



PIFFERS SECURITY SERVICES (PVT) LTD

RISK ASSESSMENT REPORT



Table of Contents

INTRODUCTION.....	3
PIFFERS TEAM.....	3
OBSERVATIONS OF SECURITY DEPARTMENT.....	3
a. No Backend Support by the Security Company	3
b. Shotguns Deployed	3
c. Razor Wire Required	3
e. Walkie Talkie for Internal Communication.....	3
GENERAL OBSERVATIONS OF SECURITY DEPARTMENTS	4
a. Sleeping of Guards	4
b. Lack of Vigilance.....	4
c. Inactiveness/Sluggishness in performing duty	4
d. Company Back End Support	4
e. Old/Discoloured Uniforms	4
f. Lack of Smart Weapons	4
g. Lack of Regular Training.....	4
h. Non Availability of Patrolling Vehicle.....	4
i. Non Availability of Patrolling Bikes.....	5
j. Lack of Command.....	5
k. Trespassing	5
l. Involvement of Local Staff/Guards in theft	5
SUGGESTIONS FOR IMPROVEMENT	5
a. 8 hours Shift.....	5
b. Centralized Customer Support System	5
c. Smart Turn Out	5
d. SSG in each shift for Command and Control.....	5
e. Annual Leaves	6
f. Extra Allowances/Incentives	6
g. Site Command Structure.....	6
h. Deployment of Smart Weapons	6
i. Quarterly Training of Security Guards.....	6
j. Trained Civilian Guards.....	7
k. Search Protocols.....	7
l. Electric Fence for Perimeter Security	7



INTRODUCTION

1. PIFFERS security services is a registered company established in January 2011. PIFFERS is a leading name in security and protection services across Pakistan. PIFFERS is registered as a private limited company, with the security and exchange commission of Pakistan (SECP) and certified ISO 9001 with customized services as per client needs.
2. PIFFERS provides Security Services to its valued clientele including Multi National organizations, NGOs, Hospitality Industry and Foreign companies operating in Pakistan. Certified by ISO in quality procedures and standards.
3. PIFFERS is headquartered in Islamabad with offices in Lahore, Peshawar, Karachi, Quetta, Hattar, Kohat, Muzzaffarabad, Rawalpindi and a service network that covers Islamabad, Punjab, Sindh, Baluchistan, AJK and KPK. Offering state of the art security and protection services, PIFFERS upholds the spirit of honesty, integrity and professionalism.

PIFFERS TEAM

4. Sequel to RFQ shared by the Faisalabad Industrial Estate Development & Management Company for the Security Services requirements. PIFFERS accepted to visit the security paradigm of the _____ and put up the fresh risk assessment of the facility. After necessary coordination and despite of the worst country situation, the following team of PIFFERS Security Services visited the site of _____ on _____.

- a. **Mr. Karim Madad**
(Manager Operations)

OBSERVATIONS OF SECURITY DEPARTMENT

5. Sequel to the visit of Mr. _____ (Manager Operations) on _____, a risk assessment survey of _____ was planned and agreed on RFQ Terms. PIFFERS Team had a detailed visit of the Site. Following were the points observed during the visit and survey of the area:

- a. **No Backend Support by the Security Company**

In case of request for replacement or any other issue arising which warrants early replacement of guard. But there is no proper response given by the existing security company, ultimately the security operations are compromised which is contrary to the satisfaction the customer.

- b. **Shotguns Deployed**

Conventional weapons of 12 Bore shotguns are deployed at the whole site, which in case of any aggression will not be effective and efficient weapon to thwart any foil attempt.

- c. **Razor Wire Required**

Razor wire on the wall is damaged from some points that need to be replaced with a new and good one.

- d. **Walkie Talkie for Internal Communication**

Some sets of Walkie Talkies are required for quick communication between guards and supervisors.



GENERAL OBSERVATIONS OF SECURITY DEPARTMENTS OF INDUSTRIAL UNITS

6. PIFFERS Team on many occasions had detailed meetings & briefings by the security department officials of the Industrial Units in view of the security lapses occurred in the past. Following were the Common observations which are summarized below for information please:

a. **Sleeping of Guards**

Guards often found slept or drowsy during surprise visits by the management while at duty. On investigations it was revealed that this was happening because of overtimes performed by the guards.

b. **Lack of Vigilance**

The guards deployed at entrances/exits were not vigilant on many occasions, mainly due to extra duty timings of 12 hrs or even more. This creates element of fatigue, which makes guards exhaustive and ultimately they become lazy and vigilance is compromised.

c. **Inactiveness/Sluggishness in performing duty**

The duty at entrances/exits demands alertness and attentive. Whereby, due to the long duty shifts and further overtimes increases the chances of sluggishness among the guards. This phenomenon makes guards lethargic and tired, as a result the security just becomes a routine matter.

d. **Company Back End Support**

Lack of quick response from the outsourced security company causing delay in the processes and maintaining the required security strength & protocols on the posts/locations.

e. **Old/Discoloured Uniforms**

Although this point does not affect the performance of the guards but the smart turn out of the guards is work as catalyst in the performance of the guards. They feel pride while in good uniform instead Guards wear old and discoloured uniform giving an undesirable and shabby look/posture

f. **Lack of Smart Weapons**

No smart weapon is deployed. The old and inefficient weapons are itself a threat to the security layers in the existing scenario where mostly nefarious terrorist activities are repulsed using the smart weapons.

g. **Lack of Regular Training**

Proper Regular Training and refresher courses are the requirement of guards for efficient output and refresh the SOPs. Currently, there isn't any training conducted by the security company for last many months.

h. **Non Availability of Patrolling Vehicle**

Non availability of Patrolling vehicle is also one of the factor for keeping the deployed guards inactive and non-vigilant.



i. **Non Availability of Patrolling Bikes**

No supervisors are currently patrolling on bike for quick visits on the posts for checking of guards and surroundings.

j. **Lack of Command**

Presence of a suitable Command structure on the site is necessary to operate professionally as a team.

k. **Trespassing**

Having a strict vigilance and alertness on the entrances and backdoors can help in mitigating the trespassing risk. However, currently no such supervision is being done on these ways.

l. **Involvement of Local Staff/Guards in theft**

Lack of Body Frisking and Vehicle searching protocols may lead to the thievery and it is observed that usually local guard/staff was involved in stealing. Moreover, local area guards / staff involvement cannot be ruled out.

SUGGESTIONS FOR IMPROVEMENT

7. After having briefed on the security paradigm in detail and later visit of the site, appended below are the suggestions to be implemented for a better security atmosphere at GUNJ Glass Factory premises:

a. **8 hours Shift**

The duty shift should be 8 hours because of security challenges. The operational deficiencies like sleeping of guards, lack of vigilance, inactiveness etc can only be overcome if the deployment of guards is 8 hourly otherwise in case of long shifts the chances of recurrence is high .

b. **Centralized Customer Support System**

Friendly and centralized support is being provided to our valued clients for proper and timely execution of the requested tasks. A Manager/staff will be nominated to cater for the queries raised by the client, the details will be shared with GUNJ Glass Works Security In-charge.

c. **Smart Turn Out**

Four uniforms will be provided per annum in order to ensure smart turn out of the guard along with the accessories. The guards deployed on the exits and entrance points will have uniform with white sleeves to keep them different from guards standing on other posts. Supervisors and SSGs will also have different dress code so that they can easily be differentiated as supervisors and SSGs.

d. **SSG in each shift for Command and Control**

By virtue of special skills and training of SSG, it is highly recommended to have one SSG in each shift who will focus more on the main entry point and monitoring especially at the peak hours in order to minimize the risk of unauthorized entry and loss/prevention. As there are three shifts recommended, therefore, it is suggested to deploy total of 3 SSG guards.

e. **Annual Leaves**

In order to have low turnover rate of guards, their loyalty element /long stay with the employer and clients and above all to fulfil the labour laws, it is imperative to include 14 days paid Annual Leaves other than the 4 holidays per month.

f. **Extra Allowances/Incentives**

Many Corporate/Multinational Organizations are working on this motivational principle in order to ensure availability of guards especially on Festivals like Eid etc and also ensures their willingness to perform the duties on such occasions whole heartedly. Therefore it is suggested to include two times allowance for a duty performed on Gazetted Holidays and to be included in their salaries accordingly.

g. **Site Command Structure**

A proper site command structure will be in place to ensure one POC with regards to security Company matters, smooth delivery of orders, implementation of instructions/orders etc. Therefore it is recommended to have one project Manager of the rank of Captain/ Lt under him the shift incharges of the rank of JCOs/NCOs or equivalent who will have control of the shifts.

h. **Deployment of Smart Weapons**

In the prevailing scenario to engage the attacker or defend the parameter of the boundary, it is imperative to have smart weapons who have more and effective fire power and easy to handle. Therefore, it is suggested to have state of the art weapons like 7mm, 222 etc be deployed especially on the exits and entrances in order to thwart any attempt by the insurgents.

i. **Quarterly Training of Security Guards**

To uplift the quality of the guards and refresh SOPs through Regular training to maintain Security Standards. Therefore all guards will be trained quarterly and refresher course will be carried out every six weekly.

i. Live Fire Arm Training is a full day activity that includes:

- a) Live Firing (5 to 7 bullets each)
- b) Practical of Weapon Handling
- c) Practical of Surveillance and Detection
- d) Practical of First Aid & Rescue Techniques
- e) Practical of Radio Communication procedures
- f) Practical Demonstration of Fire Fighting and Damage Control
- g) Practical Demonstration of Self Defence Techniques
- h) Practical of Vehicle Search Procedures
- i) Practical of Frisking Procedures
- j) Practical of Security Equipment usage/handling

ii. PIFFERS Security Services (Pvt) Ltd will adopt following methodologies for the refresher courses and training of guards. These refresher courses carry both theoretical and video training techniques for easy assimilation by the security staff:

- a) Weapon Handling Techniques
- b) Event Security Management
- c) Surveillance Techniques
- d) Vehicle Search Procedures
- e) First Aid & Rescue Techniques
- f) Radio Communication procedures
- g) Fire Fighting and Damage Control
- h) Self Defense Technique
- i) Frisking procedures
- j) Use of Security Equipment

j. **Trained Civilian Guards**

All civilian guards deployed will be trained on professional lines as mentioned in the training methodologies in order to ensure a better output.

k. **Search Protocols**

PIFFERS body searchers follow the UKBA search protocols and SOPs to avoid any theft or unwanted item going in or out from the main entry/exit points.

l. **Electric Fence for Perimeter Security**

It is suggested to deploy electric fence on the walls to avoid any entry by crossing the walls.

8. PIFFERS looking forward for a healthy and mutually beneficial relationship.