



# **Pahek Security**

# **Recruitment Manual**

Avoid delays, prevent theft, and protect your reputation with this eye-opening report.

**By Pahek Security Services Ltd.**

---

# Table of Contents

## Chapter 1: Introduction

- 1.1 Purpose of the Manual
- 1.2 Scope
- 1.3 Target Audience
- 1.4 Recruitment Philosophy
- 1.5 Continuous Improvement

## Chapter 2: Recruitment Policy

- 2.1 Overview
- 2.2 Recruitment Objectives
- 2.3 Guiding Principles
- 2.4 Recruitment Eligibility Criteria
- 2.5 Prohibited Practices
- 2.6 Employment Types
- 2.7 Recruitment Approval & Oversight

## Chapter 3: Recruitment Process Overview

- 3.1 Stages of the Recruitment Process
- 3.2 Stage 1: Vacancy Identification & Approval
- 3.3 Stage 2: Candidate Sourcing
- 3.4 Stage 3: Application Screening
- 3.5 Stage 4: Initial Interview
- 3.6 Stage 5: Field Vetting (Background Checks)
- 3.7 Stage 6: Final Evaluation & Documentation
- 3.8 Stage 7: Training & Induction
- 3.9 Stage 8: Deployment & Monitoring
- 3.10 Recruitment Timeline

## Chapter 4: Guard Vetting Process

- 4.1 Objectives of the Vetting Process
- 4.2 Types of Vetting Conducted
- 4.3 Key Vetting Activities
- 4.4 Responsibilities of Vetting Officers
- 4.5 Tools and Forms Used
- 4.6 Red Flags and Escalation
- 4.7 Turnaround Time
- 4.8 Security & Confidentiality

## Chapter 5: Recruitment Criteria & Disqualification Rules

- 5.1 Minimum Eligibility Criteria
- 5.2 Preferred Candidate Attributes
- 5.3 Disqualification Grounds
- 5.4 Special Cases
- 5.5 Appeal Process
- 5.6 Recordkeeping and Traceability

## Chapter 6: Application Process & Interview Procedures

- 6.1 Overview of Recruitment Workflow
- 6.2 Step 1 – Job Awareness
- 6.3 Step 2 – Application Submission
- 6.4 Step 3 – Initial Screening
- 6.5 Step 4 – Interview Invitation
- 6.6 Step 5 – Interview Session
- 6.7 Step 6 – Post-Interview Assessment
- 6.8 Step 7 – Shortlisting for Vetting
- 6.9 Candidate Interview Register

## Chapter 7: Vetting Process

- 7.1 Purpose of Vetting
- 7.2 Categories of Vetting Activities
- 7.3 Tools Used in Vetting
- 7.4 Step-by-Step Vetting Procedure
- 7.5 Red Flag Categories
- 7.6 Monitoring Vetting Quality
- 7.7 Ethics and Safety

## Chapter 8: Pre-Deployment Training

- 8.1 Objectives of Pre-Deployment Training
- 8.2 Eligibility for Training
- 8.3 Training Curriculum Overview
- 8.4 Training Format
- 8.5 Training Materials and Tools
- 8.6 Evaluation and Assessment
- 8.7 Documentation and Recordkeeping
- 8.8 Deployment Readiness Checklist
- 8.9 Values Emphasized During Training

## Chapter 9: Deployment Procedures

- 9.1 Objectives of Deployment
- 9.2 Pre-Deployment Conditions
- 9.3 Deployment Preparation Checklist
- 9.4 Deployment Letter
- 9.5 Deployment Conduct and Expectations
- 9.6 Roles and Responsibilities
- 9.7 Deployment Monitoring
- 9.8 Replacement and Redeployment Policy
- 9.9 Deployment Documentation
- 9.10 Summary: Deployment Flowchart

## Chapter 10: Post-Deployment Monitoring

- 10.1 Objectives of Post-Deployment Monitoring
- 10.2 Monitoring Mechanisms
- 10.3 First-Week Performance Review
- 10.4 Patrol Supervisor Visit Protocol
- 10.5 Performance Metrics
- 10.6 Incident Response Protocol
- 10.7 Performance Improvement and Retraining
- 10.8 Guard Recognition and Motivation
- 10.9 Documentation
- 10.10 Summary Workflow

## Chapter 11: Disciplinary Procedures

- 11.1 Objectives of the Disciplinary Process
- 11.2 Types of Infractions
- 11.3 Reporting Misconduct
- 11.4 Investigation Procedure
- 11.5 Disciplinary Actions
- 11.6 Warning System and Escalation
- 11.7 Right to Fair Hearing
- 11.8 Documentation and Record-Keeping
- 11.9 Appeals Process
- 11.10 Confidentiality and Non-Retaliation
- 11.11 Summary of Key Forms Used

## Chapter 12: Exit and Rehire Policy

- 12.1 Objectives
- 12.2 Types of Exit
- 12.3 Exit Process and Checklist
- 12.4 Documentation Requirements
- 12.5 Rehire Policy
- 12.6 Special Cases: Contract Closures and Layoffs
- 12.7 Monitoring and Analysis

# Chapter 1: Introduction

## 1.1 Purpose of the Manual

The purpose of this Recruitment Manual is to establish a standardized and effective approach to identifying, attracting, assessing, and selecting qualified individuals for employment at Pahek Security Services Ltd. It ensures that all recruitment activities—especially for security guards—align with the company’s commitment to quality service delivery, operational excellence, and risk mitigation.

This manual serves as a practical guide for HR officers, vetting staff, recruiting field officers, supervisors, and management. It outlines clear procedures and tools to maintain consistency, fairness, transparency, and security in all hiring processes.

---

## 1.2 Scope

This manual covers the end-to-end recruitment process for frontline guard personnel and relevant support staff at Pahek Security. It includes:

---

- Job criteria and eligibility
- Advertising and sourcing methods
- Interviews and field vetting
- Guarantor and landlord verification
- Medical and fitness checks
- Contracting and deployment readiness
- Re-vetting and blacklist protocols

It applies across all locations where Pahek Security operates, and must be used by all staff involved in hiring decisions or candidate assessments.

---

### 1.3 Target Audience

This manual is written for the following groups:

- **Recruitment Officers & Vetting Personnel:** For daily recruitment activities and decision-making.
  - **HR Team:** For documentation, contracting, and onboarding functions.
  - **Operations Supervisors:** To understand deployment readiness standards.
  - **Branch and Zonal Managers:** For oversight, approvals, and monitoring.
  - **Auditors & Internal Compliance:** For evaluating process adherence and recruitment records.
-

## 1.4 Recruitment Philosophy

At Pahek Security, we believe that **“the quality of our people determines the quality of our service.”** We therefore prioritize thoroughness, integrity, and fairness in our recruitment process.

- We do not tolerate fraudulent applications, forged documents, or collusion with internal staff.
  - We uphold the dignity of every applicant while also protecting the safety and reputation of our clients.
  - We aim to balance speed of hiring with depth of screening—ensuring only suitable, verifiable, and deployable candidates make it to client sites.
- 

## 1.5 Continuous Improvement

This manual will be reviewed and updated periodically to reflect changes in:

- Recruitment laws and labour practices
- Internal policies and operational risks
- Market realities and applicant behaviours
- Technological tools and field practices

All recruitment and vetting staff will be notified whenever updates are made, and training will be provided if needed.

---

# Chapter 2: Recruitment Policy

## 2.1 Overview

This chapter outlines the official recruitment policy of Pahek Security. It defines the principles, rules, and standards that guide how candidates are sourced, screened, selected, and hired into the company—particularly for security guard roles.

The policy ensures that recruitment is fair, consistent, transparent, and aligned with business needs and operational risks. It applies to all full-time, part-time, and contract-based hires.

---

## 2.2 Recruitment Objectives

Our recruitment process aims to:

- Attract qualified and committed candidates with integrity and discipline.
  - Screen applicants thoroughly to reduce deployment risks.
  - Uphold fair employment practices in compliance with Nigerian labour laws.
-

- Maintain a reliable pipeline of guards for urgent deployments.
- Protect the reputation of Pahek Security and its clients by preventing the recruitment of persons with criminal, fraudulent, or unverifiable backgrounds.

It applies across all locations where Pahek Security operates, and must be used by all staff involved in hiring decisions or candidate assessments.

---

## 2.3 Guiding Principles

Pahek Security follows these principles in all recruitment activities:

- **Merit-Based Hiring:** Selection is based on suitability, not favoritism or connections.
  - **Equal Opportunity:** We do not discriminate based on ethnicity, religion, gender, or political affiliation.
  - **Security First:** All hires must pass vetting checks to confirm identity, criminal history, employment background, and personal guarantees.
  - **Client-Readiness:** Recruits must meet minimum standards for discipline, physical fitness, and communication skills required for client-facing deployment.
-

## 2.4 Recruitment Eligibility Criteria

To be considered for employment as a Security Guard, an applicant must meet the following criteria:

Criteria	Minimum Standard
Age	21–45 years
Education	SSCE / WAEC / NECO certificate
Identification	Valid National ID (NIN card or slip)
Character References	2 verifiable guarantors (one must be a civil servant, clergy, or senior professional)
Health	Medically fit and mentally sound
Criminal Record	No criminal convictions or pending investigations
Previous Employment	Must provide names and contacts of at least one past employer
Residence	Must have a verifiable residential address and known landlord
Phone Contact	Must have a working phone number
Language Skills	Must understand and speak basic English

Additional criteria may apply for special roles, e.g., armed guard, dog handler, or supervisor.

## 2.5 Prohibited Practices

The following are strictly prohibited during recruitment:

- Collection of money from applicants under any pretext.
- Forgery of documents or bypassing of vetting stages.
- Collusion with internal staff or officers to falsify reports.
- Hiring of individuals previously blacklisted or dismissed dishonourably.
- Deployment of unvetted or “off-record” guards.

Any violation will result in disciplinary action, including termination and possible prosecution.

---

## 2.6 Employment Types

Pahek Security recruits for the following types of employment:

Criteria	Minimum Standard
Full-time Guard	Long-term employment with consistent monthly deployment and wages
Casual/Contract Guard	Temporary, project-based, or relief work with defined durations
Reserve Pool	Pre-vetted guards held in readiness for urgent or last-minute deployments
Support Roles	Admin, logistics, and control room personnel (case-by-case basis)

## **2.7 Recruitment Approval & Oversight**

All recruitment activities must be approved and monitored by the relevant Branch Manager or HR Lead. Vetting results, employment decisions, and deployment lists must be documented and auditable.

Internal audits may be conducted periodically to review compliance with this policy.

# Chapter 3: Recruitment Process Overview

This chapter presents a step-by-step breakdown of how Pahek Security Services Ltd recruits security guards and other field staff. The process is designed to ensure quality hires, minimize deployment risks, and align each recruitment activity with the company's vetting standards, client expectations, and legal requirements.

## 3.1 Stages of the Recruitment Process

Pahek's recruitment process consists of **eight (8)** key stages:

Stage	Activity	Responsibility
1	Vacancy Identification & Approval	HR/Admin + Branch/Operations Manage
2	Candidate Sourcing	HR/Admin + Field Officers
3	Application Screening	HR/Admin
4	Initial Interviews	HR/Admin + Operations

5	Field Vetting (Background Verification)	Vetting Officers + HR
6	Final Evaluation & Documentation	HR/Admin
7	Training, Induction & Orientation	Training Officer + HR
8	Deployment & Post- Deployment Monitoring	Operations + Control Room + HR

Each stage is outlined in more detail below.

---

## 3.2 Stage 1: Vacancy Identification & Approval

Recruitment begins when there is a need for new guards, due to:

- New client contracts or expanded site needs.
- Resignation, dismissal, or absenteeism of existing staff.
- Reserve pool depletion.

The Branch Manager notifies HR/Admin of the need, stating:

- Number of guards required
- Gender or physical profile (if any)
- Location(s) and shift type
- Employment type (full-time, contract, reserve)

HR/Admin logs the request and seeks internal approval to begin sourcing.

### 3.3 Stage 2: Candidate Sourcing

Approved recruitment needs are filled by sourcing candidates through:

- Word-of-mouth referrals by existing guards or staff
- Walk-in applications at branch offices
- Online recruitment ads (WhatsApp, Facebook, job boards)
- Outreach to local security training schools

All interested applicants are directed to fill an **Application Form** and submit required documents.

---

### 3.4 Stage 3: Application Screening

HR/Admin screens all received applications to confirm:

- Completeness of form
- Eligibility based on recruitment criteria
- Basic communication and hygiene standards

Qualified applicants are shortlisted for interview and notified.

---

### 3.5 Stage 4: Initial Interview

This is a **critical stage**. A trained vetting officer verifies the applicant's:

- Identity and address
- Landlord information and residence history
- Guarantor details (2 required)
- Past employment records
- Criminal background (through local police checks or community inquiry)

Vetting is conducted through **physical visits and phone calls**, using structured tools and scripts. Reports are submitted for approval.

Applicants with **major red flags** are rejected. Those who pass proceed to documentation.

---

### **3.7 Stage 6: Final Evaluation & Documentation**

Successful candidates submit the following:

- Photocopies of ID and certificates
- Two passport photos
- Signed Terms of Employment
- Guarantor forms and passport photos
- Verified contact details

HR/Admin opens a **Guard File** and adds the candidate to the **Active Roster**.

---

### **3.8 Stage 7: Training & Induction**

New hires attend a 2–5 day orientation that covers:

- Company history, structure, and expectations
- Guard duties, SOPs, and site conduct
- Discipline, chain of command, and reporting
- Use of equipment, uniform, and documentation
- Human rights, customer service, and escalation protocol

They are issued a **uniform** (if applicable) and prepared for posting.

---

### **3.9 Stage 8: Deployment & Monitoring**

Trained guards are deployed to client sites by Operations. The process includes:

- Site briefing and handover documentation
- Introduction to client rep or supervisor
- Monitoring by Control Room and site supervisors

**Post-deployment performance tracking** is done for the first 30–60 days to assess conduct, punctuality, and client feedback.

## 3.10 Recruitment Timeline

New hires attend a 2–5 day orientation that covers:

Process Stage	Typical Timeframe
Sourcing & Screening	1–2 days
Vetting & Field Checks	2–4 days
Finalization & Induction	2–3 days
Deployment	Same day or next day

Total recruitment cycle may take 5–10 working days, depending on urgency.

# Chapter 4: Guard Vetting Process

The guard vetting process is a core pillar of Pahek Security's recruitment system. It is designed to identify and eliminate high-risk candidates before deployment, ensuring that only trustworthy, qualified, and verified personnel are assigned to client locations.

This chapter outlines the **objectives, activities, tools, responsibilities, timelines, and red flag management system** for vetting security guards.

---

## 4.1 Objectives of the Vetting Process

The vetting process aims to:

- Authenticate the applicant's identity, residence, and background.
  - Evaluate the **credibility of guarantors and landlords.**
  - Detect **criminal history, dishonesty, or misconduct.**
  - Prevent the deployment of guards who pose **reputational or security risk** to clients and the company.
-

## 4.2 Types of Vetting Conducted

Vetting Type	Description
Address Verification	Visit applicant's stated residence to confirm location, name, and landlord.
Guarantor Verification	Confirm authenticity and relationship of both guarantors via call or visit.
Criminal Check	Inquiry with local police or community leader on any criminal history.
Work History Check	Contact past employers or security firms (if applicable).
Community Inquiry	Discreet inquiry with neighbours or street leaders (optional).

## 4.3 Key Vetting Activities

Activity	Tools Used
Pre-vetting checklist review	Guard Vetting Form, Application File
Field visit to residence	Vetting Officer's Field Sheet, Photo Log
Guarantor phone calls or visit	Guarantor Call Script, Consent Form
Landlord phone calls or visit	Landlord Call Script, Verification Form

Document verification	ID cards, Utility Bills, References
Risk rating and report submission	Vetting Risk Scorecard, Red Flag Log
Risk rating and report submission	Vetting Risk Scorecard, Red Flag Log

## 4.4 Responsibilities of Vetting Officers

Task	Officer Responsible
Review applicant's submitted documents	HR/Admin
Conduct home and community visits	Vetting Officer
Speak with guarantors and landlord	Vetting Officer
Record findings in standardized format	Vetting Officer
Flag high-risk candidates and escalate cases	Vetting Officer/HR
Submit completed reports within 48–72 hours	Vetting Officer

## 4.5 Tools and Forms Used

The following documents and tools are used throughout the vetting process:

- **Guard Vetting Form** – primary data collection tool
- **Guarantor and Landlord Call Scripts**
- **Red Flag Response Protocol**
- **Vetting KPI Dashboard**
- **Photo Upload Checklist**
- **Post-Deployment Tracker**
- **Field Officer Safety SOP**

These tools standardize vetting, reduce omissions, and improve accuracy across branches.

---

## 4.6 Red Flags and Escalation

Guards presenting any of the following red flags are subject to automatic disqualification or further review:

Red Flag	Recommended Action
Fake address or unverifiable residence	Reject applicant
Guarantor denies relationship	Reject applicant
Criminal history (confirmed)	Reject applicant

Landlord refuses to verify tenancy	Withhold approval, reverify
Altered ID documents or CVs	Reject applicant
Guarantors are co-workers or co-guards	Ask for new guarantors

If an applicant shows borderline or unclear issues, the Vetting Officer must escalate the case to HR/Admin for resolution.

## 4.7 Turnaround Time

Guards presenting any of the following red flags are subject to automatic disqualification or further review:

Activity	Timeframe
Address & landlord verification	1–2 working days
Guarantor verification	1–2 working days
Risk assessment & reporting	1 working day

Total Vetting Duration: Typically 2–4 working days per candidate.

## 4.8 Security & Confidentiality

All field officers and HR personnel are required to:

- **Maintain confidentiality** of applicant and guarantor data.
- **Avoid bias** or personal judgments during inquiries.
- **Sign a Vetting Ethics Undertaking** prior to assignment.

Data is securely stored in physical and digital folders, accessible only to authorized staff.

# Chapter 5: Recruitment Criteria & Disqualification Rules

To uphold the integrity of Pahek Security Services, only applicants who meet specific minimum standards are recruited. This chapter outlines the **eligibility criteria**, **preferred attributes**, and **disqualifying factors** that guide the hiring process of security guards.

## 5.1 Minimum Eligibility Criteria

Every candidate must meet all the following requirements to qualify for further screening:

Requirement	Description
Age	22–45 years old
Education	Minimum SSCE/WAEC or equivalent
Physical Fitness	Must pass basic physical screening (standing, walking, alertness, etc.)
Language	Able to understand and speak basic English and local dialects
Means of Identification	Valid national ID card, voter's card, driver's license, or international passport

<b>Two Credible Guarantors</b>	Guarantors must meet company's defined standards
<b>Permanent Address</b>	Must have verifiable residence with landlord details
<b>No Criminal Record</b>	Confirmed via field vetting or police/community checks

---

## 5.2 Preferred Candidate Attributes

While not mandatory, candidates with the following qualities are prioritized:

- Prior security guard experience (especially in industrial or construction settings)
- Military, paramilitary, or police background
- Certifications (e.g., First Aid, Fire Safety, Security Training)
- Professional demeanor and neat appearance
- Strong communication and reporting skills
- Willingness to work shifts, including night and weekend duty
- Reside near current or expected post location

<b>Disqualification Criteria</b>	<b>Details</b>
Fake or unverifiable address	Guard cannot provide access to a physical home or landlord cannot confirm
Falsified documents	Altered school certificate, ID, guarantor form, or work history
Criminal history	Theft, assault, cult activity, drug use, or violent crime
Poor appearance and hygiene	Dirty, disheveled, or unable to meet basic grooming standards
No credible guarantor	Guarantors are non-existent, unreachable, or not qualified
Known negative reputation in community	Known troublemaker or dismissed from previous employment for misconduct
Health issues affecting performance	Chronic illness, sight/hearing impairment, mental instability, etc.
Refusal to comply with vetting process	Refuses home visit, landlord contact, or community inquiries
Age or educational qualification falsification	Discovered during vetting or interview process

## 5.4 Special Cases

Some applicants may meet basic criteria but still pose risks. In such cases:

- Escalate the case to the Vetting Supervisor and HR for joint review.
  - Additional documents may be requested (e.g., hospital reports, affidavits, community references).
  - A final decision will be made based on overall risk profile and available deployments.
- 

## 5.5 Appeal Process

Disqualified applicants **may not appeal decisions** except in cases of:

- Mistaken identity or error in documentation
- False information from third parties (e.g., guarantor mistakenly denies knowing applicant)

In such cases, applicants must **submit a formal appeal** with supporting evidence. HR will review and communicate a decision within **5 working days**.

---

## 5.6 Recordkeeping and Traceability

For compliance and future reference:

- All disqualified applicants are recorded in a Disqualified Applicant Register.
- Reasons for rejection and key findings are documented.
- Disqualified applicants may be considered again only after 12 months, subject to a new screening.

# Chapter 6: Application Process & Interview Procedures

This chapter outlines the step-by-step procedure for how candidates apply for the role of a security guard at Pahek Security Services Ltd, how applications are screened, and how interviews are conducted to determine suitability.

---

## 6.1 Overview of Recruitment Workflow

The application and interview process involves the following steps:

- 1. Job Awareness**
  - 2. Application Submission**
  - 3. Initial Screening**
  - 4. Interview Invitation**
  - 5. Interview Session**
  - 6. Post-Interview Assessment**
  - 7. Shortlisting for Vetting**
- 

## 6.2 Step 1 – Job Awareness

Job vacancies may be made known through:

Job vacancies may be made known through:

- Referrals by existing guards or supervisors
- Notices at project sites or local community centers
- Company's office noticeboard or WhatsApp
- Outreach drives in target recruitment areas

All announcements must state the minimum eligibility requirements.

## 6.3 Step 2 – Application Submission

Candidates may apply by submitting the following to the recruitment officer or designated company rep:

Document/Item	Required?
Completed application form	✓
One passport photograph	✓
Copy of ID card (e.g., NIN)	✓
Copy of SSCE/WAEC certificate	✓
Details of two credible guarantors	✓
Proof of residence or utility bill	✓

Submissions are made physically at the nearest Pahek location or temporary recruitment center.

## 6.4 Step 3 – Initial Screening

Recruitment officers screen for:

- Document completeness
- Eligibility compliance (age, education, ID, etc.)
- Appearance and behavior
- General communication ability

Qualified candidates are **booked for interview** and issued an **interview slip**.

---

## 6.5 Step 4 – Interview Invitation

Shortlisted applicants are:

- Contacted by phone or SMS
- Told the interview date, time, and location
- Reminded to dress smartly and bring original documents

Only candidates who pass this stage will be considered for further processing.

---

## 6.6 Step 5 – Interview Session

### Interview Panel Composition

- HR or Recruitment Officer (Lead)
- Field Supervisor or Operations Rep
- Vetting Team Rep (Optional)

Area	Key Indicators
Appearance & Grooming	Clean, confident, appropriate clothing
Communication	Can express self clearly in English or Pidgin
Demeanor	Polite, alert, respectful
Experience & Background	Knowledge of past work; honesty about employment history
Willingness to Work	Shows readiness for site work, shifts, relocation if needed

Each interviewer scores independently using a standard scoring sheet.

## 6.7 Step 6 – Post-Interview Assessment

After all interviews:

- Scores are collated and reviewed
- Candidates are classified into:
  - Recommended
  - Hold for review
  - Not suitable

Reasons for rejection are documented.

## 6.8 Step 7 – Shortlisting for Vetting

“**Recommended**” applicants are forwarded to the Vetting Unit for:

- Address verification
- Guarantor and landlord checks
- Community and police clearance (if applicable)

This leads into the next recruitment phase.

---

## 6.9 Candidate Interview Register

A register is maintained showing:

- Applicant’s name and photo
- Date of interview
- Panel members
- Outcome
- Notes or comments

This ensures traceability and prevents multiple reapplications under different names.

# Chapter 7: Vetting Process

The vetting process is a critical security control that ensures only credible and trustworthy individuals are deployed as security guards. This chapter outlines the procedures, tools, and standards for vetting applicants after they have passed the interview stage.

## 7.1 Purpose of Vetting

The vetting process helps to:

- Confirm the applicant's identity and background.
- Verify the authenticity of guarantors and references.
- Identify potential risks (e.g. criminal history, dishonesty, instability).
- Protect client sites and the company's reputation.

## 7.2 Categories of Vetting Activities

Category	Purpose
Address Verification	Confirm residential claims and neighborhood reputation.

Guarantor Checks	Establish authenticity, identity, and willingness to guarantee.
Landlord Confirmation	Validate tenancy and landlord's knowledge of applicant.
Community Inquiry	Assess social behavior and history within the neighborhood.
Criminal & Police Record Check (if needed)	Identify criminal background or prior detentions.

---

## 7.3 Tools Used in Vetting

- Digital Field Vetting Form (Google Form or printed)
- Red Flag Protocol Guide
- Photo Upload Checklist
- Vetting Field Officer Safety SOP
- Vetting KPI Dashboard
- Post-Deployment Performance Tracker

These tools help standardize documentation, minimize omissions, and guide officer conduct.

---

## 7.4 Step-by-Step Vetting Procedure

### Step 1 – Vetting Assignment

- Interviewed candidates' files are handed over to the Vetting Unit.
- Officers are assigned based on location clusters.

## **Step 2 – Pre-Visit Briefing**

- Officer reviews candidate documents and location.
- Prepares equipment (forms, phones, camera, ID, transport).

## **Step 3 – Field Visits**

- Officer travels to candidate's claimed address.
- Conducts interviews with:
  - Candidate (if available)
  - Guarantors (must see and photograph ID)
  - Landlord (in-person or phone)
  - Neighbors or community leaders

## **Step 4 – Documentation**

- Officer fills out digital vetting form.
- Uploads photographs of:
  - House front
  - Candidate with ID (if present)
  - Guarantor with ID
  - Any red flag evidence
- Records feedback from interviews.

## **Step 5 – Red Flag Reporting**

- Any red flag is flagged and explained (e.g., fake address, unknown by landlord, hostile community response).
- Officer alerts supervisor if safety is threatened.

## **Step 6 – Review & Approval**

- Team Lead reviews submissions and photos.
- Scores the vetting on completeness and risk level.
- Vetting Officer is debriefed if clarification is needed.

## Step 7 – Recommendation

- Applicant is classified:
  - **Cleared** – Proceed to medicals or training.
  - **Conditional** – Minor issue, requires further follow-up.
  - **Rejected** – Major red flag(s) present.

## 7.5 Red Flag Categories

Red Flag	Action
Fake address or unknown in the area	Reject immediately
Guarantor unwilling or untraceable	Request replacement or reject
Landlord says applicant is a troublemaker	Investigate further or reject
Applicant absent and neighbors unsure	Place on hold and reschedule vetting
Officer felt unsafe or was threatened	Abort and report to supervisor immediately

## 7.6 Monitoring Vetting Quality

Supervisors monitor vetting KPIs such as:

- Number of applicants vetted per week
- Time taken from assignment to report
- Accuracy and completeness of submissions
- Red flag rate and response
- Post-deployment incidents tied to vetting failure

## 7.7 Ethics and Safety

Vetting Officers must:

- Dress professionally but modestly
- Always identify themselves and show ID
- Never take bribes or gifts
- Avoid confrontation and walk away from unsafe locations
- Keep information confidential

Violation of these guidelines may result in disciplinary action or dismissal.

# Chapter 8: Pre-Deployment Training

Pre-deployment training equips newly recruited guards with the foundational knowledge, attitudes, and behaviors required to perform their duties effectively and in line with Pahek Security's standards. This chapter outlines the objectives, curriculum, delivery format, evaluation, and compliance expectations for pre-deployment training.

---

## 8.1 Objectives of Pre-Deployment Training

The purpose of this training is to:

- Orient new guards to the company's values, policies, and culture.
  - Introduce standard operating procedures (SOPs) for guarding duties.
  - Develop core security skills, observation, reporting, and communication.
  - Prepare guards for site-specific tasks, risks, and customer interaction.
  - Build discipline, respect for hierarchy, and professional bearing.
- 

## 8.2 Eligibility for Training

Only applicants who:

- Have passed the interview stage
- Have been successfully vetted
- Are medically fit

...will be admitted into the training.

## 8.3 Training Curriculum Overview

Module	Description
Orientation & Company Values	Mission, vision, code of conduct, dress code, organizational structure
Security Guard Basics	Duties of a guard, types of threats, observation skills, posture, alertness
Access Control & Patrolling	Entry/exit control, patrol types, use of logbooks and beat registers
Incident Reporting & Communication	How to report, radio use, writing daily activity and incident reports
Dealing with Difficult People	Customer service, conflict resolution, escalation protocol
Emergency Response	Fire safety, first aid awareness, evacuation drills, alerting emergency services
Site Safety Awareness	Construction risks, hazard zones, handling tools and equipment near site
Guarding Do's & Don'ts	Legal boundaries, don't sleep on duty, no extortion, no fraternizing
Drill & Discipline	Marching, saluting, physical fitness, bearing, hygiene, team spirit

## 8.4 Training Format

- **Duration:** 3 to 5 days (adjustable based on site urgency and schedule)
- **Venue:** Designated Pahek training facility or client-approved space
- **Instructors:** Internal operations team, supported by invited experts

**Methodology:** Interactive lectures, role play, practical drills, peer discussions, written and oral assessments

---

## 8.5 Training Materials and Tools

- Printed handouts or trainee manuals
  - Uniforms or practice kits
  - SOP handbooks
  - Site photos and case studies
  - Basic first aid kits (for demonstration)
  - Radios or radio simulations (if applicable)
- 

## 8.6 Evaluation and Assessment

Assessment Type	Purpose
Written Tests	Evaluate knowledge retention
Practical Simulations	Check for skill readiness in reporting, patrol, response
Drill & Discipline Score	Observe alertness, punctuality, grooming, attitude
Final Instructor Review	Provide pass/fail recommendation for deployment

Minimum performance benchmarks are required to pass. Failing trainees may be given a second chance or dropped from the recruitment pool.

---

## 8.7 Documentation and Recordkeeping

- Each trainee is assigned a training ID and attendance record.
  - Evaluation sheets and scores are stored in their recruitment file.
  - Certificates of Completion are issued to successful guards.
  - Photos may be taken for ID card processing and records.
- 

## 8.8 Deployment Readiness Checklist

After training, HR and Operations must confirm:

- Medical clearance
  - Vetting completed and cleared
  - Training completed and passed
  - Uniform and gear issued
  - ID card printed
  - Deployment letter or schedule issued
- 

## 8.9 Values Emphasized During Training

1. **Discipline** – Always punctual, alert, and obedient to instructions
2. **Integrity** – No lying, stealing, or tolerating wrongdoing
3. **Customer Service** – Respectful, helpful, and calm under pressure
4. **Accountability** – Honest reports and willingness to take responsibility
5. **Professionalism** – Good grooming, respectful language, team loyalty

# Chapter 9: Deployment Procedures

Deployment marks the final step in the recruitment and onboarding journey of a security guard. It involves assigning a vetted, trained, and cleared guard to a client site. This chapter outlines the steps, documentation, responsibilities, and expectations involved in ensuring that guard deployment is seamless, timely, and professionally executed.

---

## 9.1 Objectives of Deployment

The deployment process aims to:

- Assign the right guard to the right post based on skill, location, and client needs.
  - Ensure that all administrative and operational requirements are met prior to deployment.
  - Orient the guard to the specific post, client expectations, and reporting structure.
  - Create a positive first impression with the client and avoid deployment errors.
- 

## 9.2 Pre-Deployment Conditions

No guard shall be deployed unless the following conditions are met:

Requirement	Responsible Department
Successful vetting	Vetting Unit
Pre-deployment training completed	Training/Operations
Medical fitness confirmed	HR/Admin
Uniforms and gear issued	Logistics
Site-specific orientation conducted	Operations/Deployment Team
Guard ID card issued	Admin
Deployment schedule updated	Operations/Admin

## 9.3 Deployment Preparation Checklist

Before deployment, the operations or deployment officer must complete this checklist:

- Guard has full uniform and protective gear
- Guard has valid ID card
- Site-specific briefing has been done
- Reporting date and shift confirmed
- Deployment letter issued to the guard
- Deployment notice sent to client
- Transportation or directions provided
- Contact person at site notified

## 9.4 Deployment Letter

Each guard must receive a Deployment Letter that includes:

- Guard's name and service number
- Post location and address
- Client name and site contact
- Reporting time and shift details
- Basic post instructions
- Contact number of Pahek's Supervisor or Officer-in-Charge

Guards are required to sign a duplicate copy to confirm receipt and understanding.

---

## 9.5 Deployment Conduct and Expectations

Guards must:

- Arrive at the post at least 30 minutes before shift time.
- Be fully dressed in the approved uniform, clean and well-groomed.
- Report to the site contact or client representative courteously.
- Begin post duties immediately after handing over or sign-in.
- Obey the site's post orders and Pahek's SOPs at all times.

## 9.6 Roles and Responsibilities

Role	Responsibility
Deployment Officer	Match guard to post, schedule deployment, supervise post-arrival
Operations Officer	Conduct site briefing, ensure uniform & tools are ready
Admin/HR	Issue deployment letter, ID card, and record deployment in system
Site Supervisor	Welcome, monitor, and support new guard at site for first 1–3 days
Guard (Deployee)	Arrive, report, and perform duties in line with training and SOP

## 9.7 Deployment Monitoring

Deployment is not complete until the following are confirmed:

- Guard has reported and assumed duties
- Client confirms guard's arrival and conduct
- Supervisor submits first 24-hour deployment report
- Any deployment incident is logged and escalated
- Guard is added to the site's duty roster and shift rotation

## 9.8 Replacement and Redeployment Policy

- **Initial Replacement:** If a newly deployed guard fails to meet expectations, the client or supervisor may request a replacement within 24–48 hours.

- **Voluntary Exit:** If the guard resigns or absconds within 7 days, they are blacklisted until cleared by HR.
  - **Post Closure:** In case a post is closed or paused, affected guards are redeployed based on availability and performance.
- 

## 9.9 Deployment Documentation

The following must be recorded and filed:

- Deployment Letter (signed copy)
- Copy of guard ID card
- Training completion certificate
- Client confirmation report
- First-week site supervisor feedback form
- Duty roster inclusion

All documents should be scanned and saved in the guard's personnel file (digital and/or paper).

---

## 9.10 Summary: Deployment Flowchart

Recruitment & Vetting → Pre-Deployment Training →  
Admin Clearance →  
Deployment Scheduling → Equipment & Uniform → Site  
Briefing →  
Deployment Letter & Client Notification → Guard Reporting  
to Post →  
Monitoring & Feedback → Performance Review & Post  
Integration

# Chapter 10: Post-Deployment Monitoring

Once a guard has been deployed, consistent monitoring is critical to ensuring high performance, professionalism, and client satisfaction. This chapter outlines how Pahek Security monitors deployed guards, gathers feedback, tracks performance, and addresses incidents or complaints post-deployment.

---

## 10.1 Objectives of Post-Deployment Monitoring

The key objectives are:

- Ensure guards perform duties in line with Pahek standards and client expectations.
  - Detect and correct performance issues early.
  - Gather regular feedback from site supervisors and clients.
  - Provide support, retraining, or replacement where necessary.
  - Promote accountability and continuous improvement.
- 

## 10.2 Monitoring Mechanisms

Monitoring is done using the following channels:

Monitoring Activity	Frequency	Responsible Party
First-Week Deployment Feedback	Within 7 days	Site Supervisor
Routine Patrol Visits	Weekly/Bi-weekly	Patrol Supervisor
Post Performance Evaluation (PPE)	Monthly	Operations/HR
Client Satisfaction Checks	Monthly/Quarterly	Client Relations Officer
Incident Reporting and Review	As incidents occur	Operations/Security Admin
Guard Self-Evaluation	Quarterly	Guard & Supervisor

## 10.3 First-Week Performance Review

A First-Week Supervisor Report must be completed after the guard's first 5–7 days. This assesses:

- Punctuality and attendance
- Uniform and grooming
- Communication with site contact
- Understanding of post duties
- Attitude and responsiveness

The report is submitted to HR and kept in the guard's file.

## 10.4 Patrol Supervisor Visit Protocol

Supervisors are expected to:

- Visit each post at least once weekly (or more for critical sites).
- Observe guard conduct, appearance, and alertness.
- Interact briefly with client representatives.
- Complete a Patrol Visit Report.
- Provide field coaching where needed.

---

## 10.5 Performance Metrics

The following indicators are used to track guard performance:

Metric	Method of Collection
Attendance consistency	Duty rosters, attendance logs
Punctuality	Site supervisor reports
Incident frequency	Incident logs and reports
Client complaints or praise	Client feedback forms
Post-visit supervisor ratings	Patrol visit reports
Peer and client relations	Interviews and observations

Each metric contributes to a **Guard Performance Scorecard** updated monthly.

## 10.6 Incident Response Protocol

If an incident or complaint is received:

1. Record Incident in the central logbook or digital system.
  2. Investigate Immediately by contacting the site, client, and guard.
  3. Take Corrective Action, including warning, suspension, or retraining.
  4. Submit Incident Review Form to HR within 24–48 hours.
  5. Follow Up with Client on resolution.
- 

## 10.7 Performance Improvement and Retraining

Guards who show signs of poor performance may be:

- Placed on a Performance Watchlist
- Invited for Refresher Training
- Given a Performance Improvement Plan (PIP)

Refusal to improve may result in termination or reassignment to less sensitive posts.

---

## 10.8 Guard Recognition and Motivation

Guards who consistently perform well should be recognized through:

- Guard of the Month awards
- Spot bonuses or phone credits
- Public commendation on duty rosters or notice boards
- Fast-track to supervisory roles

This promotes morale, loyalty, and service quality.

## 10.9 Documentation

All post-deployment activities must be documented. These include:

- Patrol visit reports
- Supervisor review forms
- Incident and resolution logs
- Client satisfaction survey results
- Guard scorecards
- Letters of commendation or disciplinary warnings

All documents are stored in the HR performance records for each guard.

---

## 10.10 Summary Workflow

Deployment → First-Week Review → Routine Patrol Visits  
→  
Monthly Performance Review → Incident Monitoring →  
Corrective Action or Recognition → Continuous  
Performance Tracking

# Chapter 11: Disciplinary Procedures

Disciplinary procedures help enforce standards, correct behavior, and maintain the integrity of Pahek Security Services. This chapter outlines how misconduct by security guards is identified, reported, investigated, and addressed in a structured, lawful, and fair manner.

## 11.1 Objectives of the Disciplinary Process

- Uphold Pahek's code of conduct and operational standards
- Provide a clear, fair, and consistent approach to managing infractions
- Protect the rights of employees while maintaining order and professionalism
- Deter repeat offenses and promote positive behavior

## 11.2 Types of Infractions

Infractions are categorized based on their severity:

Category	Examples
<b>Minor Offenses</b>	Tardiness, improper uniform, poor grooming, chewing gum on duty
<b>Moderate Offenses</b>	Sleeping on duty, absence without notice, insubordination, phone use during duty
<b>Gross Misconduct</b>	Theft, collusion, assault, abandoning post, fighting, intoxication on duty

## 11.3 Reporting Misconduct

Anyone—supervisors, clients, or colleagues—may report misconduct. Reports should be:

- Submitted verbally and followed up with a written report
  - Documented using the **Incident Report Form**
  - Forwarded to HR within 24 hours
- 

## 11.4 Investigation Procedure

When a report is received:

1. **Preliminary Review** – Confirm facts and validity of the report.
2. **Interview Parties** – Speak with the guard, witnesses, and complainants.
3. **Review Evidence** – Patrol logs, CCTV, client records, etc.
4. **Document Findings** – Complete a **Disciplinary Investigation Form**.

If gross misconduct is suspected, the guard may be **suspended** (with or without pay) during the investigation.

---

## 11.5 Disciplinary Actions

Actions are based on the severity and frequency of the offense:

Action	Applicable To
Verbal Warning	Tardiness, improper uniform, poor grooming, chewing gum on duty
Written Warning	Sleeping on duty, absence without notice, insubordination, phone use during duty
Suspension (1–2 weeks)	Theft, collusion, assault, abandoning post, fighting, intoxication on duty
Demotion or Transfer	Site-related offenses or client dissatisfaction
Termination	Gross misconduct or repeated major violations

Each action must be documented and acknowledged by the guard.

## 11.6 Warning System and Escalation

Guards are typically placed on a progressive discipline track:

- 1st Infraction → Verbal Warning
- 2nd Infraction → Written Warning
- 3rd Infraction → Suspension
- 4th Infraction → Termination

Note: Gross misconduct may lead directly to termination regardless of prior warnings.

## 11.7 Right to Fair Hearing

Guards are entitled to:

- Be informed of the allegation clearly
  - Respond to the allegation
  - Appeal the decision (see Section 11.9)
  - Be treated with dignity and without bias
- 

## 11.8 Documentation and Record-Keeping

All disciplinary actions must be filed in the guard's HR record, including:

- Incident reports
  - Investigation forms
  - Warning letters
  - Suspension or termination letters
  - Appeal and resolution records
- 

## 11.9 Appeals Process

Guards may appeal disciplinary decisions by:

1. Writing to the HR Manager within 3 working days of disciplinary action
2. Attending an appeal hearing, if approved
3. Receiving a formal response within 7 working days

The decision of the appeal committee (HR + Operations Rep) is final.

## 11.10 Confidentiality and Non-Retaliation

- All disciplinary cases are handled discreetly.
- No guard should be victimized for reporting or being involved in a case.
- Retaliation against witnesses or whistleblowers will be disciplined.

## 11.11 Summary of Key Forms Used

Form Name	Purpose
Incident Report Form	Document report of infraction
Disciplinary Investigation Form	Record investigation findings
Warning Letter Template	Issue written warning to guard
Suspension/Termination Letter	Formal notice of serious disciplinary action
Appeal Form	Filed by guard to contest decision

# Chapter 12: Exit and Rehire Policy

This chapter outlines the procedures, responsibilities, and guidelines for managing employee exits—whether voluntary or involuntary—and the conditions under which former employees may be considered for rehire at Pahek Security Services Ltd.

## 12.1 Objectives

- Ensure all exits are handled professionally and respectfully
- Recover company property and secure company data
- Document reasons for exit for future analysis
- Establish a clear policy for rehiring former employees

## 12.2 Types of Exit

Type	Description
<b>Voluntary Exit</b>	Employee resigns or retires on their own accord
<b>Involuntary Exit</b>	Employee is terminated or laid off due to disciplinary action, redundancy, etc.
<b>Abandonment of Duty</b>	Employee ceases reporting without notice for 3 or more consecutive days

## 12.3 Exit Process and Checklist

Upon notification of exit:

### a. Notification and Documentation

- Employee submits resignation letter or receives termination letter
- HR issues acceptance and sets exit process in motion

### b. Exit Interview

- Conducted by HR using an **Exit Interview Form**
- Capture feedback, reasons for exit, and suggestions

### c. Recovery of Property

- Retrieve ID card, uniform, equipment, manuals, etc.
- Complete **Asset Return Form**

### d. Clearance and Final Pay

- Finance calculates last salary, deductions, entitlements
- Final pay issued only after clearance is confirmed
- Clearance documented using **Employee Clearance Form**

---

## 12.4 Documentation Requirements

Document	Purpose
Exit Interview Form	Captures feedback from departing staff
Termination/Resignation Letter	Records official end of employment
Asset Return Form	Documents return of company property
Clearance Form	Verifies all departments have signed off

## 12.5 Rehire Policy

Pahek Security may consider former employees for rehire under certain conditions:

### a. Eligibility for Rehire

Employees may be considered if:

- They resigned voluntarily with proper notice
- They were not dismissed for gross misconduct
- Their performance history was satisfactory
- They completed a minimum of 6 months before exiting

### b. Rehire Application Process

- Former staff must apply afresh through the recruitment channel
- HR reviews their personnel file and exit history
- Re-vetting, interviews, and testing may still apply

### c. Exceptions

Employees dismissed for:

- Theft
- Collusion
- Repeated absenteeism
- Abandonment of post
- ...are **not eligible for rehire** under any circumstances.

### d. Rehire Advantage

Rehired staff may:

- Receive shorter training duration
- Resume at the same or similar level if within 12 months
- Be exempt from certain onboarding steps, if records are recent

## 12.6 Special Cases: Contract Closures and Layoffs

In situations where contracts are terminated or operations downsized:

- HR will keep a **Recall List** of laid-off guards in good standing
  - These guards will be considered first when new positions arise
  - Their layoff should not carry a negative employment record
- 

## 12.7 Monitoring and Analysis

- HR shall analyze exit trends quarterly
- Frequent exit causes (e.g., poor site conditions, late payments) shall be flagged for management attention
- Voluntary exit trends help improve retention strategies

# Pahek Security Services Ltd

 28b, Adediran Ajao Crescent, Ajao Estate, Anthony Village, Lagos,  
Nigeria

 0803 712 5202 | 0913 626 8918

 [paheksec@yahoo.co.uk](mailto:paheksec@yahoo.co.uk)

 [paheksecurity.com](http://paheksecurity.com)