

	<b>NIMBUS FACILITY MANAGEMENT PVT. LTD.</b>	DOC NO : NHFM/SOP/SEC/01
	<u>Standard Operating Procedure of Security</u>	REV- 01 W.E.F : 1/03/2019 PAGE NO: 1 of 1

<b>Purpose</b>	- In order to prevent/ deter crime, particularly property losses and to ensure the safety of the residents in NRWA.
<b>Scope</b>	These SOPs apply to all NRWA designated authorities / employees / personnel and are used to safeguard all information released to or generated by NRWA in the course of contract performance.
<b>Process Owner</b>	Estate Manager/Chief Security Officer

<b>Step:-1</b>	<b>Main Gate Guard Duty:-</b>	<ol style="list-style-type: none"> <li>1. Guard will ensure the seamless entry of cars which have designated NRWA sticker.</li> <li>2. Guard will ensure the proper verification of visitors by make a proper entry of them, their cars. After then the guard will confirm the same from residents through intercom if intercom is not working/ not answered, then the guard will call on residents cell phone, mean while visitor will be allowed after proper scanning and recorded in visitor register.</li> <li>3. All the vendor (Ola, Uber, Zomato suppliers etc) movement will be control by main gate guard duty, with through scanning as like as visitor. All the details of vendor will be mentioned in vendor register.</li> <li>4. Main gate guard will be ensuring the working conditions of all the security equipment time to time (E.g- desk phone, boom barrier, shift cell).</li> <li>5. Main gate guard will be more proactive or more vigilance to ensure smooth operation.</li> <li>6. Property dealer should be allowed inside the premises after the proper confirmation from RWA office. Main gate guard will be ensuring the same.</li> <li>7. Main gate guards will ensure the dumping of constriction RAW materials on its authorized area with help of patrolling guard.</li> <li>8. Guard will ensure the seamless entry of cars which have designated NRWA sticker.</li> <li>9. Guard will ensure the proper verification of visitors by make a proper entry of them, their cars. After then the guard will confirm the same from residents through intercom if intercom is not working/ not answered, then the guard will call on residents cell phone, mean while visitor will be allowed after proper scanning and recorded in visitor register.</li> <li>10. All the vendor (Ola, Uber, Zomato suppliers etc) movement will be control by main gate guard duty, with through scanning as like as visitor. All the details of vendor will be mentioned in vendor register.</li> </ol>
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		<ol style="list-style-type: none"> <li>11. Main gate guard will be ensuring the working conditions of all the security equipment time to time (E.g. - desk phone, boom barrier, shift cell).</li> <li>12. Main gate guard will be more proactive or more vigilance to ensure smooth operation.</li> <li>13. Property dealer should be allowed inside the premises after the proper confirmation from RWA office. Main gate guard will be ensuring the same.</li> <li>14. Main gate guards will ensure the dumping of construction RAW materials on its authorized area with help of patrolling guard.</li> </ol>
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<b>Step:-2</b>	<b>Lady Guard Duties</b>	<ol style="list-style-type: none"> <li>1. Maids, servants will be allowed after proper entry in maid register. Apart from this lady guard will also ensure the personal belonging of maid (Money or Ornaments etc.) at the time of entry and the same will be followed during exit also if there are any variations found with the personal belonging, and then it will be confirmed with the residents. All the process should be logged in register.</li> <li>2. Lady guard will be ensure the contractor pass is being deposited in gate during the entry as per head count. If any labour or contractor left the site at the middle of the operation, then lady guard will beck his/her pass to him.</li> <li>3. Lady guard will be ensured the entry of temporary labour with the permission of her supervisor.</li> </ol>
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<b>Step:-3</b>	<b>Duties of patrolling Guard and Bike Patroller</b>	<p>Patrolling guard will take care round frequently to ensure a flawless operation during his round, he need to observe the below mentioned points.</p> <ol style="list-style-type: none"> <li>1. During the patrolling round the guard will be always active and alert.</li> <li>2. During duty time guard will not have any tobacco, alcohol or any drugs.</li> <li>3. PTR guard will check the boundary walls continuously to prevent the illegal access.</li> <li>4. During patrolling round if anybody found suspicious inside the premises, then guard will ensure the proper verification of that person.</li> <li>5. PTR guard will inform to his superiors about all his observations, and if anything suspicious immediately.</li> <li>6. Blockage of road with un-authorized parking.</li> <li>7. No parking zone should be cleared.</li> <li>8. Patrolling guard will inform security officer, duty officer about any types of damage in the premises.</li> <li>9. During the patrolling round, if anything found un-attended the patrolling guard</li> </ol>
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		<p>will deposit the same in security control room with a proper entry in lost &amp; found register.</p> <ol style="list-style-type: none"> <li>10. At night patrolling guard will check the glass door of cars to ensure that it is properly locked or not.</li> <li>11. PTR guard will ensure the scanning of QR codes time to time.</li> <li>12. PTR will inform to his supervisor about any observation found during the patrolling round.</li> <li>13. PTR guards will insure the movement of RAW materials carriers, the labours and the cleanliness of road after finished the work for the day. He will also ensure that all the water tape is properly closed to prevent the loss of water.</li> <li>14. PTR guard will escort the RAW materials carrier and ensure the dumping of RAW materials on its authorized zone.</li> </ol>
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<b>Step:-4</b>	<b>QRT Duties</b>	<ol style="list-style-type: none"> <li>1. QRT team will covered the entire area by area by frequent patrolling round.</li> <li>2. If any emergency raised, then QRT will approach the location quickly and resolved the issue at the same time, if it is under their coverage. Rather than the issue will be forwarded to the duty officer or the concerned.</li> <li>3. QRT team will control the suspicious movement of pedestrian visitors, maids, servants until it was recognized that the visitor, maid, servant is scanned or confirmed by the residents.</li> <li>4. QRT will prevent the authorized dumping of RAW materials, constriction area is covered and all the construction guidelines is being followed at site.</li> <li>5. Scanning the QR code as per the schedule to ensure that all the area is being covered during patrolling round.</li> <li>6. QRT team will ensure the effectiveness of all the security equipments (First aid Box, Fire equipment). They used the items in case of emergency.</li> </ol>
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<b>Step:-5</b>	<b>QR Code SOP</b>	<p><b>QR code is installed in the entire premises to ensure the patrolling round of PTR guards and the entered are is covered during the patrolling round. Below mentioned points should be taking care of during QR code scan.</b></p> <ol style="list-style-type: none"> <li>1. Its need be scan as per the time schedule.</li> <li>2. The entire area is checked thoroughly during scanning.</li> <li>3. If any clients complaint raised on that designated area, the patrolling guard will attend the same.</li> <li>4. Guard will check the boundary wall and naked wires on that area to prevent the loss of property &amp; lives.</li> </ol>
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<b>Step:-6</b>	<b>Duties of Security Supervisor</b>	<ol style="list-style-type: none"> <li>1. After reach on duty, security supervisor will attend the briefing of staffs and deploy the staff on their respective duty posts.</li> <li>2. During Duty period, security supervisor will ensure the proper documentation of staffs, gates and all administration works.</li> <li>3. Security supervisor will ensure the effectiveness of all the security equipments ( E.g - Cycles, Bikes, Bolero, Walki- Talky, HHMD, Torch Lights, Search Lights, Mobile Phones etc.), and ensure the proper service of those items..</li> <li>4. The behavior of security supervisor will be soft, sweet &amp; polite with the ground level staffs.</li> <li>5. Security supervisor will inform security officer about all the observations, incidents &amp; about all suspicious activities.</li> <li>6. During the briefing session, security supervisor will ensure the grooming and turn out of the ground level team.</li> <li>7. Security supervisor will ensure that, the QR code scanning is done properly to ensure a proper and smooth operation.</li> </ol>
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<b>Step:-7</b>	<b>Duties of Security Officer</b>	<ol style="list-style-type: none"> <li>1. After reach on duty, security supervisor will attend the briefing of staffs and deploy the staff on their respective duty posts.</li> <li>2. Recruitment of ground level staffs as per company procedures.</li> <li>3. Training of guards, checks the grooming, and ensures that, all the instructions are followed in ground level.</li> <li>4. Security officer will attend the complaints of residents and also resolved the same within defined TAT.</li> <li>5. Security officer will ensure that, the gate management is going on proper way. Apart from this He will also ensure the scanning of QR code is followed properly.</li> <li>6. SO will update about all the movements, activities and the entire incident to CSO frequently to avoid the last minute chaos.</li> <li>7. SO will review the handover register on gates, patrolling guards, all the check lists, store inventory , and maintain all the details on regular basis without any fail.</li> <li>8. SO will ensure that, all the compliance is maintained at site.</li> </ol>
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<b>Step:-8</b>	<b>Visitor Entry Management</b>	<p>In order to manage a smooth end flawless entry of visitor's security team needs to obtain below mentioned process.</p> <ol style="list-style-type: none"> <li>1. Unaccompanied visitors shall only be allowed access to the unit after security has obtained permission from the occupant of the unit via the intercom.</li> <li>2. In case the intercom is not working, the visitor is required to remain in the guardhouse area while security checks with the occupant at the unit.</li> <li>3. Visitors are subject to the House Rules. Unit owners, residents and/or tenants will be responsible for the conduct of their visitors while in the condominium premises.</li> <li>4. Only real estate agents or staff with written endorsement from a unit owner will be recognized by the Management Office and granted access into the premises.</li> <li>5. Authorized real estate agents or staff should closely coordinate their activities</li> </ol>
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		with the Management Office. They shall give the Management Office prior notice of any scheduled inspection of units by prospective buyers or tenants.
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<b>Step:-9</b>	<b>Contractors, Domestic Helpers, Drivers, Real Estate Agents and Staff</b>	<ol style="list-style-type: none"> <li>1. Contractors, domestic helpers, drivers, real estate agents and staff shall be registered with the Management Office.</li> <li>2. Registered contractors, drivers, real estate agents and staff shall sign the logbook at the guardhouse at the time of each visit.</li> <li>3. After permission has been obtained from the occupant of the unit, contractors shall first report to the Management Office before proceeding to the unit or commencing any work on site.</li> <li>4. Security shall immediately inform the Building Manager of the emergency situation.</li> <li>5. Registered domestic helpers may proceed to the unit after signing the logbook at the guardhouse.</li> <li>6. All deliveries to residents must be cleared through Security and the Management Office. The security or Management Office shall not receive any package or parcel on behalf of the unit owner or resident.</li> <li>7. No delivery person shall be allowed inside the NRWA building without clearance from the occupant of the unit.</li> <li>8. Deliveries of furniture, appliances, etc. are permitted only between 09:00 a.m. to 6:00 pm Mondays to Friday. Deliveries to units shall be properly coordinated with the Management Office.</li> <li>9. Delivery vans shall park at the designated area to unload deliveries.</li> </ol>
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<b>Step:-10</b>	<b>Vehicles Management</b>	<ol style="list-style-type: none"> <li>1. Only vehicles registered with the Management Office and displaying a valid NRWA sticker shall be allowed entry into NRWA premises.</li> <li>2. Vehicles shall only be parked in authorized, designated and marked parking lots.</li> <li>3. Drivers of vehicles shall observe traffic rules and regulations when inside the NRWA premises. The speed limit is 20 Kph and directional signs posted must be followed.</li> <li>4. Trucks and Lorries are not allowed into the NRWA premises.</li> <li>5. Drivers of vehicles parked in NRWA are prohibited from gambling, drinking liquor, loitering or indulging in unsocial behavior.</li> </ol>
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<b>Step:-11</b>	<b>SOP for VMS Society Connect</b>	<p>Keeping the electronic security in mind into consideration, the visitor management system will be controlled through society connect app. There are few steps to follows, which is mentioned below...</p> <ol style="list-style-type: none"> <li>1. After open the app on mobile, the gate security staff has to put the visitor's mobile number and submit the data.</li> <li>2. Put the visitor name &gt;&gt;&gt; Select Purpose &gt;&gt;&gt; Visitor Mobile Number &gt;&gt;&gt; No of Visitors &gt;&gt;&gt; Vehicle Number &gt;&gt;&gt; Where to Visit &gt;&gt;&gt; whom to meet &gt;&gt;&gt; ID Proof &gt;&gt;&gt; Check in with Token / Check in with Visitor Pass&gt;&gt;&gt; Token Number &gt;&gt;&gt; and</li> </ol>
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		<p>then press the VISITOR CHECK IN option.</p> <ol style="list-style-type: none"> <li>3. After submit the details of the visitor on society connect app, a message will be sent to the resident's mobile number ultimately.</li> <li>4. The residents have to confirm the visitor's movement on the app. If the confirmation doesn't come within 1 minute, then the guard will call the resident through intercom &amp; shift cell and after then they will allow the visitor.</li> <li>5. At the end of the day, when the visitor departs from the society, then the guard will ensure the check out process of the visitor through the app.</li> </ol>
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<b>Step:-12</b>	<b>SOP for Maid Management (Society Connect)</b>	<p><b>Keeping the electronic security in mind into consideration, the maid management system will be controlled through society connect app. There are few steps to follows, which is mentioned below.</b></p> <ol style="list-style-type: none"> <li>1. After activation of smart ID for domestic help, it will be check in thorough QR code scanner/ check-in option.</li> <li>2. The information will passed through Society connects / SMS to the resident where the domestic help is working.</li> </ol>
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