



**Standard Operating Procedure (SOP)
for Manned Guarding Service**
標準作業程序 (SOP)
安全勤務服務



An ALLIED UNIVERSAL Company

G4S SECURE SOLUTION (TAIWAN) LIMITED



An ALLIED UNIVERSAL Company

SITE AND POST INSTRUCTION

CLIENT NAME 客戶名稱 : _____
TELEPHONE NO 電話號碼 : _____
CLIENT ADDRESS 客戶地址 : _____
CLIENT CONTACT PERSON 客戶聯絡人: _____
MOBILE NO 聯絡電話 : _____
SITE DESCRIPTION 現場類型 : _____

G4S CONTACT G4S 聯絡表

CONTROL ROOM NO 管制室聯絡電話 : _____
OPERATION OFFICER 區域督察 : _____
OPERATION MANAGER 區辦經理 : _____
CLUSTER HEAD 營運主管 : _____

EMERGENCY CONTACT NO 緊急連絡電話

NEAREST HOSPITAL 最近醫療院所 1 : _____
NEAREST HOSPITAL 最近醫療院所 2 : _____
NEAREST POLICE STATION 縣市警局 : _____
NEAREST FIRE STATION 縣市消防局 : _____
AMBULANCE CONTACT NO 救護車 : __119__

Standard Operating Procedures (SOPs) for Security Operations Specialist

保全服務人員標準作業程序（SOP）

1. Day-to-Day Operations 日常營運

1.1 Office Orientation for New Hires 新進人員入職培訓

- **Objective:** Ensure new hires are familiar with office amenities and contacts.

目標：確保新進人員熟悉辦公設施和聯繫方式。

- **Procedure 程序：**

1. Provide new hires with an office tour.

為新進人員介紹工作環境。

2. Highlight locations for supplies, amenities, and key contact points for the Workplace team.

標示出工作時使用的用品、便利設施和主要聯繫點的位置。

3. Ensure new hires are introduced to relevant personnel.

確認將新進人員介紹給相關的同仁

1.2 Administration and Training 管理與訓練

- **Objective:** Maintain effective administration and training for all staff.

目標：為所有員工持續進行有效管理和教育訓練。

- **Procedure 程序：**

1. Conduct regular training sessions for new and existing employees.

定期為新進人員和現有員工舉辦教育訓練課程。

2. Update training materials as necessary.

根據需要更新教育訓練材料。

3. Maintain records of all training activities.

維護所有已完成的教育訓練記錄。

2. Local Transportation Coordination 現場交通協調

2.1 Coordination with Vendors 與供應商協調

- **Objective:** Efficiently manage local transportation services.

目標：有效管理駐點現場交通服務。

- **Procedure 程序**

1. Liaise with transportation vendors to arrange services.

與交通運輸供應商協調服務安排

2. Address and escalate any security or safety issues as needed.

根據現場需要解決並通報任何安全相關的問題。

3. Review service performance regularly.

定期查核服務表現

3. Client and Employee Relations 客戶和員工關係

3.1 Relationship Management 關係管理

- **Objective:** Build and sustain positive relationships with clients and employees.

目標：與客戶和員工建立並維持積極的關係。

- **Procedure 程序：**

1. Schedule regular check-ins with clients and employees.

定期安排客戶員工查察。

2. Address any issues or concerns promptly.

及時解決任何問題或疑慮

3. Document feedback and implement improvements as necessary.

根據回饋記錄進行必要改善。

4. Security Services 安全服務

4.1 Quality Assurance 服務品質保證

- **Objective:** Ensure high-quality security services.

目標：確保提供高品質的安全服務。

- **Procedure 程序：**

1. Conduct regular reviews of security service performance.

定期查核安全服務績效。

2. Implement corrective actions for any identified issues.

對於任何已發現的問題進行改善措施。

3. Provide ongoing training and support for security personnel.

持續為保全人員提供教育訓練與支援。

5. Support Services Coordination 支援服務與協調

5.1 Coordination and Service Management 協調與管理服務

- **Objective:** Ensure effective management of support services.

目標：確保支援服務的有效管理。

- **Procedure 程序：**

1. Coordinate with relevant departments to ensure support services meet operational goals.

與相關部門協調，確保支援服務滿足運營目標。

2. Monitor and report on service performance.

監督和報告服務性能。

3. Adjust services as necessary based on feedback and performance data.

根據回饋和服務性能數據，調整服務需求。

6. Communication 溝通

6.1 Client Communication 客戶溝通

- **Objective:** Maintain regular communication with clients.

目標：與客戶保持定期溝通。

- **Procedure 程序：**

1. Provide regular updates on program status and issues.

定期提供有關計劃狀態和問題的更新。

2. Schedule periodic meetings to discuss progress and concerns.

定期安排會議以討論進展和顧慮。

3. Document and address client feedback.

解決並記錄客戶的回饋。

7. Event Security 活動安全

7.1 Security for Events and Meetings 活動和會議的安全

- **Objective:** Ensure the security of on-site events and meetings.

目標：確保現場活動和會議的安全。

- **Procedure 程序：**

1. Assess security risks associated with events.

評估與事件相關的安全風險。

2. Develop and implement security plans for each event.

為每個事件制定和實施安全計劃。

3. Review and update security protocols as needed.

根據需要查看和更新安全協定。

8. Standard Operating Procedures (SOPs) and Protocols 標準作業程序（SOP）和協議

8.1 Development and Maintenance 發展與維護

- **Objective:** Establish and maintain SOPs for security operations.

目標：建立和維護安全運營的 SOP

- **Procedure 程序：**

1. Develop SOPs for reporting, incident response, risk management, and other areas.

為報告、事故回應、風險管理和其他方面制定 SOP。

2. Review and update SOPs regularly.

定期審查和更新 SOP。

3. Communicate changes to all relevant personnel.

將更新訊息傳達給所有相關人員。

9. Incident Tracking and Reporting 事故追蹤和報告

9.1 Incident Documentation 事故文件

- **Objective:** Accurately track and report incidents.

目標：準確追蹤和報告事故。

- **Procedure 程序：**

1. Record all incidents promptly.

及時記錄所有事件

2. Prepare quarterly reports summarizing incidents and responses.

準備季度報告並總結事件和回應。

3. Review reports to identify trends and areas for improvement.

查察報告以確定趨勢和需要改進的領域。

10. Site Inspections and Audits 現場檢查和稽核

10.1 Inspection and Audit Management 檢查和稽核管理

- **Objective:** Ensure timely and accurate completion of site inspections and audits.

目標：確保及時並準確地完成現場檢查和稽核。

- **Procedure 程序：**

1. Schedule regular site inspections and audits.

安排定期現場檢查和稽核。

2. Document findings and report deficiencies immediately.

發現記錄並立即報告缺失之處。

3. Implement corrective actions as necessary.

根據需要實施糾正措施。

11. Public Safety Agency Relations 與公部門/機構關係

11.1 Relationship Building 關係建立

- **Objective:** Foster positive relationships with local public safety agencies.

目標：與當地政府公共安全機構積極建立關係。

- **Procedure 程序：**

1. Schedule regular meetings with local law enforcement, fire, and other agencies.

安排與當地執法部門、消防和其他機構定期會議。

2. Share relevant information and collaborate on security matters.

共用相關資訊並就安全問題進行合作。

3. Maintain a contact list for quick communication.

維護聯絡人清冊以利快速進行聯繫。

12. Training and Onboarding 教育訓練與人員到職

12.1 Training Program Management 教育訓練計劃管理

- **Objective:** Complete and document all training and onboarding activities.

目標：完整記錄所有培訓和人員到職活動。

- **Procedure 程序：**

1. Facilitate completion of company and site-specific training.

促進完成公司和作業現場特定的培訓主題。

2. Maintain records of training and onboarding activities.

維護培訓和入職活動的記錄。

3. Assist new team members with departmental training.

協助新團隊成員進行相關部門培訓。

13. Additional Responsibilities 其他責任

13.1 Task Management 職務管理

- **Objective:** Manage additional responsibilities as assigned.

目標：管理分配的其他職責。

- **Procedure 程序：**

1. Review and understand assigned tasks.

查察並瞭解分配的任務。

2. Collaborate with internal stakeholders to ensure task completion.

與內部利害關係人的合作以確保任務完成。

3. Report on task progress and completion.

報告任務進度和完成情況。

14. Business Operations Support 營運業務支援

14.1 Coordination with Business Units 與營運部門協調

- **Objective:** Support business operations through coordination with other units.

目標：透過協調其他單位來支援營運業務。

- **Procedure 程序：**

1. Collaborate with other business units on operational tasks.

與其他業務單位合作共同完成營運任務。

2. Address any issues or challenges that arise.

解決出現的任何問題或挑戰。

3. Document and report on support activities.

記錄和報告支援活動。

15. Recruitment Support 招聘支援

15.1 Candidate Facilitation 候選人促進

- **Objective:** Assist with recruitment and onboarding of job candidates.

目標：協助招聘和求職者的人職作業。

- **Procedure 程序：**

1. Coordinate logistics for candidate visits and interviews.

協調候選人拜訪和面試的後勤工作。

2. Ensure a welcoming experience for candidates.

確保提供求職者正向的體驗。

3. Support the onboarding process as needed.

根據需要支援載入過程。

16. Front Desk Management 前檯管理

16.1 Call Management 電話服務管理

- **Objective:** Efficiently manage front desk phone operations.

目標：有效管理前檯電話管理。

- **Procedure 程序：**

1. Screen and direct calls appropriately.
適當地篩選和直接轉接。
2. Record and relay messages as necessary.
根據需要錄製和中繼消息。
3. Maintain professionalism and courtesy in all interactions.
在所有互動中保持專業態度和禮貌。

17. Administrative Duties 行政職責

17.1 Support and Tracking 支援與追蹤

- **Objective:** Assist with administrative tasks and inventory tracking.

目標：協助任務管理和庫存追蹤。

- **Procedure 程序：**

1. Manage mail duties and inventory tracking.
管理郵件發送和庫存追蹤。
2. Perform other administrative tasks as assigned.
執行其他的分配管理任務。
3. Ensure accuracy and timeliness in all administrative functions.
確保所有職能管理的準確性和及時性。

18. Access Control 門禁管制

18.1 Visitor and Card Access Management 訪客和門禁卡管理

- **Objective:** Manage building access and visitor systems.

目標：管理建築物訪問和訪客系統。

- **Procedure 程序：**

1. Monitor and control access through the visitor management system.
通過訪客管理系統監督和管控訪客。
2. Activate and deactivate card access for vendors and employees.

開啟和停用供應商及員工的門禁卡權限。

3. Conduct monthly badge audits for compliance.

每月進行門禁卡檢查以確保符合使用規範。

19. Compliance and Reporting 法規遵循及報告

19.1 Facility Access Policy Compliance 設施適用性規範

- **Objective:** Ensure compliance with access policies.

目標：確保門禁管控符合規範。

- **Procedure 程序：**

1. Monitor compliance with Facility Access Policy.

監控設施的法規適用性

2. Report any policy violations immediately.

立即報告任何違反政策的行為。

3. Implement corrective actions as necessary.

根據需求進行糾正措施。

20. Patrols and Inspections 巡邏和檢查

20.1 Security Patrols and Room Inspections 安全巡邏和房間檢查

- **Objective:** Conduct regular patrols and inspections.

目標：定期巡邏及檢查。

- **Procedure 程序：**

1. Perform daily patrols to verify door security and room conditions.

進行日常巡邏以驗證門禁安全和環境狀況

2. Report any deficiencies to GSCC.

如有任何缺失，立即按照通報程序提出問題報告。

3. Verify IDF/Server room temperatures and report issues.

驗證伺服器機房溫度並按照通報程序報告問題。

21. Site Safety Inspections 駐點安全檢查

21.1 Detailed Safety Inspections 詳細安全檢查

- **Objective:** Conduct regular site safety inspections.

目標：定期進行工地安全巡查。

- **Procedure 程序：**

1. Schedule and conduct detailed safety inspections.

安排並進行詳細的安全檢查。

2. Document and report findings.

記錄和報告結果。

3. Address any identified safety issues promptly.

及時解決任何已經發現的安全問題。

22. Facility Deficiencies and Emergency Notifications 設施缺陷和緊急通報

22.1 Deficiency Reporting and Emergency Procedures 缺陷報告和緊急應變程序

- **Objective:** Report deficiencies and initiate emergency notifications.

目標：報告缺陷部分並即時啟動緊急通報。

- **Procedure 程序：**

1. Report facility deficiencies immediately.

立即報告設施缺陷。

2. Initiate emergency notifications to GSCC as required.

按照通報程序提出緊急通報。

3. Follow up on resolution of reported issues.

跟進報告問題的解決情況。

23. Misconduct Reporting 舉報不當行為

23.1 Reporting Misconduct and Threats 舉報不當行為和威脅

- **Objective:** Report any misconduct or threats.

目標：舉報任何不當行為或威脅。

- **Procedure 程序：**

1. Document and report any misconduct or threats that could impact employees, brand, or operations.

記錄並報告任何可能影響員工、品牌或運營的不當行為或威脅。

2. Implement necessary protective measures.

實施必要的保護措施。

3. Notify appropriate internal stakeholders.

通知適當的內部利害關係人。

24. Duress Alarm Testing 脅迫警報測試

24.1 Testing and Coordination 測試和協調

- **Objective:** Conduct duress alarm tests.
- 目的：進行脅迫警報測試。
- **Procedure 程序：**
 1. Schedule and coordinate monthly duress alarm tests with GSCC.
與 GSCC 安排和協調每月的脅迫警報測試。
 2. Document test results and address any issues.
記錄測試結果並解決任何問題。
 3. Ensure ongoing compliance with testing requirements.
確保持續符合檢測要求。

25. First Aid and Certification 急救和認證

25.1 First Aid Assistance and Certification 急救援助和認證

- **Objective:** Provide first aid and maintain certification.
目標：提供急救並保持認證。
- **Procedure 程序：**
 1. Render First Aid/AED/CPR assistance as needed.
根據需要提供急救/AED/CPR 等援助。
 2. Maintain active certification within 90 days of onboarding.
確保在到職 90 天內急救證書的有效性。

3. Participate in regular refresher training.

參加定期的在職進修培訓

26. Law Enforcement Assistance 法規執行與協助

26.1 Assisting Law Enforcement 協助執法

- **Objective:** Support law enforcement requests.

目標：支援執法請求。

- **Procedure 程序：**

1. Follow client's policies and procedures when assisting law enforcement.

在協助執法時，請遵循駐點客戶的相關政策和程序。

2. Ensure appropriate escalations and notifications.

確保適當提升相關的通報。

3. Document all interactions with law enforcement.

記錄與執法部門的所有互動。

27. Event Security Services 活動安全服務

27.1 Coordination and Support 協調與支援

- **Objective:** Provide security for internal events.

目標：為內部活動提供安全性

- **Procedure 程序：**

1. Coordinate security services for internal events.

協調內部活動的安全服務。

2. Provide support as needed, including extended hours.

根據需要提供支援，包括延長工作時間。

3. Ensure all

確保所有安全程序完備