



Circular # HR 06-2021

18 Jan 2021

**SECURITY SCHEME - COCO SITES**

1. **Prelude.** COCO Sites are likely to remain in focus of GO encompassing Non Fuel Revenue (NFR) and other promotional schemes over and above the sale of oil products. It is therefore imperative that ensuring safe and secure environment on COCO Sites is not only important for the business growth of GO but also provide sense of comfort to the customers.
2. **Responsibility.** Security and External Affairs Dept shall be responsible for the security of COCO sites.
3. **Objectives.** To formulate an effective Security Scheme for the COCO Sites with following objectives:-
  - a. Provide safe and secure environment for 24/7 smooth running of the operations.
  - b. Contribute in consolidating GO as a "Customer Caring Brand".
  - c. Deter chances of any criminal act on COCO Sites.
  - d. Facilitate COCO Staff to work without any apprehension(s)/ fear.
4. **Likely Vulnerabilities on COCO Sites.** COCO sites are vulnerable to the following types of criminal activities:-
  - a. Armed Robbery/ Dacoity.
  - b. Physical Assault on employees.
  - c. Damage to the property or infrastructure.
  - d. Drive-offs without payment.
  - e. Swindling/ conning by thugs.
  - f. Misappropriation/ Stealing of cash by an individual or teamed-up employees.

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5. **Categorization of COCO Sites**

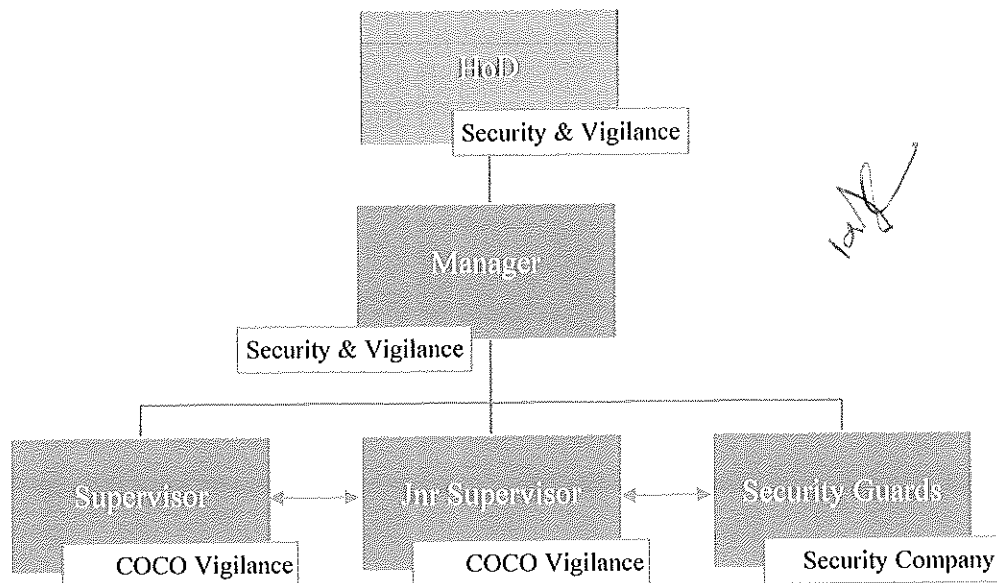
a. **Sensitive Sites**

- (1) Sites having high daily nozzle sale of 10 KLs or above.
- (2) Sites located at isolated/ unpopulated locations (like Motorways), away from the effective reach of Law Enforcement Agencies/ Emergency Services, making them vulnerable to any of the criminal activity as mentioned in para 3 ante.

b. **Normal Sites**

- (1) Sites having daily nozzle sale of less than 10 KLs.
- (2) Sites located in well-plied areas and within easy access of Law Enforcement/ Emergency Services.

6. **Organogram.** Organizational structure of the Security Scheme of COCO Sites shall be as under:-



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7. **Security Plan**

a. **Employment Plan**

- (1) **Sensitive Sites**. 2 x Armed Security Guards in twelve hourly shift.
- (2) **Normal Sites**. Single Armed Security Guard in twelve hourly shift.

b. **Perimeter Security**

- (1) Each COCO Site shall be secured by regulating entry and exit points.
- (2) Insignificant approach(es)/ rear side of the sites (especially at Motorways/ NHA Sites) shall be barred/ restricted by the wired fence, sign posting or masonry work.

c. CCTV Cameras and Security Lights will be installed at each site to cover likely intrusion points/ approaches. CCTV Backup shall be kept for 30 days at Site and 48 hours with IT Department at the Head Office, Lahore.

d. **Mobile Vigilance Team (MVT) Composition/ Functions/ Authorizations**

(1) **Composition**. For regular monitoring, supervision, guidance, inspection(s) and emergency response, MVT shall be composed as under:-

- (a) Vigilance Supervisor.
- (b) Junior Supervisor cum Driver.

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(2) **Functions**

- (a) Conduct regular inspections of COCO sites from security point of view.
- (b) Check and report fitness/ proficiency of Security Guards.
- (c) Inspect weapons for functioning/ maintenance and monitor practice firing.
- (d) Conduct refresher training of Security Guards in coordination with the assigned Security Company.
- (e) Counter check implementation of cash handling procedure.
- (f) Get Daily Ok Report from all sites and accordingly intimate HoD S&V/ Manager Security.
- (g) Act as complainant for Lodging FIR/ Reports with Police and follow-up cases.

(3) **Authorization of Company Resources.** MVT shall be authorized the following Company resources:-

- (a) Company maintained Suzuki Cultus or equivalent transport.
- (b) GO Fuel card with monthly 500 liters' limit.
- (c) Mobile phone and SIM with Rs. 1500/- monthly limit for each Supervisor.

8. **Responsibilities of COCO Site Manager/ Shift In-charge**

- a. Overall responsible for Physical Security of the site.
- b. Support and extend all necessary assistance to the Security Team and MVT.
- c. Ensure no gaps exists in the perimeter fence. The damage should be reported and repaired immediately.

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- d. Ensure all Search Lights installed to illuminate approach areas are functional at night. Slip lanes should also be illuminated to deny any untoward happening to the customers' vehicles.
- e. Prevent long halts/ sleep-overs by truck drivers/ other vehicles in Slip Lanes. In case of non-compliance, Motorway Police should be informed and contacted for help.
- f. In emergency, seek direct help of HoD S&V/ Manager Security.

9. Responsibilities of Security Guard(s)

- a. Security Guard(s) should not accept any other task except security duty.
- b. Security Guard(s) must ensure fitness of their weapon and ammunition at all times.
- c. Security Guard(s) shall not move away from the Site Perimeter even for checking vehicles/ traffic control. In case, such a requirement arises, Site Incharge should either designate someone out of the spare staff or assign the Security Staff, which is not at duty.
- d. Security Guard(s) shall only protect the Safe Room from outside where cash is kept.
- e. Security Guard(s) shall resort to 'Aerial Fire' to deter any criminal attempt. 'Aimed Fire' shall only be resorted if fired upon by the miscreants/ criminals and loss to human lives is expected.
- f. Security Guard(s) shall not accept any favours from the COCO Staff in kind or cash.

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10. **Reporting Mechanism**

a. **Daily Ok Reports.** Supervisor COCO Vigilance shall obtain Daily Ok Reports from each COCO Site and submit to the HoD S&V/ Manager Security at the following timings:-

- (1) Morning Ok Report - 0900 hours
- (2) Night Ok Report - 2100 hours

b. **Occurrence Report.** Any occurrence pertaining incidents mentioned in para 3 ante or any other relevant security issue shall be reported immediately by the Site Incharge covering the following:-

- (1) Date and Time.
- (2) Location.
- (3) Incident type.
- (4) Detail of the Incident.
- (5) Response given by the staff at the site.
- (6) Action(s) taken by the Security Guard(s).
- (7) Loss/ Damage.
- (8) Any suggestion/ recommendation(s) in subsequent handling of the case.

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11. Incident Reporting/ Follow-up Actions. S&M and S&V Depts shall undertake all post incident actions jointly. Suggested guideline is as under:-

- a. After the incident, Site Incharge should immediately contact the concerned Law Enforcement Agency(ies), Rescue 1122 and COCO Vigilance Supervisor.
- b. Site Incharge shall ensure preservation of evidence till the arrival of Law Enforcement Agency(ies).
- c. Site Incharge must immediately report any significant occurrence/ incident to all concerned followed by complete detail in email within 6-12 hours of the incident.
- d. A detailed 'Post Incident Report' should be initiated within 48-72 hours of the incident by the respective COCO Manager, which should highlight facts, fix responsibilities, enumerate actions already taken and recommend corrective actions for future reference.
- e. Lodge FIR (if required) jointly by Site Incharge and COCO Vigilance Supervisor. DGM COCO/ Head of S&V shall coordinate legal support, if needed.
- f. Follow up investigation shall be assisted by the COCO Vigilance Team, if so directed by the Senior Management.
- g. HoD S&V shall circulate lessons learnt from each incident through S&M to all the COCO Sites.

12. For implementation by Security and External Affairs and Sales and Marketing Depts, please.

General Manager HR  
Brig Muhammad Naeem Sarwar(Retd)

CEO  
Khalid Riaz

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