.27.2. Guidelines for Implementation

Homeless people have diverse backgrounds and needs. These should be considered in any response:

- > Cultural sensitivity and respect should be applied when engaging with Aboriginal homeless people and those from different cultural, linguistic or religious backgrounds.
- > Many homeless people have complex needs such as mental health and/or drug and alcohol issues, or cognitive impairment. These issues may result in behaviour that is seen to be antisocial.
- > Homeless people may have experienced other issues that affect their needs. For example, they may have experienced domestic violence or left custody or statutory care, or they may be asylum seeking refugees with no contacts in the community.

These guidelines do not override existing laws, statutory requirements or regulations. Homeless people have the same access to a right of reply and appeals/complaints mechanisms as all members of the public.

4.28. LOST PROPERTY

For reported lost property the following details should be taken:

- > Name of customer
- > Telephone number
- > Description of the lost item
- > Date when lost
- > Likely location item was lost within the Site

4.28.1. Lost Property Register

The lost item should be written straight into the Lost Property Register, with as much information as possible. Cross check in the Found property register to see if the property has been handed in, and if not explain to the customer that they will be contacted if this should occur.

For property handed in the following details should be recorded:

- > Name of the person finding the property
- > Telephone number
- > Description of the found property
- > Date when found
- > Vicinity in which it was found

The item is then issued with a number and placed in to the found property box for the corresponding month.

4.28.2. Lost Property Owner Identification

Wallets/Purses handed to a Security Officer are to be checked for the owner's identification in the presence of a second person. Any valuables (watches, jewellery items or cash in excess of \$100), are to be locked in the safe, and kept for a period of three months, after which time they should be forwarded to the local Police Station. A note should be made next to the logged item in the found property register that this item has been transferred to police.

4.29. RADIO PROTOCOLS

Your radio is an essential part of your equipment and may be the single piece of equipment that will be essential in the event of an emergency situation. Each SO station is fitted with a base radio station; however, there may be occasions when you will be required to carry a portable radio. Your radio is not a toy; it is an essential piece of SAFETY equipment and should be treated accordingly. You should know the radio call signs applicable to your Site as this will assist you during emergencies/evacuations, public liability incidents and first aid situations.

4.29.1. Transmitting:

- > Transmissions must be work related only.
- > Complete a radio check prior to taking up your post.
- > Think about what you want to say before you transmit.
- > Wait for the circuit to be completely clear prior to transmitting.
- > Keep your transmission short and succinct.
- > Never transmit over another transmission (listen!!).
- > Never use slang or foul language – never panic.
- > Use emergency call signs only in the event of an emergency.

4.29.2. Terminology

- > Over - Used at the end of a radio transmission when a response is required.
- > Out - Used at the end of each transmission when no response is required.
- > Copy - Message is received and understood.

Remember to announce your words and numbers when transmitting:

Examples: Victor = Vic Tor Foxtrot = Fox Trot Quebec = Key Beck

Phonetic Alphabet							
A	Alpha	B	Bravo	C	Charlie	D	Delta
E	Echo	F	Foxtrot	G	Golf	H	Hotel
I	India	J	Juliet	K	Kilo	L	Lima
M	Mike	N	November	O	Oscar	P	Papa
Q	Quebec	V	Victor	W	Whiskey	X	X-ray
Y	Yankee	Z	Zulu				

4.29.3. Other terms or phrases:

Some of the other terms or phrases you may hear used, and their meanings are:

- > "over" - indicates that the sending station has completed the message and is waiting for a response;
- > "out" - indicates that the call is completed and that the channel is available for other traffic;
- > "affirmative" - message acknowledged or an affirmative answer to a question;
- > "negative" - a negative answer to a question;
- > "copied" or "copy that" - confirm receipt of message;
- > "say again your last" - a request for the sending station to repeat the last transmission;
- > "break - break" - when used in conjunction to open a radio call, indicates that the call takes priority over other calls - (e.g.: medical situation requiring immediate action/fire etc.);
- > "radio check" - a request for the receiving station to advise on the clarity of the message received upon start of shift and to check battery;
- > "loud and clear" - response to a radio check – indicates that the sending station can be clearly heard and understood;
- > "weak and broken" - response to a radio check – indicates that the sending station is being heard, but that the quality of reception is poor;
- > "standby" - the call-sign you are calling is busy and cannot respond at present - try again later or wait for your call to be returned.
- > 4.29.4. Receiving:

- > Listen carefully to transmissions and wait to ensure the transmission is complete prior to responding.
- > Listen to all transmissions – the issue may not directly affect you, but you will need to be aware.
- > Adjust the volume of your radio to ensure you can hear all transmissions, but transmissions cannot be overheard by other people nearby (use earpieces where fitted).
- > 4.30. RADIO CARE:
- > Treat your radio with respect and care at all times. Your radio is a vital piece of safety equipment.
- > Ensure you sign for your radio before each shift.
- > Carry your radio with care being careful not to drop it – attach the radio to your belt if available.
- > Place the radio and/or battery on charge when you complete your shift.
- > Report all defects to your Supervisor.

4.31. STANDARD EMERGENCY CODES

Emergency code phrases are used during radio transmissions to clearly convey the nature of situations being reported and to ensure that, where possible, information being transmitted is not intercepted by others who might misunderstand or misuse the information.

The following emergency codes are used:

AS3745Codes		EmergencyThreat
Brown	External Emergency	Extreme weather, earthquake,bushfiresmoke
Red	Fire and or smoke	Internal fire or smoke
Yellow	Internal emergency	Power failure, water or sewage failure,communications failure, hazardous material
Blue	Medical emergency	Injury or illness, mass casualty
Black	Personal threat	Civil disorder, active shooter, violentperson, hostage/siege,vehicleasaweapon
Purple	Bomb threat	Bomb threat,suspicious object
Orange	Evacuation	For all incidents and emergencies rapid removal of people from immediate danger

Section 5

Customer Service and Etiquette

5. Customer Service and Etiquette

5.1. WHAT IS QUALITY CUSTOMER SERVICE?

Providing quality customer service sounds easy, but dealing with people day in, day out can sometimes become frustrating and eventually wear you down. You must possess a zest for helping people and catering to the needs of many different people. Determining the needs of each customer is critical. You won't be able to satisfy the customer if you can't determine what the customer's needs and/or wants are.

There are two key components to quality customer service including the procedural element which includes the systems, policies and procedures adopted at your Site. A thorough understanding of how the Site operates and your duties and responsibilities will

provide you with the procedural knowledge to answer customer enquiries. As a SO, you should have a very sound and broad 'General Knowledge' of the Site as this will arm you with greater knowledge.

The second component is the personal element of customer service which relates to the way you interact with customers. Your attitude towards customers will determine how they interact with you. The old adage, "never judge a book by its cover" is very pertinent when dealing with customers. Treat each customer equally and with respect and dignity and you should never have a problem.

Determining the customer's needs is all about how you communicate with each customer. Asking questions is important, but LISTENING will be your greatest asset. Once you know exactly what the customer's needs/ wants are, on most occasions you can provide the appropriate response/service. It is also important to remember that each customer will have varying levels of need and expectation.

Some customers have very high expectations whilst others have very low-level needs/expectations. Observing customers facial expressions and posture closely to try to ascertain how they might be feeling. Customer's body language, gestures and general demeanour often provide vital information about how you should interact with the customer.

5.2. DELIVER HIGH QUALITY CUSTOMER SERVICE

There are many techniques you can deploy when dealing with people. Listed below are some tried and tested methods;

- > Greet everyone with a smile – A smile cost nothing to deliver
- > Deal with everyone in a courteous and friendly manner
- > Never make a decision based on race, religion, age, gender or disability
- > Try to meet all reasonable requests (if you can't meet the request, try to direct the customer to someone that can assist)
- > Anticipate person's needs
- > Take the initiative to solve problems
- > Focus and complete the service correctly the first time
- > Keep your promises
- > Keep persons informed if you are working through an issue
- > Take a positive approach to complaints
- > Be honest with everyone

5.3. PROVIDING INFORMATION

- > The provision of timely and accurate information will be a very important aspect of your role. If you don't know, how can you advise anyone? Spend some time getting to know everything about your Site including the internal and external infrastructure and layout.
- > Provide accurate information, directions and questions relating to the Site;
- > If you do not know the answer, explain to the person where they can seek further information;
- > Continuously develop your knowledge of the Site including the layout of the Site, location of buildings, amenities, disabled access locations, current events, functions or campaigns as well as operating hours;
- > It is advisable to also know where surrounding infrastructure is located such as transport options (taxis, buses, trains, nearby retailers, car parking facilities and parking products such as valet etc; and Have available advisory pamphlets to provide people with directions.

5.4. CUSTOMER SERVICE TIPS

Always remember that what you do and say reflects upon you, your shift, your team, your Site and Metro. That first impression with each and every person should leave a lasting positive memory. People want to feel welcome and not to be treated as ' just another customer'.

- > Be consistent;
- > Reassure people;
- > Communicate effectively;
- > Be courteous;
- > Listen;
- > Help to educate visitors or new students;
- > Smile;
- > Be organised yourself (prepare yourself prior to your shift);
- > Make eye contact;
- > Greet people in a friendly manner;
- > Show that you are keen to help;

- > Stop whatever else you are doing and LISTEN; and actively seek opportunities to assist/advise customers.

5.5. HIGHLY EFFECTIVE CUSTOMER SERVICE PEOPLE:

- > Exceed customer service expectations;
- > Find out how people want to be treated;
- > Know the person's needs are their priority;
- > Listen effectively to ensure they understand the person;
- > Look and act like a professional;
- > Keep learning;
- > Keep teaching;
- > Smile genuinely; and
- > Respect the person.

5.6. CUSTOMER SERVICE KEY SUCCESS FACTORS

- > Communication;
- > Presentation;
- > Listening;
- > Professionalism;
- > Consistency;
- > Patience; and
- > Knowledge.

5.7. POSITIVE WORDS AND PHRASES

When dealing with anyone, you should always remain positive. Concentrate on purposely slowing your speech down whilst maintaining a very clear voice with correct pronunciation. Humans want to feel special and comforted. You may not be in a position to assist them, but you can most certainly provide advice as to where they can be assisted.

- > Always discuss what you can do rather than what you can't;
- > Start replies with positive phrases such as "I see, Yes I understand, Certainly";
- > Listen;
- > Use lots of please and thank you;
- > Always be polite and attentive;
- > Provide accurate advice;
- > Remain positive.

5.8. NEGATIVE WORDS AND PHRASES

Never become overly familiar with customers. Some customers will become very agitated if you use the wrong words or phrases. The use of negative phrases will only serve to inflame situations, and this is the last thing anyone wants. Some examples include;

- > Yeah, Yep, Mate, Luv, Nah, Nup, I dunno;
- > What you've gotta remember is, What you'll have to do is, What you should have done is;
- > Listen mate/luv/champ/bro/cuz;
- > Cause I said so;
- > Just hang on a minute will ya;
- > Nope, you can't do that;
- > Not my issue;
- > I've heard that one before;
- > You're in the wrong place;
- > You're asking the wrong person.

Never address people by their first name unless the person has agreed to allow this to occur. Always address the customer by their title i.e. "Thank you Mr Jones, have a lovely afternoon".

5.9. HUMAN INTERACTION

5.9.1. Challenging Persons and Complaints

- > Be patient;
- > Remain calm, in control and professional;
- > Always try to de-escalate the situation;
- > Never get into an argument or conflict;
- > Stick to the issue and do not enter into other discussions;

- > Remember the person is not angry at you personally, but rather your position;
- > Do not take the issue personally, and try to advise the person of what they “Can do”;
- > The customer will remember everything you say, how it was said and your tone/attitude;
- > LISTEN to the person;
- > Show them that you are willing to listen without interrupting;
- > Keep your body language open (open hands and active listening);
- > Make notes if you need to;
- > Acknowledge the person before you answer;
- > Try to advise the person of their options;
- > Explain you understand their issue, but explain the client’s procedure or policy; and
- > Try to educate the person and keep them happy.

5.10. WHAT IS A COMPLAINT?

For customer service working purposes, it starts with any problem the client raises with you, through to the more formal lodgement of complaints. Note: If you satisfactorily deal with a complaint early, then generally it prevents it escalating into a formal complaint to our client.

It is all about how to best handle the person, not just focussing on the specific problem or complaint, and involves three key stages, namely:

- > Taking details of the person’s problem;
- > Dealing with the person AND the problem; and
- > Following up after the problem.

5.11. CHECKLIST – TAKING DETAILS OF THE COMPLAINANT’S PROBLEM

- Make it easy for anyone to raise any problems they have with you; ð Thank the person for raising their problems with you;
- At all times treat the person with genuine empathy, courtesy, patience, honesty and fairness; ð Respond to the problem quickly, tell them how it will be handled and advise on when they can
- expect a response;
- Speak to them in person and do not rely solely on any written complaints, or records of conversations;

Demonstrate to the person that you clearly understand the full nature of their problem, by:

- > Listening do not jump to conclusions, apportion blame or become defensive;
- > Asking questions to clarify the situation. Familiarise yourself with any background information before you speak to the person. This could include checking internal records, speaking to staff involved and checking how this compares with the person’s version of events;
- > Summarising back to the person your understanding of the problem;
- Once details of the problem have been taken, advise the person what will happen next;
- Ensure that all your dealing with complaints has the full authority to organise solutions acceptable to the person.

5.12. DEALING WITH THE PERSON AND THE PROBLEM

- > Advise the person that you are taking full responsibility for dealing with the problem;
- > Adopt a solution-focused approach by actively involving the person in this process;
- > Ensure the person is happy with the proposed solution before proceeding;
- > Keep the person informed of progress during the process;
- > Ensure all promised action is fully completed promptly;
- > Clearly advise the person of the outcome of their problem;
- > Advise the person of any action that will be taken to prevent the problem arising again;
- > Always work within the relevant government regulations, and ensure customers’ rights are protected e.g. Privacy Act.

5.13. FOLLOWING UP AFTER THE PROBLEM

- > Ideally within one week, follow up with the person to check that everything has been satisfactorily resolved;

Keep a record of all problems and complaints raised, and analyse the information gathered.

5.14. HANDLING COMPLAINTS – GENERAL

5.14.1. Good complaint management can have a positive impact on customers.

People are essentially looking for their problem to be:

- > Easy to report;
- > Acknowledged; and
- > Dealt with quickly, sensitively and fairly.

5.14.2. Poor examples of complaint handling include:

- > Not taking responsibility for the problem, and repeatedly giving them the run-around by making them deal with other staff;
- > Blaming the complainant for the problem in the first place, or saying no-one else has complained;
- > Having staff with no authority to make decisions to help the complainant;
- > Taking too long to respond;
- > Offering no solution, or one the person doesn't believe is reasonable;
- > The more times the person has to contact you about the complaint, and the more times it needs to be "escalated" to someone higher up the business, then the more dissatisfied the person becomes.

5.15. TELEPHONE ETIQUETTE

As a SO, you will be answering daily telephone calls from staff, students, contractors and visitors. Be professional, courteous and helpful at all times (regardless of who the caller may be).

5.15.1. General:

It is all about you helping the enquiring person meet their needs. Once contact has been made, as per face-to-face service, the telephone service encounter is also broken into a number of stages, including:

- > Answering the calls — and first impressions are crucial;
- > Dealing with the caller;
- > Any required follow-up;

5.15.2. Answering the Person's Call

- > Answer all calls quickly, ideally within 10 seconds;
- > When answering, clearly announce the name of the business and your full name i.e.: Joe Smith, so as to reassure the caller they have called the right number. (See below for examples of messages);
- > Ensure the caller quickly speaks to the person who can best deal with them (it may be you); and
- > If calls are not answered immediately, and they are put on hold, ensure that they are acknowledged during the period that they are waiting and apologise for the delay when they are answered.

5.15.3. Dealing with the Caller

- > Treat callers as individually important by being responsive and flexible;
- > Personalise your dealings by introducing yourself and allow the caller a chance to introduce themselves if they desire;
- > Always deal in a genuinely friendly and courteous manner;
- > Show interest, by asking questions and listening to their requirements;
- > Always use plain understandable language;
- > Take the time necessary to handle the enquiry to the caller's satisfaction (deal efficiently so not to waste callers' time, but don't rush);
- > Demonstrate a good balance between a commitment to the caller and your organisation, through flexibility and problem solving;
- > Treat callers as you would wish to be treated; and
- > Wait for the caller to hang up before you do.

5.16. FOLLOWING UP ON WHAT THE CALLER NEEDS

- > Where follow-up action is required, at the end of the call make sure you clearly summarize to the caller what happens next and explain what you will do, and what you require the caller to do — even if it means saying they don't need to do anything.

5.17. RETURNING CALLS

- > All calls required to be returned should be made ideally within 1 hours with information requested or person who may assist.

5.18. EXAMPLE OF RECEIVING A CALL:

Welcome callers with;

Good Morning/Good Afternoon, Security Office, this is Joe Smith speaking. How may I assist you today?

- > Use a positive tone.
- > Speak slowly and clearly (do not rush).

Sometimes a caller may be in a panic or a heightened state of anxiety based on circumstances such as a lost child, property, vehicle etc. In this situation, try to calm the caller down and explain that you are here to assist them. Once the caller is calmed down, try to work through each issue in a methodical and chronological fashion to gain all of the facts and circumstances.

5.19. LANGUAGE CONVENTIONS;

Professional Language e.g:

- > How can I help you?
- > Certainly.
- > Please and thank you.
- > Thank you for calling

Do not use slang e.g:

- > Hang on will ya.
- > Huh.
- > Nope.
- > Dunno.
- > What.

5.20. MESSAGES;

- > When taking messages, ensure you capture the correct details and pass the message onto the relevant person;
- > Respond to messages within one working day;
- > Ask the caller's permission prior to placing on hold;
- > Do not use a speaker phone or establish group calls without the caller's permission; and
- > Do all you can to assist the caller.

Section 6

Dress and Grooming Standards

6. DRESS AND GROOMING STANDARDS

6.1. DRESS AND GROOMING

SO's will always wear the full supplied uniform. Wearing a uniform is the easy part, wearing your uniform with pride is an essential element of your role. If you look immaculate and well groomed, staff, students, contractors and visitors will want to approach you for assistance. Remember, you are representing yourself, your team, Metro Guard and the client.

SO's are under the constant scrutiny by our clients and their stakeholders and as such, are constantly in the public eye. For this reason, it is imperative that the highest possible standards of dress and grooming are always maintained.

6.2. UNIFORMS

Security Officers represent our clients and must present a clean, neat and professional appearance at all times. Security Officers must comply with uniform and grooming standards:

6.2.1. Standard Uniform

Safety Vests – Wear a safety vest when patrolling in the car park or external to the security office.

Shirts – Clean, plain long white sleeved shirts are permitted with sleeves rolled down and buttoned all times.

6.2.2. Other Uniform Items

- > Issued ties only.
- > Trousers must be tailored to touch the top of the shoe heel.
- > Black polished laced up shoes.
- > Black socks.

6.2.3. Non – Uniform Items

- > White t-shirts may be worn under uniform shirts, but must not be visible
- > Our staff are prohibited from wearing fluoro or mirrored sunglasses or coloured eyeglasses / straps.
- > Hair ornaments are permitted, if in a colour that complements the uniform.
- > Conservative jewellery is permissible, but for safety reasons earrings are no larger than a small stud or loop worn on the ear lobe. No other visible body piercings are permitted.

6.3. GROOMING

Our Security Officer grooming is of the highest calibre with neatly trimmed hair, trimmed and clean fingernails. SOs are to ensure they have bathed, applied deodorant and maintain good hygiene.

- > Fingernails clean and well-manicured.
- > Tattoos must not be visible.
- > Hair (including facial hair) clean and well groomed.

6.4. NAME BADGES

- > Wear name badges on the right-hand side of uniform jacket or shirt.
- > Do not wear the name badge of another officer. If an officer does not have his/her name badge, wear a blank name badge with temporary name identification.
- > Do not wear any other badges or pins, unless authorised by the Account Manager.

6.5. EQUIPMENT

- > Carry absorbent cloths for cleaning small spills.
- > Carry disposable gloves.

6.6. BEHAVIOUR IN UNIFORM

- > Do not chew gum in public in a Security uniform.
- > Do not smoke in public in a Security uniform.
- > Do not consume alcohol or illicit drugs at any time while in a Security uniform.