



# NOCTURNUS SECURITY LIMITED

...safeguarding you and your neighborhood

Form No: NSL004RR

Training Manual (NSL004RR OCTOBER 2013)  
This form is for all security guards.  
This manual is provided free of charge.

## DUTIES AND RESPONSIBILITIES OF PRIVATE GUARD/SUPERVISOR

All Police officers and other law enforcement agents are trained to intervene or respond when crime and violence happens (or afterwards). Similarly, Private Security Guards uses different ways to tackling dangerous situations by either stop crime or prevent crime from happening. That means, security guards prevent risks and deter crime, watch out for looming danger, and report any crime they may encounter. All the duties performed by a security guard are aimed at this one objective (that is, prevention of crime). Now **KNOW** your roles and responsibilities.

### ROLES & RESPONSIBILITIES

#### ➤ BE CLEARLY VISIBLE

You **MUST** make yourself clearly visible at your duty post, as this would deter criminals. Most burglars, shoplifters, muggers, and other criminals would think twice if they see you or a security guard on duty. So, being visible is one of the ways by which a security guard foils theft, damage, personal injury, and other dastardly acts.

#### ➤ BE VIGILANT

You **MUST** be vigilant and at alert always. A good security guard watches out for any strange thing that may mean harm or be a potential harm to the immediate environment. For this reason, you must have very sharp senses of sight, hearing, and smelling. You should and must be able to detect smell when a cable is burning or when a chemical is leaking from its container. You should be able to detect and distinguish strange sounds, such as when someone is secretly trying to open a door. You should be able to sense when someone is cleverly and deliberately trying to divert his attention off his duty. You should be able to read and interpret quickly whatever your detractor's is intending to do (Mind reading).

#### ➤ BE PROACTIVE AND QUICKLY RESPOND TO CRISIS SITUATION

You **MUST** not only sense crisis, but acts fast to control and contain the situation. You must always be at alert to avoid being caught unawares. How a security guard responds to crisis varies depending on the threat level. You **MUST** know how best to respond to various dangerous situations. **USE COMMON SENSE AND LOGIC.**

#### ➤ OBSERVING AND REPORTING

You **MUST** act as you have been taught in your training. Observe, respond, and report. After diffusing or averting and incident/bad situation, record and report the event as required by NOCTURNUS SECURITY LTD. You should keep observing until you are sure that there are no more problems. After a crisis, report the incident to your supervisor, the police or the appropriate authorities.

#### ➤ CALL FOR BACKUP

You **MUST** call for backup at all times when you sense danger (such as armed robbery attacks, gang attack and assaults with deadly weapons), you may be unable to handle the situation but we strongly advice that you call for a backup response on your radio quick enough before it escalates. Do **NOT** waste no time in calling for help the moment you sense trouble. By getting help this way, help will get to you on time and loss of lives or property would be averted.

#### ➤ CHECK YOUR SURROUNDING BEFORE SIGNING ON YOUR DUTY AND MONITORING

You **MUST** check your surrounding when you are taking over from your colleague who is signing off from duty. This is a standard procedure and policy you need to observe at all times at your duty posts. You **MUST** conduct random checks and search on visitors (where management requires or imposed stop and search policy), searched before granted entry except stated otherwise. Where you have been asked to conduct stop and check, you **MUST** ensure that all the rules and obeyed.

#### ➤ MAINTAIN ORDER AMONG PEOPLE

You **MUST** endeavour to maintain order in a politely and appealing way without intimidating or provoking people, parties and political or religious assemblies. Always use calm words and assure people that needs one sort of attention or the other. **REMEMBER** that your safety is dependent of the environment and people around you. So you **MUST** try as much as you can to avoid or prevent stampedes and breakdown of law and order.

## ➤ RECEIVING GUESTS

You MUST remember your primary duty as a security guard. You MUST be friendly with the guests and visitor at your venue but DO NOT drop your guards or be distracted. You should be very friendly, approachable, and willing to help others but NOT to the detriment of your job. A slight distraction can be fatal!!

## ➤ OFFER SAFETY WARNINGS AND TIPS

You MUST give warnings and precautionary advice to people if you sense risk. Such warning should be considered by or with your supervisor as soon as possible. You SHOULD NOT pass security-threat warning without your supervisor/management's approval except on extreme situations. In addition, you should do your best to ensure that all safety precautions are adhered to.

## ➤ TEAM WORK

You MUST work as a team at your post at all time. It is against our policy to work alone, Please DO NOT COVER A SHIFT ALONE as we will not post you a venue alone.

## ➤ BE AT YOUR DUTY POST

You MUST not vacate your duty post on no account. If for any reason you are leaving your duty post, you must seek and secure permission and make sure you don't create vacuum before you leave. If it's an emergency that you have to leave your duty post, YOU MUST call for a backup support as quick as you can.

## NOTE:

Should you at any time become involved in a LAWFUL MATTER with the Police, WE WILL help you. If WE find your behaviour was acceptable and in accordance with our policies. But If your BEHAVIOUR was deemed UNREASONABLE/ UNLAWFUL, you are on YOUR own.

You have no reason to be at any of our venues when not working, unless you have the express permission of the Management.

You are professional and it is expected that your clothing is clean and tidy at all times. The cost of cleaning and replacing it is your responsibility.

We will provide you adequate trainings and you are expected to avail yourself for training when required. The more training you hold the better opportunity you have for work.

Lateness to work or non-attendance without sufficient notice can result in a NGN1000 or NGN2,000 deduction from your wages. You should expect that if you report for duty in incorrect dress or in a scruffy state, your services will be asked or required to go back home and you will not receive payment.

You are a temporal staff and have signed a temporal contractor agreement to that effect. You are paid only through your bank account. If we do not have a bank account showing your address, we cannot pay you. It is the responsibility of the Security Guard to get the account details to our offices either by post or e-mail, by each Monday of last week of the month you start work. Failure to do this may result in late or non-payment.

We expect all Security Guards to turn up and report at work 20 to 30 minutes before the official start time of the venue.

If you have a grievance with our client at any venue or other duty posts, speak with the Head Supervisor. If you are not satisfied with the outcome, please speak in confidence to the Nocturnus Office Manager.

You must be in possession of your Head Supervisors contact numbers and of the office contact numbers.

Holiday requirement is two weeks notice (minimum required). Please inform office as soon as possible if you are unable to do your shift due to sickness or other personal reasons.

You are required to wear your ID CARD at all times, which MUST be clearly visible to the public.