



GUARDIAN PROCEDURE MANUAL

ABSTRACT

This checklist confirms that each Guardian has received induction training, understands company policies, and demonstrates operational competency before undertaking independent patrol duties.

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1 Guardian Induction

Bayside Property Guardians

1.1 Purpose

This checklist confirms that each Guardian has received induction training, understands company policies, and demonstrates operational competency before undertaking independent patrol duties.

Completion of this document provides evidence of training, procedural awareness, and role clarity for compliance and risk management purposes.

1.2 Section A – Staff Details

Guardian Name: _____

Start Date: _____

Supervisor / Trainer: _____

1.3 Section B – Policy Induction

Guardian confirms training and understanding of:

- ☐ Guardians Operations Manual
- ☐ Night Patrol Driving Policy
- ☐ Incident Response Policy
- ☐ Confidentiality & Privacy Obligations

- ☐ ServiceM8 workflow procedures
- ☐ Emergency escalation procedures
- ☐ Client interaction standards

2 Section C – Legal Role Clarification

Guardian acknowledges and understands:

- ☐ I am NOT a police officer or enforcement officer
- ☐ I am NOT authorised to detain, confront, or pursue individuals
- ☐ My role is to observe, document, report, and assist safely
- ☐ My primary responsibility is safety and accurate reporting
- ☐ I may be required to provide witness statements if necessary

Guardian Initials: _____

2.1 SECTION D – SERVICEM8 COMPETENCY

Guardian demonstrates ability to:

- ☐ Log into ServiceM8 and access assigned jobs
- ☐ Start and complete jobs correctly

- ☐ Record job notes accurately
- ☐ Upload photos and observations
- ☐ Escalate incidents within ServiceM8
- ☐ Update job status appropriately

2.2 SECTION E – PRACTICAL SKILLS ASSESSMENT

Supervisor confirms Guardian can:

- ☐ Conduct a professional external property patrol
- ☐ Identify common property risks and hazards
- ☐ Follow safe observation procedures
- ☐ Respond correctly to suspicious behaviour scenarios
- ☐ Execute emergency call-out procedure
- ☐ Maintain safe and legal driving practices

2.3 SECTION F – SHIFT READINESS APPROVAL

- ☐ Guardian has demonstrated operational competency
- ☐ Guardian authorised for supervised patrols
- ☐ Guardian authorised for independent patrols

Supervisor Signature: _____

Date: _____

Guardian Signature: _____

Date: _____

2.4 External Incident Response Framework

The Emergency Guardian Attendance (External) is a structured, compliance-based response to urgent, non-specific after-hours incidents affecting the exterior of a member's property.

This service is designed to provide rapid on-site assessment, hazard identification, scene stabilisation (where safe and appropriate), and escalation coordination.

Guardians operate strictly within the Non-Enforcement and Non-Trade Intervention Framework.

2.5 Scope of Attendance

Upon arrival, the assigned Guardian will conduct a structured external assessment including (where applicable):

- Property perimeter and boundary access

- Driveways and vehicle areas
 - Fencing, gates and entry points
 - Garages and outbuildings External walls, windows and doors
 - Roofing visible from ground level
 - Drainage overflow or water pooling
 - Fallen trees, debris or obstructions
 - Signs of attempted entry or suspicious activity
 - Environmental or safety hazards
-

2.6 Operational Procedure

All emergency attendances are conducted under the following principles:

2.6.1 Scene Safety First.

- Park in a safe, visible location
- Conduct dynamic risk assessment
- Identify immediate hazards (electrical, structural, criminal, environmental)
- Withdraw if personal safety risk exists

2.6.2 Stabilise Where Safe

- Guardians may undertake minimal protective actions only if safe and lawful, such as:
- Securing an unlocked gate

- Isolating obvious external water source (if safe and accessible)
- Establishing a temporary safe perimeter
- Preventing unauthorised access to hazardous areas
- No repairs are undertaken.

2.6.3 Escalation Hierarchy

- Escalation is determined by risk classification:

2.6.4 Level 1 – Minor External

2.6.5 Level 2 – Property Damage or Risk

- Immediate member contact and coordination of approved trades or services.

2.6.6 Level 3 – Immediate Threat or Criminal Activity

- Contact emergency services.
- Guardian withdraws to a safe observation position.
- No engagement, pursuit, detention, or confrontation.

2.7 Documentation & Compliance Requirements

2.7.1 Servicem8 Competence

All attendances are digitally recorded via ServiceM8 including:

- Time-stamped arrival and departure
- GPS verification
- Photographic evidence (wide-angle and incident-specific)
- Weather conditions (if relevant)
- Hazard classification

- Escalation actions taken

Member communication log

This creates a defensible audit trail and ensures procedural transparency.

2.8 Legal & Operational Limitations

2.8.1 Emergency Guardian Attendance is limited to:

Observation

- Risk identification
- Safe temporary stabilisation (where reasonably practicable)
- Coordination of appropriate authorities or licensed professionals
- Guardians are not licensed builders, electricians, plumbers, arborists, security enforcement officers, or law enforcement personnel unless otherwise expressly authorised.
- No structural repair, trade work, or enforcement action is undertaken.

3 Emergency Call-Out Procedures

3.1 Electrical • Plumbing • Outdoor Hazards

These procedures establish the required response steps for Guardians attending emergency call-outs involving:

- Electrical issues
- Plumbing emergencies
- Outdoor hazards or safety risks

- The objective is to ensure rapid, safe, consistent response while maintaining clear legal and safety boundaries.

3.2 Core Principles (Applies To All Emergencies)

Guardians must always:

- Prioritise personal and public safety.
- Act as first responders for observation and coordination — not trade professionals unless appropriately licensed.
- Prevent escalation where safe to do so.
- Document all actions via ServiceM8.
- Communicate clearly with clients and dispatch.
- Guardians must never perform licensed trade work unless legally qualified.

3.3 General Emergency Response Workflow

- 1 Emergency job received via ServiceM8
- 2 Accept job immediately
- 3 Review property notes and known risks
- 4 Travel safely (road laws apply at all times)
- 5 Start job on arrival (ServiceM8 timestamp)
- 6 Assess scene from a safe distance
- 7 Identify immediate hazards
- 8 Notify client and supervisor

- 9 Coordinate approved trades or emergency services
- 10 Record all actions and photos in ServiceM8



3.3.1 Electrical Emergency Procedure

Examples

- Power outage affecting property
- Exposed wiring
- Burning smell or sparking
- Tripping safety switches
- External power hazard

On Arrival

Guardians MUST:

- ☐ Assess from a safe location
- ☐ Look for signs of fire or immediate danger
- ☐ Avoid contact with wiring or electrical sources
- ☐ Keep residents or bystanders away from hazards

3.3.2 Guardian Actions (Within Scope)

- ✓ Turn off main power ONLY if safely accessible
- ✓ Contact emergency electrician from approved list
- ✓ Notify client immediately
- ✓ Call 000 if fire risk exists

3.3.3 Prohibited Actions

- ✗ Repair or alter electrical systems
- ✗ Touch exposed wiring
- ✗ Enter water-affected areas near electricity
- ✗ Attempt diagnosis beyond visual observation

3.3.4 Documentation Required

- Time arrived
- Visible issue observed
- Safety actions taken
- Who was contacted
- Photos (if safe)

3.4 Plumbing Emergency Procedure

Examples

- Burst pipe
- Major water leak
- Overflowing fixtures
- Flooding risk
- No water supply

3.5 On Arrival

3.5.1 Guardians must:

- ☐ Identify source of leak if visible
 - ☐ Assess risk of flooding or property damage
 - ☐ Check for electrical hazards near water
-

3.5.2 Guardian Actions (Within Scope)

- ✓ Shut off main water valve if safely accessible
 - ✓ Contain water spread where practical (mops, barriers)
 - ✓ Contact approved emergency plumber
 - ✓ Notify client and supervisor
-

3.5.3 Prohibited Actions

- ✗ Plumbing repairs beyond isolation of water
 - ✗ Disassembly of fixtures
 - ✗ Entry into unsafe flooded areas
-

3.5.4 Documentation Required

- Location of leak
 - Water isolation time
 - Estimated damage visible
 - Trades contacted
 - Photos uploaded
-

3.6 OUTDOOR EMERGENCY / HAZARD PROCEDURE

Examples

- Fallen branches or trees
-

- Storm damage
 - Unsafe fencing or gates
 - Gas smell outdoors
 - Trip or access hazards
 - Vehicle collision damage
-

3.7 On Arrival

3.7.1 Guardians must:

- ☐ Assess hazard perimeter
 - ☐ Ensure area is safe for public and occupants
 - ☐ Use vehicle or cones to warn where appropriate
-

3.7.2 Guardian Actions (Within Scope)

- ✓ Isolate or block unsafe area if possible
 - ✓ Notify client and supervisor
 - ✓ Contact relevant emergency trade/service
 - ✓ Call emergency services if immediate risk to public
-

3.7.3 Prohibited Actions

- ✗ Use power tools or machinery unless authorised
 - ✗ Climb structures or trees
 - ✗ Attempt dangerous removals
-

3.7.4 Documentation Required

- Hazard type and location
 - Safety measures applied
-

- Authorities or trades contacted
- Photos

3.8 Escalation Rules

Immediate escalation required if:

- Fire risk exists
- Flooding threatens property structure
- Live electrical hazard present
- Public safety is compromised
- Emergency services attend

3.9 Client Communication Standard

Guardians must communicate calmly and clearly:

- Explain what has been observed
- Explain what action is being taken
- Provide expected next steps
- Avoid technical or legal assumptions

3.10 Reporting & Records

All emergency call-outs require:

- ☐ Full ServiceM8 notes
- ☐ Photos where safe
- ☐ Time-stamped actions
- ☐ Follow-up requirement marked clearly

3.11 Golden Rule

- Guardians stabilise, coordinate, and protect — they do not repair.

4 Electrical – Storm Procedures

4.1 Initial Arrival – Scene Safety First

Upon arrival:

- ☐ *Park vehicle in safe, visible location*
 - ☐ *Assess for fallen powerlines*
 - ☐ *Assess for flooding near structure*
 - ☐ *Assess for visible structural damage*
 - ☐ *Confirm no active fire risk*
- *Maintain minimum 8 metre distance*
 - *Do NOT approach*
 - *Call 000 immediately*
 - *Secure perimeter if safe*

4.2 High-Risk Conditions (Do Not Approach)

Guardians must NOT approach or interact with switchboards or electrical systems if:

- ✗ *Switchboard is wet or partially submerged*
- ✗ *Standing water present near panel*
- ✗ *Visible sparking or arcing*
- ✗ *Smoke or burning smell detected*

- ✗ Metal surfaces connected to board are wet*
- ✗ Lightning strike damage suspected*

If any of the above → Maintain distance and escalate.

4.3 Safe Isolation (Only If Dry & Safe)

If the switchboard is dry, accessible, and no hazards present:

- ☐ *Turn OFF main switch*
- ☐ *Do NOT remove cover*
- ☐ *Do NOT reset breakers during storm event*
- ☐ *Do NOT hold breakers in ON position*
- ☐ *Do NOT repeatedly reset RCD*

4.4 Water Ingress Response

If water is entering through roof or ceiling:

- ☐ *Identify electrical proximity*
- ☐ *Isolate power at main switch (if safe)*
- ☐ *Prevent client entry into affected area*
- ☐ *Advise client not to restore power*

If ceiling is sagging significantly → Do not enter room.

4.5 Client Advisory Script Guardians should clearly state:

“Due to storm-related electrical risk, we’ve isolated power for safety. A licensed electrician will need to assess before power is restored.”

This reduces later liability exposure.

4.6 Mandatory Escalation

- ☐ *Licensed electrician contacted*
- ☐ *SES contacted (if structural damage)*
- ☐ *Emergency services contacted (if fire risk)*
- ☐ *Incident report created in ServiceM8*

4.7 Documentation Requirement

- ☐ *Wide-angle photo of property exterior*
- ☐ *Photo of switchboard (from safe distance)*
- ☐ *Photo of visible damage*
- ☐ *Isolation status recorded*
- ☐ *Weather conditions noted*
- ☐ *Time & GPS logged*

4.8 Strictly Prohibited Actions

- ☒ *Resetting breakers during active storm*
- ☒ *Entering flooded areas*
- ☒ *Removing switchboard covers*
- ☒ *Drying internal wiring*
- ☒ *Using tools on panel*
- ☒ *Providing electrical repair advice*
- ☒ *Guaranteeing safety of restored power*

4.9 Legal Limitation Statement

Severe weather electrical response by Bayside Property Guardians is limited to hazard identification, safe isolation where reasonably practicable, and coordination of licensed professionals

- *Is. No electrical repairs are undertaken by Guardians.*

5 Guardian Competency & Role

Acknowledgement

5.1 The Agreement

I, _____ acknowledge and confirm
that:

I understand that my role as a Guardian is limited to:

Visual property inspections

- Risk identification
- Safe isolation of utilities (where reasonably practicable)
- Coordination of licensed trades
- Reporting and documentation

I understand that I am NOT authorised to:

- Perform electrical work unless licensed
- Perform plumbing work unless licensed
- Perform gas work
- Undertake structural repairs
- Provide professional engineering assessments
- Guarantee property security outcomes

I understand that: All interactions with switchboards are limited to basic isolation and reset procedures.

- Plumbing response is limited to isolation only.
- Repeated resetting of tripped breakers is prohibited.
- Entry into hazardous areas (flooded, structurally compromised, fire risk) is prohibited.

I agree to:

- Follow Bayside Property Guardians SOPs at all times.
- Escalate any uncertainty to management immediately.
- Document all attendance thoroughly in ServiceM8.
- I acknowledge that failure to comply with operational protocols may result in disciplinary action.

6 Drug & Alcohol Policy

6.1 Purpose

Bayside Property Guardians is committed to maintaining a safe, professional, and reliable service environment for clients, staff, and the broader community.

Guardians operate vehicles, attend private residences, respond to emergencies, and may be required to make critical safety-based decisions. Impairment due to drugs or alcohol presents an unacceptable risk.

This policy establishes clear standards regarding alcohol and drug use to ensure:

- Public safety
- Staff safety
- Legal compliance
- Professional integrity
- Protection of company reputation

6.2 Scope

This policy applies to:

- All Guardians
- Supervisors
- Contractors performing patrol or emergency response duties
- Any personnel operating company vehicles

6.3 Zero Tolerance Standard

Bayside Property Guardians operates a strict zero-tolerance policy for drugs and alcohol while on duty.

No Guardian may:

- Attend a shift under the influence of alcohol
- Consume alcohol while on duty
- Possess illegal drugs while on duty
- Be impaired by prescription medication that affects performance
- Operate a company vehicle while affected by any substance

- Guardians must be fit for duty at all times.

6.4 Definition of “Under the Influence”

A Guardian is considered impaired if:

- Alcohol is present in their system while on duty
- They exhibit behavioural, cognitive, or physical signs of impairment
- Their ability to drive, assess risk, communicate, or make sound decisions is affected
- They test positive for prohibited substances
- Even small amounts of alcohol are unacceptable during patrol duties.

6.5 Driving Responsibilities

As Guardians operate vehicles during patrol and emergency response:

- Blood Alcohol Concentration (BAC) must be 0.00% while on duty
- Any breach will be treated as serious misconduct
- Drug-driving offences will result in immediate suspension pending investigation
- Company vehicles must never be driven by any person under the influence.

6.6 Prescription Medication

Guardians must notify management if they are prescribed medication that may:

- Cause drowsiness
- Impair reaction time
- Affect judgment
- Reduce alertness

- Failure to disclose relevant medication that affects performance may result in disciplinary action.
- Management may:
- Adjust duties
- Temporarily stand down a Guardian
- Require medical clearance

6.7 Random or Reasonable Suspicion Testing

Where legally permitted, the company may conduct:

- Random alcohol testing
- Drug testing
- Testing following incidents or vehicle accidents
- Testing where reasonable suspicion exists
- Refusal to participate in testing may be treated as a positive result.

6.8 Incident Response & Impairment

If a Guardian appears impaired:

- Supervisor must remove the Guardian from duty immediately.
- Safe transport home will be arranged (if necessary).
- An internal incident report will be completed.
- Investigation will occur before any return to duty.
- Client safety takes priority over staffing considerations.

6.9 Disciplinary Consequences

Breaches of this policy may result in:

- Immediate removal from shift

- Formal warning
- Suspension
- Termination of engagement
- Reporting to relevant authorities (if required)
- Serious breaches (e.g., intoxicated driving, illegal drug possession) will result in immediate termination.

6.10 Professional Conduct & Reputation

Guardians are representatives of Bayside Property Guardians at all times.

- Even off-duty conduct that:
- Damages company reputation
- Compromises client trust
- Brings the organisation into disrepute
- may result in disciplinary review.

6.11 Guardian Acknowledgment

I acknowledge that:

- I have read and understood the Drug & Alcohol Policy
- I understand that zero tolerance applies while on duty
- I understand driving under the influence will result in
immediate action
- I agree to comply with all requirements outlined above

Guardian Name: _____

Signature: _____

Date: _____

Supervisor Witness: _____

7 Emergency Decision Matrix

7.1 GREEN — GUARDIAN MAY ACT

(Low Risk / Within Role)

Guardians ARE authorised to:

- ✓ Observe and assess from a safe distance
- ✓ Start and update job in ServiceM8
- ✓ Notify client and supervisor
- ✓ Isolate water supply (if safe and accessible)
- ✓ Switch off power at mains ONLY if safe and trained
- ✓ Secure obvious hazards (close gates, isolate area)
- ✓ Arrange approved trades or services

✓ Take photos and record observations

✓ Provide calm reassurance to client

7.2 Amber — Escalate & Monitor

(Moderate Risk / Assistance Required)

Guardian MUST escalate while remaining safely on scene:

-  Ongoing water leak that cannot be stopped
-  Power outage with unknown cause
-  Storm or outdoor damage creating hazard
-  Potential safety risk to occupants
-  Access or security compromised
-  Client distressed or requiring urgent updates

Required Actions:

- Notify supervisor immediately
- Contact approved trade contractor

- Continue monitoring only if safe
- Document everything in ServiceM8

7.3 Red — Stop & Call Emergency Services (High Risk / Immediate Danger)

Guardian MUST NOT intervene — escalate immediately.

Examples:

-  Fire, smoke, or burning electrical smell
-  Exposed live wiring or sparking
-  Severe flooding near electrical systems
-  Gas leak or strong gas odour
-  Structural collapse or major hazard
-  Violent or threatening behaviour present
-  Intruder or criminal activity

Required Actions:

- Move to safe location
- Call 000 immediately
- Notify supervisor
- Observe only if safe
- Record factual details ONLY

7.4 Never Do (Non-Negotiable)

Guardians must NEVER:

- ✗ Perform electrical or plumbing repairs
- ✗ Use force or confront individuals
- ✗ Enter unsafe environments
- ✗ Handle exposed wiring or dangerous equipment
- ✗ Climb structures or conduct hazardous outdoor work
- ✗ Represent themselves as police or enforcement

7.5 Documentation Rule

Every action must be recorded in ServiceM8:

- Arrival and departure times
- Observations (facts only)
- Actions taken
- Contacts made
- Photos where safe

If it is not documented, it did not happen.

7.6 Core Principle

- Guardians stabilise.
- Professionals repair.
- Emergency services protect.

8 Servicem8 Patrol Workflow

Standard Operating Procedure (SOP)

8.1 Purpose

This workflow outlines the required step-by-step process Guardians must follow when conducting patrols and responding to emergencies using **ServiceM8**. The objective is to ensure consistency, accountability, accurate reporting, and professional service delivery across all client properties.

8.2 Pre-Shift Procedure (Start Of Shift)

Before beginning patrol duties, the Guardian must:

ServiceM8 Setup

- ☐ Log into ServiceM8 using assigned credentials
- ☐ Confirm device battery and internet connectivity
- ☐ Review all scheduled patrol jobs and emergency jobs
- ☐ Confirm property notes, access instructions, priorities
- ☐ Check for alerts or updated client instructions

8.3 Vehicle & Safety Check

- ☐ Vehicle inspection completed (fuel, lights, tyres)
- ☐ Phone securely mounted (hands-free compliance)
- ☐ Uniform and identification visible
- ☐ Safety equipment present

8.4 Arriving At A Property (Standard Patrol)

Upon arrival:

- 1** Open the assigned job in ServiceM8
- 2** Tap **“Start Job”** to timestamp arrival
- 3** Review site notes and special instructions
- 4** Conduct external patrol inspection

Inspection includes:

- Gates, doors, and windows
- Visible damage or hazards
- Unusual activity or vehicles

- Lighting and security conditions
- Mail accumulation or signs of vacancy risk

8.5 Documentation During Patrol

All observations must be recorded directly in ServiceM8:

Add concise factual notes

- Upload photos where relevant
- Record anything unusual or requiring follow-up
- Avoid assumptions or opinions

Examples of good notes:

✓ **“Side gate found unsecured — secured at 23:14.”**

✓ **“No suspicious activity observed. All external doors secure.”**

8.6 Completing A Patrol

When patrol is complete:

- 1 Add final notes in ServiceM8
- 2 Upload required photos
- 3 Select correct job outcome:

Completed

Escalated

Follow-Up Required
- 4 Tap **“Complete Job”** to timestamp departure

8.7 Emergency Job Workflow

When an emergency call-out is received:

Dispatch & Response

- ☐ Accept job in ServiceM8 immediately
- ☐ Review emergency notes and address
- ☐ Travel safely (no speeding or road rule breaches)

8.8 On Arrival

- 1** Start job in ServiceM8
- 2** Assess situation safely
- 3** Prioritise personal and public safety

Examples:

- Burst pipe → isolate water if safe
- Electrical fault → do not handle unless qualified
- Security breach → remain outside and observe

8.9 Documentation

Record:

- Time arrived
- Situation observed
- Actions taken
- Who was contacted (client/trades/emergency services)

8.10 Suspicious Behaviour / Intruders

If observed:

- 1** Maintain safe distance
- 2** DO NOT engage or confront
- 3** Call police if necessary
- 4** Update ServiceM8 with factual observations:
 - Description of person/vehicle

- Time and location
- Direction of travel
- Role = **witness**, not enforcement.

8.11 Escalation Procedure

Escalate via ServiceM8 and phone when:

- Property damage identified
- Safety risks present
- Police or emergency services involved
- Client contact required urgently

8.12 End-Of-Shift Procedure

Before finishing shift:

- ☐ Confirm all jobs are completed or updated
- ☐ Check for unresolved incidents
- ☐ Upload final notes and photos
- ☐ Ensure ServiceM8 status is accurate
- ☐ Report major incidents to supervisor verbally

8.13 Quality & Accountability Standard

All patrols must be:

- Time-stamped in ServiceM8
 - Documented with clear notes
 - Supported by photos where appropriate
 - ServiceM8 records form the official operational record and may be referenced in disputes, insurance matters, or legal proceedings.
-

8.14 11. Core Principle

Presence prevents problems.

Documentation protects everyone.

Safety always comes first.

