

General Do's & Don'ts

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The following guidelines will help to improve your performance and customer service skills while on duty, in order to meet the requirements expected from you as a Security Officer.

DO'S

- 1. Always obey and follow the Company's Security Policies & Site SOPs.**
- 2. Your uniform should be neat and properly ironed.**
- 3. Your BLACK shoes should be neat and polished. (No Sports Shoes)**
- 4. Shave daily/keep beard and mustache trimmed.**
- 5. Ensure that you have a proper haircut.**

DO'S

6. Be punctual.

7. Be alert and vigilant.

8. Be polite and courteous.

9. Be enthusiastic.

10. Be respectful to all customers/visitors.

DO'S

- 11. Greet and reply the greetings in a friendly way.**
- 12. Deal respectfully with lady customers.**
- 13. Stay calm with an angry customer.**
- 14. Know your senior staff & Managing Agent & Council Members.**

DO'S

15. Ensure secrecy of Company information.

16. Inform your supervisor/superiors about any unexpected or emergency situation.

17. Make sure you know your duties/responsibilities at every post.

18. Proper duty handing over should be carried out.

DO'S

- 19. Be cooperative and build a good relationship with all.**
- 20. Be available and flexible for any Emergency duty.**
- 21. Keep yourself healthy and fit.**
- 22. Do simple stretching exercises every hour while on duty.**

DO'S

23. Keep yourself updated about functional processes and procedures.

24. Maintain your cool while speaking over telephone.

25. Be aware of the vulnerable areas, security threats and emergency exits at your location.

26. Keep a list of important telephone numbers with you.

DO'S

- 27. Ensure that the premises are secure after business hours.**
- 28. Carry a torch with you for night duty.**
- 29. Be aware of the actions to be taken in case of any emergency.**
- 30. You should know how to frisk and check visitors if required.**

DO'S

- 31. Keep an eye on the movement of personnel and vehicles in your area.**
- 32. Be aware of hiding places in vehicles which have to be checked.**
- 33. Carry out regular patrolling of your area of responsibility.**

DO'S

- 34. Ensure that all security gadgets in your area are working properly.**
- 35. Report any breaches of Security to the **Operations Control Room**.**
- 36. Ensure proper key management.**

DO'S

37. Barriers to be down/gates to be closed when not in use.

38. Make sure the first aid box is available in your post and is to be used in an emergency.

39. Make sure you know the types of fire extinguishers, location and how to use them in case of an emergency.

DON'TS

40. Do not leave your post unless permitted by your supervisor or for patrolling.

41. Do not allow entry to any unauthorized person into the premises without permission.

42. Do not come to work under the influence of liquor/narcotic substances.

DON'TS

43. Do not smoke while on duty.

44. Do not chew gum or tobacco while on duty.

45. Do not sleep on duty.

46. Do not take leave without permission.

DON'TS

47. Do not engage in unnecessary conversation while on duty.

48. Do not argue with or shout at customers.

49. Don't be busy in secondary matters while on duty.

50. Don't indulge in rumour mongering.

DON'TS

- 51. Do not use company property or services for personal gain.**
- 52. Do not entertain your friends/relatives in the guard post.**
- 53. Do not listen to loud music while on duty.**
- 54. Do not bring your laptop/electronic devices to the work place.**
- 55. Do NOT use Handphone while on duty.**