

### **Security Measures/ Mechanism of Guard Less Branch System during Night:**

1. Branch should be covered with:-
  - a. Burglary / Fire Alarm Systems with centralized monitoring by Phoenix Armour Company.
  - b. Additional components of BAS required for Guard Less System.
  - c. Guard Patrolling services.
2. Removal of all night guards from the branch.
3. Branch must be **Armed** through activation of code at closing time (i.e. max. 2000 hrs) on daily basis by BM / BOM.
4. Arming of branch will be confirmed by control of Security Company through SMS notification to BM / BOM on their mobile phone immediately after the activation of code.
5. Branch is to be **Disarmed** through deactivation of code at opening time (i.e. not before 0800 hrs) on daily basis by BM / BOM.
6. In case of any intrusion / fire during night, automatic alarm signal will be generated at the Control Room of security company from where the rapid response force along with patrolling force will be moved to branch as well as all concerned Police / Fire Brigade or any other necessary support will be called at the branch.
7. Daily **Arming / Disarming** (closing/opening) report of the branch will be provided to the branch by Control Room of Phoenix Armour.
8. In case of any panic alarm during day, security company will send its rapid response force / Police at the branch after verification call.

### **Branch Responsibilities**

1. Respective BM/OM are responsible for **Arming** (coding) and **Disarming** (decoding) the Alarm system using 4 digit code allotted for arming / disarming.
2. If in case, BM or OM is on leave, Phoenix Control Room will be informed accordingly for Arming & Disarming.
3. In case of non receipt of branch Arming SMS notification after activation of code, BM /OM will immediately inform Phoenix Control Room telephonically & through email and will ensure arming of branch.
4. Mobile numbers of BM/OM and respective Area Manager must be updated with the Phoenix Control Room immediately on posting/transfer.
5. On weekends/holidays, Control Room must be informed before the replenishment of ATM by BM/OM.
6. Branches should test the BAS at least once in a week to perform health check of the system.
7. In case of BAS testing, branch staff must attend the call from Control Room and answer the secret question and then tell them to send the response.
8. In case of wrong answer Control Room will immediately send the MRT / Police to the branch.
9. If the branch is under renovation, BM/BOM must inform the Control Room about renovation work and necessary security arrangement will be made.
10. Separate telephone line should be delegated to the BAS which should not be disconnected from the GSM box.
11. Minimum Rs 1000 Balance must be maintained in the GSM SIM Card and round the clock working of GSM SIM must be ensured.

12. In case of any fault or problem, all complaints should be registered with the Control Room for immediate resolution through telephone call & e-mail.
13. BM/ OM will make sure that daily **cleaning at the branch** must be carried out **either before closing of the day or after 0800 hrs in the morning**.
14. BM / BOM will be overall responsible for the **cleaning works** at the branch accordingly.
15. Branch main door will be locked or unlocked by BM/OM.

#### **Important Points – Branch Arming / Disarming**

1. Before Arming, BM/BOM will make sure that all Doors, windows, ventilators, Locker and Strong Room are closed.
2. No person should be present in the branch while coding except BM/OM.
3. As the system is ready for arming, green light will be shown on Key pad, after that BM can use his code and as the code is accepted, system will start count down.
4. Count down means system is giving you time to go out from the branch, if anyone will be present in front of Motion Sensor, the system will not accept the code.

#### **Confidentiality of Codes**

1. BM/OM should not share the code with the guard or any other unauthorized person for security reasons.
2. BM/OM will be responsible for leaking of code.
3. Code must be kept very secret and shall remain among the authorized persons only.

#### **Late Sitting at Branch**

1. Branch must be **Armed** by 2000 Hours daily on working days.
2. If Branch staff will have to sit late after 2000 hours, they will take approval from respective Area Manager office through e-mail with reason of late sitting and will inform the Phoenix Control Room accordingly with CC to Incharge Security Department BOK at HO.

#### **Company Responsibilities**

1. Company will install all additional equipment's / components of BAS at the branch required to make the branches Guard-less.
2. Phoenix Armour will ensure the following:-
  - a. Round the clock monitoring of BAS / FAS installed at branches at their Control Room.
  - b. Provision of MRT / Rapid Response Force or inform to Police Response in case of any emergency / panic alarm at branches.
3. Daily branch **Arming / Disarming Report** will be sent to respective AM, BM,OM & Incharge Security Department BOK e-mail.
4. Phoenix Control Room will send **Arming / Disarming SMS notification** upon closing / opening of branch to respective BM/ BM and AM.
5. Control Room will ask the branches for regular updating of branch contact numbers.
6. Security Company will ensure complete security of the branch as per SOP.

### **Procedure for Fault Rectification**

1. In case of any fault in the Alarm system, BM/BM will lodge a complaint at Control Room of Phoenix Armour through Email and telephone.
2. Control Room will give them a complain number and detail the Technician.
3. Technician will resolve the complaint instantly.
4. Phoenix Armour Control Room will be in coordination with the staff until the issue is resolved.
5. Branch staff will be present till rectification of fault.