



YOUR TRUSTED SECURITY PARTNER

## Staff Training Policy

Secure Frontline Services run various in-house training courses to help the staff's professional progress within the company and beyond.

Recruitment process includes a **Company presentation:**

- History/ Facts/ Services / Our approach to business/ Our Policies
- Company expectations (image/ uniform/ equipment)
- Working with SFS (5 years history check/Credit check/ Shifts and time off/ Payments/ Other benefits)
- How we monitor staff performance

Prior to commence the employment with SFS, an applicant will need to have successfully passed relevant tests:

- **Induction**
- **Health and Safety**
- **Customer Service**
- **Incident reporting**

After completing the trial period, staffs are required to undertake the **Advanced training:**

- Preparing for work/ Arriving on site/ Starting the shift/ On-site induction/ Clients' code of conduct
- Front door control
- Inside control
- Incidents
- Ejection
- End of the shift
- Antiterrorism
- Using security equipment (radios, clickers, metal detectors, ID scanners, body cameras)

Team Leaders are required to undertake the **Leadership Skills Training** within 3 month from achieving this position:

- Security Team Leader's responsibilities (Leading by example/ Organising the team/ Admin)
- Interpersonal skills (Leadership style/ Empathy/ Managing managers)
- How to deal with difficult personalities

