



**Sentinel Group
Security
Training Policy**

Sentinel Group Security Ltd.
Sentinel House
36 Oakwood Hill Industrial Estate
Loughton, Essex IG10 3TZ

Tel: 0208 514 6565
Fax: 0208 514 2520
Email: enquiries@sgs-ltd.com

| | | |
|----|---------------------------------|-----|
| 1 | General | 3 |
| 2 | Authority | 3 |
| 3 | Company Induction Training | 3-4 |
| 4 | Basic Job Training | 4 |
| 5 | Site-Specific Training | 4 |
| 6 | Training and Assessment Records | 4-5 |
| 7 | Approved Training Organisations | 6 |
| 8 | Training Reviews | 6 |
| 9 | Supervisory Training | 6 |
| 10 | Help Desk Training | 6-7 |
| 11 | Key Holding Training | 7 |

1. General

This Procedure has been revised in line with BS7499:2020 and the requirements set by the SIA. It defines systems and procedures for the control and management of training for employees, the personnel who may approve such training, and the personnel responsible for ensuring these activities meet the standards required by BS7499:2020 and the compulsory criteria set by the Security Industry Authority.

Training may be provided by sector competent qualified trainers or other outside trainers/ ACS organisations, approved by the Chief Executive Officer.

The Company is approved to British Standard BS 7499:2020 for training of security staff. The criteria set by the SIA are the minimum acceptable standard of training for Security staff.

2. Authority

Overall policy for the management of the training of staff is the responsibility of the Chief Executive Officer. The Operations Manager is responsible on a day-to-day basis for the control of all training delivered to staff employed within Operations.

Where there is a requirement for "in-house training" the personnel conducting such training, shall have the proven ability and qualification to carry out such training, and will hold the appropriate industry qualifications approved by the SIA and the training partners of Sentinel Group Security Ltd.

3. Company Induction Training

The Company will provide Induction training for all new employees; Induction training should be additional to applicable SIA licence-linked training. Induction training will be completed before the security officer is appointed to an assignment.

The following information should be used as a checklist for Induction criteria:

- Company Overview
- Screening Process
- ID Card issue
- Contract of Employment issue
- Holiday applications
- Wage query
- Self-Certification process
- Timekeeping and Attendance
- Booking On/Off
- The Control Room
- The Company Quality Management System

- Issue and responsibility for LDNs
- SIA licence requirements (including production when requested)
- Company Pension
- Company Newsletter
- Appraisals
- Feedback

Induction Training (introduction to the Company) should also be conducted with all Security Officers who transfer to the Company under **TUPE**. It should be noted that consideration should be given to the training needs of these officers, and where necessary a training programme (refresher) should be introduced.

4. Basic Job Training

Basic Job Training (BJT) will be provided by the Company for all **new** employees engaged in security duties. This applies to full time and part time workers, with the exception of staff transferring under TUPE and/or those who possess an SIA licence for the sector in which they are to be employed (i.e. Security Guard) provided that they have been employed in the security industry in the last six months. BJT will be conducted by a qualified trainer.

BJT should be provided by the Company to new staff prior to commencement of Operational Duties.

Additional hours should be added to basic training if Retail, Crowd Control, Reception or Technology duties are required.

Operational/ Basic Job Training covers the duties and complexities of the role being performed, and covers the elements of the following core subjects as applicable:

- a) introduction to the role;
- b) patrolling;
- c) access control;
- d) searching;
- e) security and emergency systems;
- f) fire safety;
- g) health and safety at work;
- h) the law;
- i) emergencies;
- j) customer care and social skills;
- k) communications and reporting;
- l) equality and diversity; and
- m) assignment-specific client requirements.

Training Exemption: New employees to the Company may be exempt from attending Basic Training if they possess **[have certificated evidence of]** an appropriate qualification in a security discipline that is recognised by the SIA.

Records for Staff, who qualify for the **Training Exemption**, must be included in their Personnel File.

5. Site Specific Training

New employees on their first assignment or employees transferring between assignments should be given **Site specific** training which is appropriate to the Assignment and their needs. The requirements of the customer should also be considered (contractual training requirements and content).

On subcontract assignments, every endeavour must be made by the Company to obtain a copy of the Assignment Instructions from the customer and to deliver the site-specific training ourselves.

When an employee is new to the site, a check call is to be made during the first shift to check that he/she has received/is receiving site specific training and has read and understood the Assignment Instructions. In the Customer File the subcontract disclaimer form for Assignment Instructions is to be completed with the employee's name and date of completion of site-specific training and AIs'.

Telephone Welfare form is to be used whenever a security officer is contacted by telephone to advise of available shifts. This form includes both welfare and training elements including references to the Assignment Instructions and is to be signed by the manager making the call and filed on the officer's P File.

New officers should receive ongoing site training and assessment (which should be recorded) during their probation, this ongoing training and assessment should look at the competence of the Security Officer and be carried out by a suitably qualified or experienced Supervisor or Manager.

6. Training and Assessment Records

An Employee Training and Development Record shall be prepared for all employees. This shall detail all the training courses undertaken by the employee and shall be retained within the individual Personnel Files held at Head Office.

Records should be maintained for all training delivered. Records should be retained as either a hard copy or an electronic copy or both. The records should include date of delivery, course title, person(s) delivering the training together with their signature and that of the person(s) being trained (to confirm receipt and understanding). In the case of external delivery, the certificate (or

similar) should include date of delivery, course title, date of expiry (where applicable) and the name of the Organisation delivering the training. Where training is delivered online, the Organisation should have a means of confirming delivery and receipt of the various elements undertaken.

These records will be updated by the Chief Executive Officer / Operations Manager (or designated member of staff) as necessary, ensuring that the H.R Department is supplied with copies of all relevant details in a timely manner.

The Probationary Assessment will be conducted from the date the new trainees are allocated a site and will continue throughout the probationary period. The probationary assessment will be included as part of the Site Training Records, which form part of the competence assessment.

Copies of all training and assessment records shall be maintained in the Personnel file at Head Office for examination by authorised personnel or organisations.

Probationary Assessments are the vital component in the Resource Management of the Company. Each new Trainee should receive an effective evaluation of their competence during their probationary period and should be signed off by their site Supervisor or Manager using the section in the Training Record document.

Failure to reach acceptable competency standards should be notified to the Operations Manager and the HR Manager the week prior to the end of the probation period. Additional training or advice will be offered and where necessary the probationary period extended.

7. Approved Training Organisations

A list of all approved Training Organisations, and the areas of training they are approved for, shall be retained by the Chief Executive Officer / Operations Manager.

The list shall include those personnel within the Company who have the necessary qualifications to carry out such training.

All training providers shall be periodically checked by the Chief Executive Officer / Operations Manager to ensure that they have their necessary industry approvals to carry out the training for which they are designated.

8. Training Reviews

As part of the overall Management Review meeting, all aspects of training shall be discussed to ensure that the Company is achieving its objectives and meeting the appropriate industry standard(s). The Security staff's individual training needs and requirements shall be reviewed by the Operations Manager on a regular basis (circa every 6 months).

9. Supervisory Training

Employees who have supervisory responsibilities should be trained to a proficient standard by suitably qualified and experienced persons. Training should be provided in the following areas:

- a) the role of a supervisor;
- b) team behaviour;
- c) leadership;
- d) decision-making;
- e) problem-solving;
- f) communication skills;
- g) performance review;
- h) time management;
- i) customer service
- j) knowledge of disciplinary procedures;
- k) use of appropriate documentation; and
- l) knowledge of escalation procedures.

The competency of the supervisors should be assessed, and any remedial training undertaken if required. Training records should be maintained.

10. Help Desk Training

Training and instruction of controllers should be carried out and should include the following:

- a) Outline of help desk operations and a detailed explanation of duties;
- b) Use of MiSentinel;
- c) Telephone procedures;
- d) Documentation and recording procedures;
- e) Emergency procedures;
- f) Location and use of control room Manual and records;
- g) escalation procedures;
- h) Explanation of security officers' rosters;
- i) Explanation of controllers' rosters.
- j) The competency of the controllers should be assessed at least annually, and any remedial training undertaken if required. Training records should be maintained.

11. Key Holding Training

- a) Roles and responsibilities of a key holder
- b) Health & safety at work
- c) Risk assessment
- d) The law and the key holding officer
- e) Key Management
- f) Operating and interrogating alarm panels
- g) Maintaining the security of premises
- h) Crime scene preservation

- i) Communication Skills
- j) Vehicle Management

The employer should carry out a training needs analysis for officers holding a door supervision licence (including those who have transferred from a door supervisor licence to security guarding) or close protection licence who wish to work in the mobile patrol area. Any training identified by the training needs analysis should be provided.

Zafar Choudhry

Chief Executive Officer
Sentinel Group Security Ltd.

Date: 1st February 2021