



Safe Work Method Statement

Coles Stores – Security Guards



Activity: Security Guards on shift	Contractor: Bluestar Security
Person completing this statement: Mathew Taia	Tel: 1300 550 688
Date: 30 Mar 09	Contract number:

Key steps	Equipment or plant required. Special needs requirements.	Possible hazards	Safety controls including personal protective equipment (PPE)	Licences, qualifications or work permits
1. Sign In	Coles Visitors Book	Nil	Bluestar Security Uniform	Security Licence, Photo ID Coles Induction Card
2. Sign In	Bluestar Security Log Book	Nil	Bluestar Security Uniform	Security Licence, Photo ID Coles Induction Card
3. Contact Bluestar Control Room to report in. 9574 8944	Automated Sign On Procedure.	Accident on way to work.	Initiates a search if “auto sign on procedure” not activated	Security Licence, Photo ID Coles Induction Card

<p>4. Report to Duty Manager</p>	<p>Coles Standing Operating Procedure, Notebook and Pen.</p>	<p>Nil</p>	<p>Bluestar Security Uniform</p>	<p>Security Licence, Photo ID Coles Induction Card</p>
<p>5. Task 1: Walk the floor engaging with customers.</p>	<p>Focus on high loss areas. Advise front desk when leaving front checkout area. (Procedure is to remain at front checkouts at all times unless requested to check isles.)</p>	<p>Verbal abuse</p>	<p>Bluestar Security Uniform</p>	<p>Security Licence, Photo ID Coles Induction Card Note book and pen.</p>
<p>6. Observe customer in act of shop lifting.</p>	<p>Report act to Duty Manager.</p>			<p>Knowledge from SOP and Safety Training</p>
<p>7. Required to maintain a watch or engage suspect. Move calmly into a non-threatening position</p>	<p>Customer service skills</p>	<p>Assault, Verbal Abuse</p>	<p>1. Remain outside 1m circumference of person. 2. Remain calm and courteous. 3. Ask if you can be of assistance.</p>	<p>Customer service approach.</p>

<p>8. Person refuses to co-operate.</p>	<p>Customer service skills</p>	<p>Assault, Verbal Abuse</p>	<p>1. Allow person to move away. 2. Do not accuse or apprehend person. 3. Immediately report this to the Duty Manager.</p>	<p>Knowledge from SOP and Safety Training</p>
<p>9. Assist in apprehending shop lifter. (The role does not include Apprehension Duties)</p>	<p>Security Training.</p>	<p>Assault, Verbal Abuse</p>	<p>Assist only if safe to do so with Store or Duty Manager approval and Staff Call 000, or assisting Loss Prevention Staff.</p>	<p>Security Licence and CAUTION Card.</p>
<p>10. Task 2: Maintain a regular presence at the checkouts.</p>	<p>Security Training (Charlie A/Charlie B)</p>	<p>Verbal abuse Standing for long periods in the one spot.</p>	<p>1. Customer service approach when dealing with public. 2. Walking, stretching, comfortable regulation foot ware.</p>	<p>Security Licence Knowledge from SOP and training.</p>
<p>11. Customer tells you that they have seen a person or persons shoplifting.</p>	<p>Nil</p>	<p>Assault, Verbal Abuse, court action against you.</p>	<p>1. Do not approach persons based on information from customer. 2. Report matter to Duty Manager</p>	<p>Knowledge from SOP and Safety Training</p>

<p>12. Task 3: Walk the reserve area:</p>	<p>1. Check Lock ups secure 2. Check fire exits clear 3. Check exit doors secure</p>	<p>Manual Handling</p>	<p>1. Lift correctly – squat down, use leg muscles. 2. If loads are too heavy report to duty manger to use alternative means.</p>	<p>Induction Safety Training</p>
<p>13. Hear “Code Calls” to a specific area</p>	<p>Coles Standing Operating Procedure</p>	<p>Assault, Verbal Abuse, Fire, spillage.</p>	<p>1. Report to front desk if Duty Manager has not advised you how to respond to specific codes.</p>	<p>Knowledge from SOP and Safety Training. Prior advice from Duty Manager</p>
<p>14. Task 4: Walk the perimeter of the store</p>	<p>1. Check receiving bay – waste bin locked.</p>	<p>Assault or verbal abuse from loiterers.</p>	<p>Customer service approach</p>	<p>Security and induction training</p>
<p>15. Task 5: Assist in planned locker checks.</p>	<p>Management direction</p>	<p>Nil</p>	<p>Nil</p>	<p>Induction training</p>
<p>16. Task 6: Check that CCTV system is operational.</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Advice from Management.</p>

17. Task 7: Check satellite and showcase alarms in sound & vision are operational	Nil	Nil	Nil	Advice from management
18. Task 8: Report any safety hazards identified.	Use Hazard Identification Form available from Bluestar Security Contact.	Nil	Nil	Induction training
19. Task 9: Check staff out after close.	Nil	Assault, verbal abuse	Customer service approach. Do not provoke potential threats. Remain calm.	Security and induction training.
20. Task 10: Provide service as a cash escort when required.	Be aware of immediate surrounding. Identify potential threats	Robbery,	Remain calm Respond to all requests.	Security and Induction training
21. Task 11: Provide management with updates during rostered shift.	Nil	Nil	Nil	Notebook and pen

<p>22. At the completion of the shift, write up serious incidents in Security Log Book.</p>	<p>Security Log Book Incident Part of Book.</p>	<p>Court Action against you for failing to record evidence as a required by a Security Officer on duty</p>	<p>1. Ensure incident is written up. 2. Write facts only. 3. Include as much information as you can</p>	<p>Knowledge from Security Training and Induction Training</p>
<p>23. At the completion of the shift, record in the log your shift report.</p>	<p>Security Log Book, sign in Part of Book.</p>	<p>Disciplinary action against you for not completing a legal document to the best of your ability.</p>	<p>1. Include observations made during shift. Do not write NTR or nothing to report. 2. Refer to Incident Log for serious incidents to be written up.</p>	<p>Knowledge from Induction Training.</p>
<p>24. At completion of shift Time out of shift in Security Log Book and Coles visitor book.</p>	<p>Security Log Book and Coles Visitor Book.</p>	<p>Disciplinary action not abiding by laid down procedures (SOP)</p>	<p>1. Have a reminder system e.g. mobile phone alarm at end of shift.</p>	