



VS4 Security & Services

S-1213, Tower 1, Second Floor, Ardent Office One
 Hoodi Circle, Bengaluru -560048
 +91 7975390535 +91 80 28040753
 info@vs4.in; www.vs4.in

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STANDRAD OPERATING PROCEDURE FOR BEST APARTMENT

1. Aim

- To protect the property of the Best Apartment against theft, accidents and fire.
- To ensure safety of the campus.
- To strictly follow Best Association standing orders, rules and regulations.
- To assist the MC management in handling accidents, fire and other emergency situations.
- To assist the management during lockouts, strikes, and general unrest among residents.
- To assist the management and the police in investigations and reporting of crimes.
- To take charge of all lost property found in the residents premises and to record the same in the LOST & FOUND Register for the further appropriate/necessary action.
- To keep a close watch on suspicious activity.
- To ensure that only authorized persons enter the Best Apartment premises and their movement is restricted to authorized areas only.

2. Deployment

Location	SO		Supervisor		Head Guard		Guard		Lady Guard		Total		Total
	Day	Night	Day	Night	Day	Night	Day	Night	Day	Night	Day	Night	
Main Gate	0	0	1	1			1	1	1		3	2	5
Back Gate	0	0	0	0	0	0	1	1	0	0	1	1	2
Swimming Pool	0	0	0	0	0	0	1	0	0	0	1	0	1
Blocks	0	0	0	0	0	0	4	2			4	2	6
Basements							1	1			1	1	2
Patrol	1	0	0	0	0	1					1	1	2
Total Day & Night	1	0	1	1	0	1	8	5	1	0	11	7	18
Grand Total	1		2		1		13		1				

3. Processes of Entry/ Exit

- Residents –
 - All residents and family members to be issued with MyGate ID WITH PHOTO.
 - Newly shifted residents to be issued with temporary ID cards. Also Entry to be made in resident without pass register which will be put up to management.
 - All residents without any card to be treated as guests and approved on mygate.
- Guests of residents - All entries to be managed in My gate with photo.
- Other visitors to Atmosphere property office or common area –(FM or AFM) to approve on Mygate.
- Maids, Drivers other domestic help –
 - To be issued Mygate ID and all entries/ exit to be managed on Mygate.
 - If no ID then approval to be taken from resident on Mygate. Also Entry to be made in maid without pass register.
 - The maid without pass register to be put up weekly to management to monitor and issue passes.
 - All domestic help to use front gate only.



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- e. All domestic help to be checked on exit . If resident has given anything to carry, photo should be put on my gate or slip signed by resident to be collected. If any of these two things not there do not allow.
- e. E Commerce Delivery Vendors –
 - a. All entries to be managed in Mygate with photo.
 - b. If they are delivering in more than one house then they should get multiple approvals on my gate. Check how many packets they are carrying and question them to how many houses they are going. Warn them that they will be fined if they go to multiple houses without Mygate approval.
- f. Staff and House Keeping –
 - a. Property Manager (FM or AFM) to have authority to approve vendors on mygate.
 - b. They will be allowed only by back gate.**
 - c. All staff members to be issued with MyGate ID WITH PHOTO.
 - d. Newly recruited staff to be issued with temporary ID cards. Also Entry to be made in temp pass register which will be put up to management.
- g. Move in out/ Labour for fitout in houses
 - a. An email to be sent to security by property manager with full details of Date, house number, particulars of vehicle and number of labour.
 - b. At gate a separate register to be maintained. The authority e mail should be entered in the register with vehicle number and number of labour with names.
 - c. Aadhar card (or any other Govt ID) of each labour to be checked then labour to be given a pass with serial number and entry made in the register with pass number and Aadhar number.
 - d. At 1800 every day the labour to be sent out and passes returned. Total of passes issued to be accounted for by SO/SS at 1830 every day and reflected in daily report.
 - e. Interior work allowed from 8.30 AM to 5.30 PM. No drilling and hammering between 1 PM and 3 PM.
- h. Regular vendors like milk and newspaper – My gate ID to be given to them and they should be allowed only after code confirmation like others.
- i. Vehicles –
 - a. Resident Vehicles – Permitted on seeing Sticker/ RF ID card.
 - b. Guest & Pick Up Taxies – Approval on My gate
 - c. Resident in Taxi – Mygate ID will be checked of passenger
 - d. Resident without Sticker – My Gate ID of resident checked, after that a Placard is issued for hanging on rear view mirror/ handle. The issue entry of this placard is made in register and put up to management to force resident to procure sticker.
 - e. Two wheelers – same process as above.
 - f. Material Vehicles – Prior email Authorisation or approval on my gate by management.
- g. Regular vendor delivery vehicles – on Mygate ID approval of vendor and entry in register of vehicle.



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Visitors Parking –

1. There are 2 designated visitor parking areas in BEST APPARTMENT – one near the front gate & another near back gate.
2. Residents are not expected to park their vehicles in visitor parking.
3. Areas like parking entry or exits ramps and side of the entrance are not to be used for any kind of parking.
4. Visitor vehicles can be parked in visitor parking for maximum of 24 hours.
 - a. Guest (or related resident) should remove the vehicle from visitor parking after 24 hours.
 - b. Security team will reach out to guest/resident if vehicle is not removed.
5. Resident will email FM in advance if vehicle is going to be kept overnight in visitor parking.
6. In cases a visitor vehicle has to be kept in UB/LB parking, a prior written request / E mail (with vehicle details and parking slot etc) will be sent to security by Facility management
7. On receipt of mail from Facility Manager security will issue a visitor parking tag which needs to be placed on the dashboard of the vehicle in such a way that it is clearly visible from outside.
 - a. Visitor parking tag will be issued for maximum of 14 days.
 - b. In rare cases, where the vehicle must be parked for more than 14 days, the resident can contact FM to reissue parking tag once 14 days are passed.
8. If visitor vehicle is not removed despite reminders, MC should be informed

Duties & Responsibilities of Security officer

1. The security officer shall be directly responsible and accountable to the concerned manager for the effective control and management of security systems of Best Apartment.
2. He shall be directly responsible to VS4 for the effective control, enforcement and management of the security personnel deployed. It is his responsibility to prepare the Duty Roster for the units under his control.
3. He will prepare all incident/ occurrence reports and shall report back all occurrences and incidents which merit the immediate attention of /action by MC through proper channels.
4. He shall ensure that all security personnel placed under him are properly trained on the job and are able to effectively discharge their duties.
5. He will ensure that all security personnel posted at the unit are trained in fire fighting and in the evacuation procedures of that unit.
6. If handling couriers is an allotted responsibility, he will properly brief his subordinates.
7. He will have overall responsibility to ensure that no facilities are misused and shall report mis use to the management.
8. He will interact with the residents and address their concerns.
9. He will patrol hourly and will –
 - a. Check if guards are on the post and know the duties.
 - b. Carry out surprise checks on persons loitering
 - c. Keep a look out for suspicious activity.
10. He will generate a daily e mail report to the management on the following –
 - a. Maids / vendor without pass entry - 0
 - b. Details of Goods vehicle coming into the society - - flat no



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- c. Without sticker vehicle entry - 0
- d. Without sticker vehicles parked in Basements – no
- e. Move in / Out Flat No. Permission given by -
- f. My gate devices not working---1
- g. Security equipment not working -
- h. Debris found - flat no ?
- i. Vehicles in parking without sticker/ Playcard – Number –
- j. List of overnight visitor vehicle parked – Vehicle reg number and Flat number -
- k. Visitor vehicles in parking beyond 24 hours and not removed -no
- l. Also report if any vehicle has been parked for more than 24 hrs.
- m. Work in progress in flat nos---
- n. All labour move out at 1800h yes /no
- o. Deployment details for both shifts
- p. Courier lying for more than a week -
- q. All block terrace door's locked – yes/no
- r. Pump room in normal condition and in auto mode. – yes/no
- s. Point from security.
- t. Point from management.-

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Roles & Responsibilities at each location/ post

Main gate Security Guard

1. Reporting on time and attending the briefing and take over the charge from the shift guard.
2. STOP EVERY ONE COMING IN OR GOING OUT OF THE GATE AND CHECK.
3. If vehicle then see sticker . If no sticker stop and enter in my gate.
4. If resident in taxi – stop and check his my gate ID.
5. Any one walking past the gate – check his My gate ID.
6. NO ONE WILL BE ALLOWED TO ENTER WITHOUT APPROVAL IN MYGATE - INCLUDING service provider /labours/maids/housekeeping/driver.
7. If maids do not have pass, take approval in My gate and enter their name in separate register. This will be put up for weekly management review.
8. If owner/resident is driving vehicle without parking sticker – check his/her ID card. Make entry in without sticker register and get signature from owner/resident.
9. Vehicles which are not having sticker check whether they are residents or visitor.
10. Visitor vehicles to be stopped outside the gate and instruct them to make an entry in mygate. Allow only after entry.
11. Talk politely to each residents and ask them to show my gate id; if not ask them to enter in my gate.
12. Visitor passes to be collected when the visitor exits.
13. All visitors should be checked out in MyGate while going out.
14. All out going vehicle or individual except resident should checked out through my gate.
15. Without gate pass or without approval through my gate do not allow any material to go outside.
16. Gate should remain closed, check properly when vehicles approach before allowing.
17. If handling courier make entry in the register and keep it lock . Do not accept packets for return and open packets.



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LADY GUARD

1. Make sure that all housekeeping lady staffs, and maids/cooks are frisked before going outside.
2. Ask them to maintain line discipline and co-operate for frisking.
3. If given responsibility she will handle all documents properly.
4. She will handle special security gadgets if provided, communication equipment and other reception task, if so specified by clients.

Duties & Responsibilities of Block lobby area

1. He will conduct himself in an exemplary manner with the management, residents, visitors, childrens and maintain etiquette and courtesy.
2. He will ensure that firefighting equipment is available for use in case of emergency and report any UN serviceability /deficiencies to his immediate superior.
3. He will extend assistance to all visitors.
4. He will ensure that no visitors stray into areas where they are not permitted and will ensure that visitors are permitted only by prior appointment or if specifically approved by the residents.
5. During night shift he will be particularly more vigilant and alert to break –INS and intrusions. He will carry out patrolling activity where tasked to do so.
6. Make sure house maid, visitor, vendor, domestic staff should entry in the in the register.
7. Be Vigilant and check any one leaving the tower carrying any material and report immediately to supervisor for detailed check/ confirmation.
8. Make sure that Lift Alarm and call buttons are working on a daily basis and report in case of any issues.
9. Will be trained in handling PA system and responding to Fire Alarm, Lift alarm, calls made from lift or received on intercom.

Duties & Responsibilities for back gate

1. Make sure visitor, vendor, Plumber, Maintance staff entry is made in my gate. if not ask them to enter in the register.
2. No maids drivers or delivery vendors will be allowed from this gate
3. Residents will be allowed only after checking their My gate ID
4. STOP EVERY ONE COMING IN OR GOING OUT OF THE GATE AND CHECK. NO ONE WILL BE ALLOWED WITHOUT ENTRY IN APPROVAL IN MYGATE
5. Maintain properly visitor vehicle parking records. Provide details of cars kept in back gate visitor parking overnight, and also report if any car has been parked for more than 24 hrs.
6. Maintain records of all incoming materials.
7. Make sure all service provider staff (Security, housekeeping, plumber, electrician) make entry in the biometric attendance device.
8. Maintain records of garbage tractors.
9. Keep gate closed at all time. During night kept it locked.
10. Respond to calls received on intercom immediately.
11. Make sure fire alarm timing is entered in the register.
12. Maintain key register properly.

Vehicle parking duties in LB/UB Areas

1. Stop visitor and cab entry in the basement.
2. Check every night if any vehicle standing without sticker/ Placard in parking.



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3. Carefully note whether any vehicle tyres are flat/ headlights on/ window door open and inform the owner/ supervisor.
4. Check anyone roaming in the basement.
5. Ensure vehicle cleaners and drivers do not stay in the basement for long periods and should leave immediately after work.
6. A list of owners of vehicles must be available with the security.
7. He should control the speed of entry and exit of vehicles and adherence to one-way entry signs. To this extent, there should be speed limit boards displayed at prominent places and ensure that no over speeding takes over. The security should inform the admin of any defaulter.
8. Have knowledge of fire fighting equipment /extinguishers available at hand for any fire emergency.

Security Supervisor and Head Guard

Officiate in absence of SO

1. Responsible for all documentation at the gates
2. Ensure occurrence register is properly filled and the supervisor taking charge of duty is briefed in detail and signs on the occurrence register.
3. Detailed briefing of guards.
4. Asks questions to all guards on his round about their duties and responsibilities.
5. Carries rounds hourly.
6. Carry out on the job training as required by SO and OM.
7. Check if guards are on the post and know the duties.
8. Carry out surprise checks on persons loitering
9. Keep a look out for suspicious activity.
10. Communicate with visitors, vendors, staff etc at the front security gate.
11. Be vigilant during night shift and provide leadership and supervision to ensure the team is alert and on their posts.

Escalation matrix –

Best Apartment –

Best Person –

Facility Manager –

MC Members –

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Field Officer – 8660799951

Operation Manager – 8660799794

MD – 9448289290

In emergency speak only following :-

1. Incident - Fire, sickness, theft etc.
2. Give your name – Security Supervisor – Name
3. Give Location – Best Apartment

LAND MARK – Besides Haven Palace

Address: Best Apartment , Near Best forest, Bengaluru, Karnataka 5601XX

Emergency Numbers –



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- Nearest Police station -
- Fire Brigade -
- Ambulance -

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Signed

Operations Manager

Approved by

XXXX

MC Member Best Apartment