



Risk Management Security Services

Assignment Instructions

Risk Management Services (Chiltern) Ltd



Section Two General Information for Security Officers

Risk Management Security Services
The Old Courthouse
Hughenden Road
High Wycombe
Bucks
HP13 5DT

Section Two Guidance Notes:

The information contained within this document is designed to be applicable to all security personnel working on any of our locations. It should be used in conjunction with section one which will provide you with site specific guidelines. Please ensure that you have read and understood the information contained within and that you follow any guidelines in this document when performing your duties.



Contents:

Risk Management Contact Information	03
Company Policies	05
Staff Area on our Website	06
Confidentiality & Data Protection	07
Fire Extinguishers	09
Uniform & Dress	12
Personal Equipment	14
Handovers	14
Note Books	15
Incident Forms	16
Daily Occurrence Book / Log Pad	17
Radios & Mobile Phones	18
Criminal Vs Civil Activities	19
Powers of Arrest	20
Search Powers	25
CCTV	27
Objectives of Patrolling	28
Drugs & Intoxication	30
Bomb Warning	32
Suspect Packages & Letters	34
Photography and Hostile Reconnaissance	36
Identifying Police Personnel & Forces	37
Silver Fox	40
Holiday Booking & Approval Procedure	42
Risk Assessments	43
Timelink (Check Call System)	44
Assignment Instruction Acceptance	46



Risk Management Contact Information:

One of the most efficient ways of contacting us if you have questions or queries is to email the relevant department. This will make sure that your question gets to the best person to answer it and allows them to look into your query in greater detail than if you phone in.

Department	Email
Payroll, Wages & Holidays	payroll@riskmanagementsecurity.co.uk
Pensions	pensions@riskmanagementsecurity.co.uk
Human Resources	hr@riskmanagementsecurity.co.uk
Health & Safety	safety@riskmanagementsecurity.co.uk
Control Centre	24hr@riskmanagementsecurity.co.uk
Sales	sales@riskmanagementsecurity.co.uk
Ideas & Initiatives	ideas@riskmanagementsecurity.co.uk
Recruitment & Vacancies	jobs@riskmanagementsecurity.co.uk

Alternative Telephone Contacts:

Department	Email
Head Office	01494 441 805
	01494 535 830
Control Centre	01494 472 333
	01494 441 805
Emergency Duress Line	01494 451 897
	This Line is for Emergencies Only
Fax Line	01494 452 045
	Do not fax urgent items or sensitive information
Check Call System	01753 313 168



Emergency Services

Type	Number
Emergency	999
Non-Emergency (Police)	101
Local Numbers	These can be found in Section One of your AI's

When contacting the emergency services for a major or serious incident always remember CHALET when talking to the operator. This will ensure you have given them all the appropriate information that they need to assess the situation.

- C** Casualties - Approximate numbers of dead, injured and uninjured
- H** Hazards - Present and potential
- A** Access - Best access routes for emergency vehicles, bottlenecks to avoid etc.
- L** Location - The precise location of the incident
- E** Emergency - Emergency services already on scene, and what others are required
- T** Type - Type of Incident, including details of numbers of vehicles, buildings etc. involved



Company Policies:

Risk Management Security Services have a number of company policies that you are required to familiarise yourselves with, and comply with the requirements. Please make sure that you have read and understood the following:

- Quality Policy
- Health & Safety Policy
- Environment Policy

Additional Sub-Policies:

- Equal Opportunities Policy
- Training Policy
- Corporate Social Responsible Policy
- Complaints Policy
- Data Protection Policy
- Drugs & Alcohol Policy
- Ethics Policy
- Violence at Work Policy
- Smoking Policy
- Discipline & Grievance Policy
- Safeguarding Children & Vulnerable Adults Policy
- Customer Care Policy
- Lone Worker Policy
- PPE Policy
- Ethics Policy
- Email & Internet Use Policies
- Communication & Social Media Policy
- DBS Policy

A copy of these policies will be contained at the back of these Assignment Instructions. In addition to these there may be site specific policies that you are required to adhere to so please make sure that you familiarise yourself with these.

In addition to this please ensure that you have read and understood the following documents:

- Health & Safety Arrangements
- Employee Handbook
- Terms & Conditions of Employment



Staff Area on our Website

In order to help you with your duties and to ensure that you have access to relevant information we have a staff area of our website. This can be accessed at:

<http://www.riskmanagementsecurity.co.uk/news-events/staff-area/>

The password is box2000

In this area you will find a variety of forms and documents such as:

- The employee handbook
- Holiday forms & unpaid leave request form
- Uniform request form
- Accident reports
- Self certification

On this site you will also have the ability to complete training forms online. This is by far the quickest and easiest way of completing a training form and can be done during the training shift if you have access to the internet on site.

The screenshot shows a web browser window displaying the 'On-Site Training Record Form Below'. The form includes several input fields: 'Name of Officer being Trained (Trainee)', 'Email Address', 'Site No.', 'Site Name', 'Name of Duty Officer (Trainer)', and 'Training Dates'. Below these fields is a section for 'Training Requirements' with a list of items and radio buttons for 'Completed' or 'Non Applicable'. The items include: 'On Site Health & Safety inc PPE', 'On Site Risk Assessment Awareness', 'Emergency Procedures & Escalation', 'Data Protection on Site', 'Emergency Services', 'Alarms on Site & Procedures', 'Vulnerable Areas of Site (H&S / Security)', 'Security Officers Base', 'Setting / Unsetting Alarms', 'Additional Duties Required e.g. Photocopiers', 'Switchboard / Telephone Procedures', and 'Parking / Vehicles on Site'. A green button labeled 'Send Your Request' is visible on the right side of the form.

All you need to do is fill out the section at the top with your details. Fill in the sections that you have received training in and the sign at the bottom. There is a section at the bottom where you can add site specific training topics. These can be found in section one of these AI's under training. To sign the form you simply need to write you name using the mouse. This does not necessarily have to be your signature but it has to show your name.

Once you have completed the form simply click 'Submit Your Training Form' and it will automatically be sent to our HR team.





Confidentiality & Data Protection:

All information concerning the Company and its clients that may come into your possession or knowledge during the course of your employment is strictly confidential. You must not, either during the course of your employment (except in the proper performance of your duties) or after termination of it, divulge any such confidential information to any third party whatsoever.

Any person that divulges any information regarding Risk Management Security or its customers without prior written consent will be subject to disciplinary action. Breaching confidentiality will be taken very seriously and will be classed as an act of Gross Misconduct.

Any outside agency, including the press, making enquiries regarding the assignment is to be directed to the client or your Line Manager. Some computers may be left on out of working hours. Security officers are not to touch or switch off these computers and under no circumstances should any Security Officer deliberately look at information contained either on a client's PC or on any desk.

8 Principles of the Data Protection Act

- Personal Data shall be processed fairly & lawfully.
- Personal data shall be obtained for one (or more) specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose (or those purposes).
- Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and where necessary kept up to date.
- Personal data processed for any purpose shall not be kept longer than is necessary for that purpose.
- Personal Data shall be processed in accordance with the rights of the subjects under this Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside of the European Economic Area unless that country ensures adequate levels of protection.



Adherence to the Data Protection Act is enforced by the Information Commissioner's Office (ICO).



What Does this Mean for You?

- You should ALWAYS keep any information gained at work confidential.
- Any information you do learn is considered privileged & therefore should not be divulged.
- NEVER discuss company or site information with third parties either in person, via email or on the telephone.
- All data and Information should have appropriate controls to prevent unauthorised access.
- NEVER put any site or personal data on any removable devices or on personal equipment i.e. laptops or mobile phones.
- All data should be disposed of appropriately using appropriate disposal methods e.g. shredding.
- Everyone has a Legal Right to know what Information is held about them.
- You should NOT keep records longer than necessary.
- It is important that you keep us informed of any changes in your personal data e.g. Address.
- You should handle Company data in the same secure way that you would expect your personal information to be handled.
- If in doubt, ALWAYS check with your Supervisor and/or Operations Manager.

For more information please read our Data Protection Act Policy – RMM 1202



Fire Extinguishers:

Fire Extinguishers should only ever be used as a last resort, especially if you have not been trained on how to use them. The following is a guide for you regarding their use should you ever need to use them for your own safety or the safety of others on the locations that you are working on. If you do not need to use a fire extinguisher to get safely out of the building then do not attempt to.

Fire Extinguishers – Instructions for Use:

Before facing a fire you need to consider the following:

- You should only tackle a fire in its very early stage & put your own, and everyone else's, safety first, as however minor a fire appears to be, it has the potential to spread very quickly.
- Put yourself between the fire and a suitable exit to make sure you can escape if you need to. Never let a fire block your exit.
- You should never tackle a fire if it is starting to spread, or if it had spread to other items adjacent to it. If the room is filling with smoke get out.
- If you cannot put out the fire or if the extinguisher becomes empty, get out. Fire extinguishers discharge for approximately ten full seconds only.

Although there are different types of fire extinguisher, they all operate in a similar way. An easy acronym to remember is: **P A S S** Follow this code to ensure you use the extinguisher correctly:

P	Pull out the pin at the top of the extinguisher. This pin is in place to ensure the handle isn't accidentally pressed.
A	Aim at the base of the flames.
S	Squeeze the handle to discharge the extinguisher, ensuring it is upright and that you are several feet away from the fire. If you stop squeezing, the discharge will stop.
S	Sweep the nozzle from side to side, aiming at the base of the fire, covering the area with the discharge.







Fire Extinguishers – Which Ones to Use

When selecting a Fire Extinguisher you MUST make sure that it is appropriate for the purpose for which you are intending to use it. All Fire Extinguishers contain information on the label but please familiarise yourself with the below.

Class of Fire	Examples of Materials Involved	Water	Foam	CO2	Powder
A	Textile, Paper, Wood	*	*	NO	*
B	Flammable Liquids	NO	*	*	*
Electrical	Computers, TV's, Electrical Sockets	NO	NO	*	*
Vehicle	Fuel	NO	NO	*	*

Identifying Fire Extinguishers

Most Fire Extinguishers are now painted red, as seen below, so it is important that you check the label. See Below:

Water - Red	
	<p>Point the jet at the base of the flames and keep it moving across the area of the fire. Ensure that all areas of the fire are out.</p>
Dry Powder - Blue	
	<p>Point the jet or discharge horn at the base of the flames and, with a rapid sweeping motion, drive the fire towards the far edge until all the flames are out.</p> <p>If the extinguisher has a shut-off control wait until the air clears and if you can still see the flames, attack the fire again.</p>
Foam - Cream	
	<p>Do not aim the jet straight into the liquid. Where the liquid on fire is in a container, point the jet at the inside edge of the container or on a nearby surface above the burning liquid. Allow the foam to build up and flow across the liquid.</p>
Carbon Dioxide - Black	
	<p>The discharge horn should be directed at the base of the flames and the jet kept moving across the area of the fire.</p> <p>Ensure you do not hold the nozzle or the base of the extinguisher as both can get extremely cold when discharging.</p>



Uniform & Dress:

At most locations the Security Team will be the first point of contact for all visitors, staff members and contractors. It is therefore important that we make a good first impression. Not just for ourselves but also for our clients. As such here are some guidelines on our expected standards.

Dress Code:

Only authorised uniform provided by Risk Management Security Services may be worn with the exception of footwear (see below) or plain black gloves (car park only).

Uniform to be worn while at work:

- Standard smart black trousers, clean and pressed. Female officers may wear either a skirt or trousers.
- Our standard logo tie.
- White long sleeve shirt with standard collar. Sleeves to be worn down.
- Black or dark coloured socks
- Black shoes of an appropriate plain design or safety shoes when issued
- High visibility anoraks may be worn on patrol inside or outside the building
- High visibility coats must not be worn in reception.

General Appearance:

- Trousers must be clean and neatly pressed.
- Shirts must be clean and neatly pressed.
- Shoes must be clean and polished.

You are required to make sure that your uniform is washed and ironed regularly. Those who do not dress appropriately will be disciplined. If at any time your uniform becomes, untidy, broken or stained then you must order new items as soon as possible. **DO NOT** leave this to the last minute. Uniform can take a few weeks to arrive so make sure you allow plenty of time.

To order new uniform items you **MUST** complete RMR 4201. This form should then be emailed, faxed or handed to your Manager. Please note that we will not order or issue any uniform without one of these forms.



Hair and Grooming:

Males:

Hair should be neat, not covering the ears and unless on identifiable religious or cultural grounds, worn above the collar. Shapes, motifs, patterns and extreme styles are not permitted. Hair should not be dyed unnatural colours.

Beards, moustaches must be kept neat and tidy. Long beards are not permitted unless on religious or cultural grounds. Unshaven or unkempt facial stubble is not acceptable.

Females:

Hair should be neat and not worn below the shoulder unless tied back. Shapes, motifs, patterns and extreme styles are not permitted. Hair should not be dyed in conspicuously unnatural colours. Make up must be subtle and not excessive. Vivid colours are not acceptable.

Body Piercing and Tattoos:

For female officers the only visible body piercing acceptable is conventional piercing such as ear lobes or other piercing for cultural reasons. No other form of visible piercing such as the tongue, lip or eye brow is acceptable. Male officers must not wear ear studs or ear rings whilst on duty. Tattoos must remain covered as all times.

Other Standards:

No personal mobile phones or similar devices may be used other than whilst on an official break.

Officers should adopt a positive image of both our client and Risk by their posture and general demeanour whilst in public areas or whilst working alongside other people. This includes refraining from having hands in pockets, reading non company books, magazines, newspapers, eating, chewing of gum in public areas, slouching, failing to engage with or acknowledge the presence of visitors or management.

Officers should always be alert and focus their attention on their surroundings. All officers must treat visitors, contractors, clients and colleagues with courtesy, respect and dignity at all times.



Personal Equipment:

Under no circumstances should any Officer bring a television set, portable DVD player, tablet, personal Laptop computer or radio onto site without either Clients or your Line Managers permission. The only exception to this is Kindle's when being used for reading only. Use of personal mobile phones should be restricted to emergencies only. Anyone found breaking these rules will be subject to our company disciplinary procedures.

Officers are reminded that they are NOT to use any equipment that has not been PAT Tested without the express written permission of either the client or their Line Manager. Should Officers use any equipment that has not been tested they may be subject to disciplinary action and / or the cost of any replacements.

Handovers:

Each Officer must ensure a full and professional shift handover takes place and includes the following:

- All information, which will affect the smooth running of our Clients business.
- All information relating to any incident occurring on your shift (to include a full incident report).
- Any ongoing incident which will involve further input from Security.
- Any incident / issue which needs dealing with by on coming Duty Officer.
- All keys, access cards, fobs that have been issued and allocated to Risk Management Security Team must be accounted for at shift hand over (acknowledgement must be signed on your Duty Log). Do not let your work colleague leave site with any of these items.
- The 'off going Duty Officers' are fully responsible for leaving their work area in a clean and tidy condition, which includes the removal of any rubbish.



Note Books:

Use of the security officer's notebook should include the following items:

- A record of duty hours and general nature of duty
- A record of any special instructions at commencement of/or during a tour of duty.

The rules for keeping notebooks are: -

- All entries must be in chronological order
- No gaps to be left between entries
- A line to be drawn across the page at the end of each tour of duty
- Make all entries legible and in ink
- Make entries at the time of an incident or as soon as is practicable afterwards
- Do not erase any entries. If an alteration is necessary line out the offending entry with a single line so that it may still be read and add your hand-written initials
- Do not remove any pages.
- Do not record any sensitive information (such as alarm codes) in your note book.

Remember Notebooks are there to help you when dealing with incidents or problems on site. You should use them to collect and collate information on what is going on so that you can create a full incident report after the event. These books can also be used as evidence should incidents have to go to court. Once you have filled your notebook it **MUST** be returned to your Line Manager for storage.



Incident Forms:

An Incident Report should be filled out whenever an incident occurs on site. This may be minor incidents e.g. suspicious behaviour or a false alarm or it may be something much more serious. These reports are VERY important as they provide both the client and your Line Manager a record of events that took place, the action that you took and information to contact any persons present.

Any Incident Report completed must be legible, concise, informative and factual. Remember that these will be being read by people that may not have been on site at the time and so they need to contain all the information. These reports may also be used by the Police, the Client or Risk Management as evidence in the event of future problems. Make use of pictures, diagrams as well as text.

Remember anytime you think you may need to write an incident report you should also inform the Control Centre that an incident has occurred.

What type of activities might lead to you having to produce an incident report?

The following list should be used as a guide to help you what should be recorded on an incident report and what simply needs to go on your DOB (Daily Occurrence Book). The following is not an exhaustive list and if you are in any doubt then it is better to write a report than not to.

- Alarm activations (False & Genuine)
- Fire alarm activations (False & Genuine)
- Theft
- Flood
- Injuries (to site personnel or visitors)
- Suspicious behaviour
- Damage to any building or equipment
- Unacceptable behaviour i.e. arguments, fights or verbal abuse
- Official visitors to Site (i.e. Police, Local Authority or Ambulance Crews)



Daily Occurrence Book / Log Pad:

The security occurrence book or duty log must be completed throughout the tour of duty of the Security Officer and must include the following information: -

1. Any vehicle accidents
2. Who is on site e.g. security personnel on duty
3. Any special information, which needs to be passed to other officers
4. All keys signed and accounted for
5. All internal/external patrol times
6. Any information, which needs to be passed to the client
7. Any special requests for access, keys, etc
8. Any incidents, which have occurred during the tour of duty
9. All welfare check calls to the Control Room including issued reference number.
10. All Risk Management Manager or Director visits

The security officer must remember that all entries must be legible, concise and informative. Any emergency, which has occurred during your tour of duty – must be the subject of a full incident report.

Any requirement for new duty log pads should be notified to the RMS Control Centre by the Security Officer on telephone number 01494 472 333 as soon as the security team starts the first page of the last available daily assignment log. Alternatively you can inform your Line Manager.

Risk Management Services (Chiltern) Limited										
ASSIGNMENT LOG					DATE	SEQUENTIAL NO.				
ASSIGNMENT NAME			ASSIGNMENT NO.	DUTY START		DUTY FINISH				
Duty Security Officer - I confirm that I have read and understood all instructions and assignment instructions.				SIGNATURE		ASSIGNMENT TRAINING				
Time	Name	Signature	Time	Officer	Signature	Keys Checked	Date	Officer	Trainer	
						Equipment in working order				
CLOCKING SYSTEM CALIBRATED:						YES/NO:				
						Comment				
PATROL LOG										
ROUTINE PATROL TIMES			WELFARE CALLS	RANDOM CHECKS		INCIDENTS OF INTEREST - You must indicate below whether or not there are occurrences during your tour of duty by ticking 'yes' or 'no' as appropriate. If 'yes', explain fully indicating course of action taken.				
OUT	IN	TO CONTROL	START	FINISH	WERE THERE ANY ...		YES	NO		
					1. THEFTS?	Committed? Attempted?	(ENTER TIME)			
					2. TRESPASSERS?	SUSPICIOUS ACTIVITIES?				
					3. PROPERTY?	Lost/Found or damaged				
					4. DOORS OR WINDOWS	Open?				
					5. VAULTS OR SAFES OPEN?					
					6. FAULTY EQUIPMENT OR FITTINGS?					
					7. ACCIDENTS?					
					8. SECURITY LIGHTS OFF?					
					9. HEALTH, SAFETY AND FIRE HAZARDS?					
					10. ELECTRICAL APPLIANCES ON?					
					11. SMOKING VIOLATIONS?					
					12. COMPLAINTS?					
					13. SEARCHES CARRIED OUT? (where applicable)					
INCIDENT REPORT							ACTION TAKEN	TIME		



Radios & Mobile Phones:

If your location has been issued with radios or the client supplies them for use by the Security Officer then the following must be adhered to: -

- You must always carry the radio with you whilst on patrol (test it before commencement of patrol).
- You must use the radio when there is an emergency on site to inform any other security officers who are on duty.
- You may have to switch to special channel - see special instruction, also emergency procedure.
- You must keep in touch with other security officers whilst on patrol by means of welfare calls but never give your location. Always use an area grid so only you and the other security officers know your location.
- You must **NOT** use the radio for idle chat with other security officers.
- You must **NOT** leave the radio out of the charger when it is not being used.
- You must **NOT** let any other person use or remove radios from your base unless the client has so instructed again you must make an entry on your Duty Log to this effect.

To assist in clarity during radio use the following standard phonetic alphabet & System ID Codes should be used:

A – ALPHA	B – BRAVO	C – CHARLIE	D - DELTA	E - ECHO	F - FOXTROT
G - GOLF	H - HOTEL	I - INDIA	J - JULIET	K- KILO	L - LIMA
M - MIKE	N - NOVEMBER	O - OSCAR	P - PAPA	Q - QUEBEC	R - ROMEO
S - SIERRA	T - TANGO	U - UNIFORM	V - VICTOR	W - WHISKY	X - X-RAY
Y - YANKEE	Z - ZULU				

IC1	White Skinned European	IC4	Asian
IC2	Dark Skinned European	IC5	Chinese / Japanese
IC3	African / Caribbean	IC6	Arabian / Egyptian

If your site has been issued with a Mobile Phone for use during duties then this phone **MUST** only be used for work related calls. No officer should use any client or Risk Management provided phone for personal calls. Any misuse of this will result in disciplinary action.



Criminal Vs Civil Activities

There are two types of law in the United Kingdom. These are Criminal law & Civil law. Criminal law is concerned with breaches of Common or Statute (Acts of Parliament) law. These offences involve the police (or other enforcement agencies) to enforcement them and will be prosecuted by the Crown Prosecution Service (CPS). Civil law is utilised by individuals or organisation to take action against one another and no do have to involve the police.

As Security Officers you should make sure that you are familiar with a variety of different offences that you may come across. Some of the more common ones are listed below.

- Trespass:** The act of being upon, entering land or premises without the right to be there.
- Assault:** The threat or the use of force against another, without their consent.
- Theft:** The act of theft is committed by a person who dishonestly appropriates property belonging to another with the intension of permanently depriving the other of it.
- Robbery:** The offence is committed by a person when he steals and immediately before or at the time of doing so and in order to steal, uses force on any person or puts any person or seeks to put any person in fear of being then and there subjected to force.
- Burglary:** Trespassing with the intent to steal, inflict grievous bodily harm, rape or cause unlawful damage or having entered, steals or inflicts, or attempts to inflict grievous bodily harm.
- Aggravated Burglary:** The offence of aggravated burglary is committed when a person commits burglary and at the time has with him: any firearm, imitation firearm, any weapon of offence or any explosive.
- Criminal Damage:** Someone without lawful excuse destroys or damages property, belonging to another intending to damage or destroy the property or is reckless as to whether such property would be destroyed or damaged.

An incident report should always be completed for any breach or potential breach of civil or criminal law.



Powers of Arrest:

Legal Definition: Arrest is the taking or restraint of a person from their liberty and property, in order that they shall be forthcoming to answer an alleged offence.

To deprive someone of their liberty is a very serious matter. An arrest must, therefore, only be exercised when absolutely necessary and in strict accordance with legal provisions. A Security Officer has precisely the same powers of arrest as any citizen of this country. They do NOT receive any additional powers to assist with his security duties.

Before carrying out an arrest consider the following:

- You must have a witness; you must never carry out an arrest on your own.
- The reaction of the person being arrested. Never put yourself in danger.

The main power of arrest for a crime is covered by the Police and Criminal Evidence Act 1984 (PACE) as amended by the Serious Organised Crime and Police Act 2005 (SOCPA 2005).

Powers of arrest are covered by Section 24 of PACE while Section 24A gives powers of arrest for ANY PERSON for indictable offences in the following circumstances.

New Section 24A Arrest without warrant: other persons

- 1) A person, other than a constable, may arrest without a warrant:

Anyone who is in the act of committing a serious offence such as rape or murder.

Anyone whom he has reasonable grounds for suspecting to be committing a serious offence such as murder or rape (This is also known as an indictable offence).

- 2) Where an indictable offence has been committed, a person, other than a constable, may arrest without a warrant:
 - Anyone who is guilty of the offence.
 - Anyone whom he has reasonable grounds for suspecting to be guilty of it.
- 3) But the power of summary arrest conferred by subsection (1) or (2) is exercisable only if:
 - The person making the arrest has reasonable grounds for believing that for any of the reasons mentioned in subsection (4) it is necessary to arrest the person in question.
 - It appears to the person making the arrest that it is not reasonably practicable for a constable to make it instead.



- 4) The reasons are to prevent the person in question:
- Causing physical injury to himself or any other person.
 - Suffering physical injury.
 - Causing loss of or damage to property.
 - Making off before a constable can assume responsibility for him.

One of the most important changes from when PACE was created in 1984 and when it was changed by SOCPA 2005 concerns the power of arrest for citizens and this includes people employed in the security industry.

Originally the term 'arrestable offence' was used to describe serious offences for which the public could arrest people. This has been changed to 'Indictable Offence'. This means that you can now only arrest a person who is committing an indictable offence or when an indictable offence has been committed by anyone who is, or who you reasonably believe is, guilty of committing it.

However, there are clear directions under the new changes as to when and why you should arrest. These are that it is not reasonably practical for a police officer to make the arrest. This could simply be that there is not one there or, alternatively, an officer could be there, but has already arrested another suspect and is too busy dealing with that or another incident.

Secondly, you should only arrest to prevent a person causing physical injury to themselves or another person, suffering physical injury, causing loss or damage to property and to stop them making off before the police arrive to take responsibility.

Arrest means placing a person under lawful detention against their will for the purposes of law enforcement. Individuals have rights of liberty, and it has been held by the courts, that if any person making an arrest does not adequately respect rights to liberty by ensuring that:

- There is evidence of an indictable offence to justify the arrest before it takes place
- That they tell the person why they are being arrested and
- That they release the person or surrender them to the police as soon as possible then the arrest may become unlawful.



Classification of Offences:

Summary only offences are minor matters, which are tried only in a Magistrates Court and where the defendant is ordered to attend by summons. Such offences include most motoring offences and other relatively minor matters such as drunkenness, common assault and prostitution. They are triable only in a magistrates' court. There is no power of arrest for a private citizen for summary offences.

Indictable offences involve the most serious crimes such as murder, rape and robbery. The procedure is more complex - there will be a preliminary hearing in front of the magistrates, which decides whether there is a prima facie case for the defendant to answer. If the magistrates decide to commit to a higher court, the trial is held on indictment before a Crown Court judge and jury.

A private citizen may arrest someone for an indictable offence. **Either-way** offences. Not all offences are summary or indictable. There are offences that can be tried either way (i.e. at either a Magistrates or Crown Court), such as theft and burglary. In certain cases, a defendant can opt for trial by jury or a Magistrate can send them to the Crown Court, if they feel the offence deserves it or they have insufficient sentencing powers to deal with the matter. There are over 700 offences of this nature.

A private citizen may arrest someone for committing an either-way offence.

In respect to SOCPA 2005 the references to 'indictable' offences means any offence that **may** be tried at a Crown Court. This means both 'indictable' and 'either-way' offences. Such offences include:

- Theft
 - Deception
 - Burglary
 - Aggravated burglary
 - Assaults occasioning actual bodily harm
 - GBH
 - Assault with intent to resist arrest
 - Being on enclosed premises for an unlawful purpose
 - Possession of offensive weapons
 - Possession of drugs.
- (This list is not exhaustive)

Note: Common Assault, where there is no visible injury, is a summary only offence and therefore a person other than a constable cannot arrest for this.



Arrest Procedures

An arrest is only carried out as a last resort. If an arrest is made, it should only be after due consideration for the safety of the security officer and with the minimum of fuss. Security officers have only the same powers of arrest as an ordinary citizen. They **DO NOT** have the same powers as the Police.

When making an arrest the security officer should tell the person:

- Who he/she is
- That he/she is arresting them
- The reason the person is being arrested (e.g. suspicion of theft) and why the arrest is necessary (24A (3) and (4)).

Once an arrest has been made, the security officer has legally deprived the individual of their liberty and has a responsibility for the person's safety.

The individual must be continually observed.

The security officer should monitor the person's behaviour until the arrival of police for the following reasons:

- To ensure that they do not dispose of evidence
- To ensure that they do not pose a risk of injury to the security officer
- To ensure they do not attempt to escape; and
- To ensure that they do not inflict self harm

Use of Force

Criminal Law Act, 1967 (Section 3, Para 1)

Any person may use such force as is reasonable in the circumstances;

- In the prevention of crime or
- In effecting, or assisting, in the lawful arrest of suspected offenders or persons at large.
- Persons at large are generally escaped prisoners.



Common Law

A person may use such force as is reasonable in the circumstances for the purposes of:

- Self defence
- Defence of another person
- Defence of property

Under common law, a person can use reasonable force to ward off an imminent attack. This is often referred to as a pre-emptive strike. This can include the threat of attack.

Should you resort to the use of force, this will be examined in two ways;

- Did you have the right to use force
- Did you use reasonable force in the circumstances?

Any force used may need to be justified in a court of law, hence the need to err on the side of caution.

Physical force may be used if necessary but this **MUST** always be kept to a minimum. Ideally an arrest should always be carried out as quietly and discreetly as possible.

From the above it will be seen that making an arrest is a far more complex procedure than was perhaps first realised. A Security Officer should only make an arrest when every other possible course of action has been considered. In practice it is much better to 'observe and report', i.e. to see whatever is taking place, noting as much detail as possible and to then notify the Police who will always attend as soon as possible.



Search Powers:

As a security officer you have no rights or power to search anyone without their express permission.

Some companies include a 'search clause' within their conditions of employment but it is still a requirement that you should obtain each person's verbal consent at the time of the search.

Where female staff are to be searched this **MUST** be conducted by a female Security Officer. (Where none is available the client company may nominate a female employee usually from management level, to conduct such searches).

When conducting searches the following basic procedure should be followed:-

- Select those to be searched at **RANDOM**. (Unless specifically instructed otherwise).
- Obtain verbal consent from each person.
- Ask if they are in possession of company property.
- Remain polite throughout the procedure.
- Enter details in the 'Search Register' and thank the person concerned for their co-operation.

Should a person refuse to give consent, and then advise that the matter will be reported to Company Management. **DO NOT** attempt to detain the person or make an enforced search. Either of which could lead to serious legal consequences.

In the event of company property being discovered, the matter should be immediately reported to a member of Management. Any subsequent action will be at the discretion of the company.

Searching of Vehicles:

Avoid touching any part of the vehicle. The driver should be requested to open and close doors, boot, bonnet, glove compartment, etc. and to move aside any articles obscuring your view, e.g. blankets, etc. The driver should also be asked to open any boxes or other kinds of containers.

Reminder:

On sites where a search procedure has been implemented, security officers and their vehicles are also subject to search by a member of RMS Management. Locations where clients have no search procedure, RMS officers will still be subject to vehicle searches as part of their employment contract.



Suspect or Stolen Property:

If there are any items which come to your attention which you suspect as being stolen property then the following procedure must be implemented: -

- Make a full incident report out with all details
- Inform client management as soon as the information has been brought to your attention
- Take statements from any parties, which can offer supporting evidence
- The items or items which are suspected of being stolen property must be retained in a secure area and not released to any individual until such time the incident has been brought to a satisfactory conclusion.
- If the suspected property has been brought to your attention or found by yourself outside normal working hours then you must ensure the property is put in a secure area and full details passed to all other officers on shift change over, information must also be passed to client contact.

Under no circumstances must items suspected of being stolen be discussed with other personnel who are not directly connected with security.



CCTV

The CCTV equipment and the images recorded by it are not controlled by Risk Management Security Services or Risk Management Services (Chiltern) Ltd. Details of the system owner / controller can be found in section one of these AIs. As such should you receive any requests for images or information you MUST politely inform the enquirer of who they need to contact.

Under no circumstances should officers show any footage or images to any individual without the client's permission.

Disclosure of recorded material is only with express written permission of the client and will only be made to third parties in strict accordance with the purpose of the system and is usually strictly limited to the following authorities:

- Law enforcement agencies where images recorded would assist in a criminal enquiry and or the prevention of terrorism and or disorder.
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings.
- Emergency services in connection with the investigation of an accident.

Digital recordings showing a recognisable person is personal data as defined under the Data Protection Act 1998. Anyone believing they have been filmed by the system installed at the clients premises is entitled to ask for a copy of the images recorded, subject to the prohibitions on access also covered by the Data Protection Act. They do not have the right of instant access and must abide by the clients Data Protection procedures.

Most of our clients systems use digital recordings, CD-ROMs can be provided as long as no third parties can be seen. If a third party can be seen then still images of the person requesting the access will be provided but only with all other third party images masked. Again, this MUST be done with permission of the system owner / client.

A person whose image has been recorded and retained and who wishes access to the recording must apply in the writing to the client. Access request forms should be provided by the client, however, Risk Management Security Services can facilitate this if required.

Upon receipt of an access request form, the client will then arrange for a copy of the recording to be made and given to the applicant. The applicant must not ask another member of staff to show them the recording, or ask anyone else for a copy of the recording. All communications must go through the client.

The Data Protection Act gives our clients the right to refuse a request for a copy of the recording particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders.

More information on the above can be found in the ICO's CCTV Guide. To obtain a copy please contact your line Manager.



Objectives of Patrolling:

Time spent patrolling should not be considered as wasted or dead time. Much can be learned of company activities, employee's relationships, malpractice's and other useful information during a patrol.

Objectives of patrolling internally

- Check all locks on doors and windows and where necessary mark padlocks to detect any substitution.
- Check that property is not exposed to the weather as it may over time become damaged.
- Check that all strong rooms, safes, etc. are locked and keys removed, taken into custody and submitting a written report about any keys you find left in locks.
- Check to see that no unnecessary lights are left on.
- Check that all electric fires are switched off.
- Check all internal doors, windows are closed as this does prevent fire spreading.
- Check that all inflammable materials left near any source of heat are removed to a safe area.
- Check that all fire exit doors are secure and that the route to the exit is not blocked.
- Check that all window blinds or curtains are closed except venetian blinds when staff have vacated that particular area.
- Check there are no keys left in doors if you find keys left in doors secure door, remove key and keep in safe place ensuring that details are entered on your duty log.
- Check that there are no laptops left in areas which are vulnerable to undesirable personnel who may remove items from location, if you come across laptops then remove them from the areas of concern keep them in a safe place under the control of security but remember to leave a note in the area you have removed laptop from advising occupants it is under the safekeeping of security.
- Check that any personnel you come across while carrying out your patrol are bona fide employees or authorised contractors. If there are any concerns you have regarding personnel or contractors then you must challenge them in a very polite and professional manner to verify all is OK.
- Check that all Fire Extinguishers on location are located in the right place.

If any route is found to be blocked a full report must be forwarded to site contact. Keep a copy on file in the security base and also make an entry on the duty log. Whilst on patrol you must register at all key points if a patrol system has been installed. Some assignments have an access control system, these systems can be used to monitor movements of the Security Officer.



Internal Patrols

The security officer must ensure that all doors and windows are closed and secure at the earliest opportunity following the room being vacated, this instruction is of particular importance to all areas on the ground floor area. The first patrol conducted, if patrols are required, the Security Officer must be thorough with all non-essential non communal lights being turned off. In the event that the security officer notes any person(s) on site whose identity is in question then he/she should if safe to do so challenge the person(s) and require identification. If the security officer is not satisfied with the identification or explanation offered then normal escalation procedures must be followed and the client contact, RMS Control Centre informed.

External Patrols

Objectives of patrolling externally: -

- Check any defects to building, which could cause problems to the security of the premises.
- Check all doors/windows ensuring that they are secure.
- Check that all fire exit doors are clear and would not cause a problem if there were an emergency. If you find a problem forward a report to the site contact. Keep a copy on file in your base; also make an entry on the Duty Log ensuring that the client is made aware of the problem at the earliest possible time.
- Check all external lights are working.
- Check all vehicles, which are parked on site, are secure. If there is a vehicle which you do not recognise then investigate and log all details.
- Check that any vehicles (Goods), which are ready for dispatch, are secure.

Drugs & Intoxication

Signs of drug use include the presence of syringes, silver foil (in unusual places), burnt spoons and cardboard 'roaches' which are used as filters when smoking. However, cannabis can be much more discreet and simply look like cigarettes. It is important to remember that all drug users will be using illegal drugs and some may be prescription.

Officers should use the list below to help decide whether an individual could be under the influence of drugs or alcohol. This list is NOT exhaustive and some characteristics may just be coincidental so officers should not accuse any person of being intoxicated.

Smell of Alcohol, Marijuana or other strange smell

Speech: Slurred or fragmented
Confused
Slow or unusually fast
Unusually soft or loud

Disorientation - Is the individual confused about:

Where they are?
What day of the week it is or the time?
Do they have an inability to focus?

Unusual or unexplained resistance to authority

Avoidance of Security
Avoidance of Management Personnel
Refusal to follow reasonable instructions

Lack of Motor Co-ordination

Mood: Belligerent
Moody
Ecstatic
Nervous
Giggly
Talkative
Drowsy

Appearance: Looking pale
Looking flushed
Excessive perspiration
Bloodshot eyes
Shaking hands
Needle marks



If you suspect any individual may be under the influence of drugs or alcohol it is vital that you approach with caution and if needs be summon help. People have a variety of differing reactions and as such some may leave quietly and others may cause a stir. Always ensure that you have a means of escape and that you not put yourself in harm's way. Remain calm and do not aggravate the individual.

General Guidelines:

- 1. People under the influence often respond better to someone who approaches them in a friendly manner rather than an authoritative manner.**

If you have to approach an intoxicated person you should ensure that you are using a non-aggressive stance with open, empty hands.

- 2. Whenever possible, involve someone they know.**

Friends or colleagues can help to calm intoxicated people down and get them to comply with your wishes faster than you will ever be able to.

- 3. Intoxicated people do not like to be told what to do.**

Offer them choices such as "Walk over here with me," "Can I call you a cab" or "Is there someone I can call for you?" Statements such as "I am going to call the police if" are extremely unhelpful.

- 4. An intoxicated person can sense your fear.**

Be confident yet non-threatening with them and show genuine concern for their well being.

- 5. Ask them questions about themselves.**

You want to engage them in a positive manner that will keep them occupied and distracted. When you can direct the person away from the area you are looking after.

Common Drug Names

Substances have a variety of different official and unofficial names. Some of the most common names you may over hear in conversations are as follows:

Drug Name	Commonly Referred to as:
Cannabis	Hash, skunk, weed, draw, dope, sensi, resin, puff, pot, marijuana, herb, hashish, grass, green, ganja, draw, dope, spliff.
Heroin	Smack, crack, cmack, ckag, horse, H, gear, brown
Amphetamines	Speed, whizz, sulph, paste, billy, base, amphetamine sulphate, amphetamine, E, mandy
Cocaine	Snow, crack, coke, charlie, white, toot, stones, snow, rocks, percy, pebbles, freebase, crack, chang, C



Amphetamines



Cannabis



Alcohol



Cocaine



Ecstasy



Heroin



Bomb Warning:

Guidelines & Checklist for dealing with Bomb Threats:

1. Let the caller finish his message without interruption.
2. Get the message as exact as possible at the same time taking note of points to complete the check list below.
3. If possible, link in another person to listen to the conversation.
4. When the caller is apparently finished, try to encourage conversation with a view to establishing if it is a genuine or hoax call.
5. In particular, try to get answers to the following: -
 - a) Location of the bomb
 - b) What time will it explode?
 - c) When and how was the bomb placed?
 - d) Why has it been done?
6. At the end of the call notify Control immediately, so that the necessary procedures can be implemented.



Check List – Please circle applicable words or inserts where necessary.

Date			
Time			
Callers Gender	Male	Female	Undistinguishable
Called Age	Young / Juvenile	Adult	Elderly Person
Voice Type	Loud	Quiet	Rough
	Educated	High	Deep
	Disguised	Somber	Excited
	Other		
Speech Type	Slow	Fast	Distinct
	Slurred	Stutter	Fluid
Language Type	Obscene	Coarse	Normal
	Hysterical	Educated	Other
Accent Type	Local	Regional	Foreign
Manner	Calm	Measured	Irrational
	Aggravated	Drunk	Humorous
Background Noise	Road	Music	Machinery
	Silence	Speech	Radio
	Other		
Text / Details of Conversation			



Suspect Packages & Letters

In the event you are handed a suspect letter, package or anything else suspicious you should:

- 1) Carefully put the item down and step away from it.
- 2) DO NOT shake it, drop it, turn it over or attempt to open it.
- 3) Do not take any personal risks.
- 4) Notify the Client immediately (and check that it is not something they are expecting) & raise the alarm if applicable.
- 5) Notify the Police if you still believe it to be suspicious.
- 6) Notify the Control Centre.

Note:

Letter bombs are more frequently comprised of buff envelopes.

The more recent packages (i.e. not in letter envelopes) are almost always more than one inch in thickness and their sizes and wrapping have been different in every case so far. Consequently there are no firm appearance guidelines to go by.

If they are not expected or recognised, and if the sender's name and address are given, the sender should be asked to confirm the dispatch or the packages(s) and the contents.

What to Look for:









- | | |
|-----------------------|--|
| a) Points of origin- | eg. Postmarks. |
| b) Address of sender- | If given, unusual or unknown. Conflict between the address and the postmark. |
| c) The balance- | Uneven or lopsided. |
| d) The weight- | If it seems to be excessively heavy for its size. |
| e) Protruding wires- | (Even the best prepared devices can come adrift in transit). |

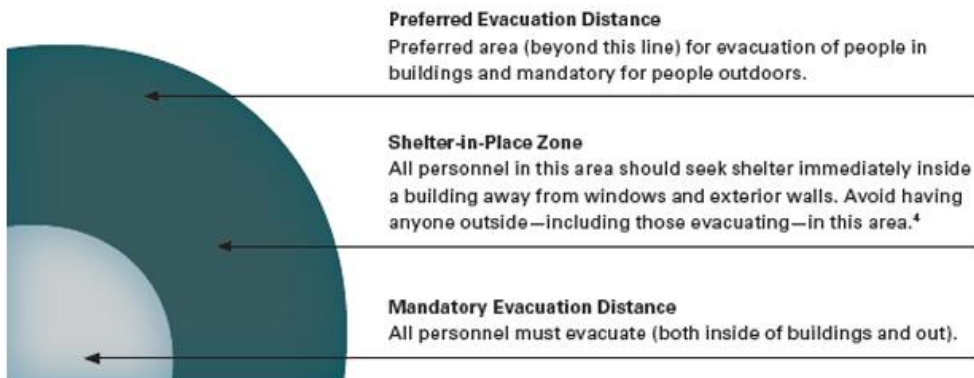
Don't:

- a) Place near vital equipment.
- b) Pull wires.
- c) Throw it out of the window.
- d) Take it out into the street.
- e) Place in water.
- f) Cover with sand.
- g) Shake/squeeze.
- h) Put in tin or box.
- i) Panic!



Bomb Evacuation Distances (Guide)

	Mandatory Evacuation Distance ²	Preferred Evacuation Distance ³
 Pipe bomb	70 FT/ 21 M	1,200 FT/ 366 M
 Suicide vest	110 FT/ 34 M	1,750 FT/ 518 M
 Briefcase/suitcase bomb	150 FT/ 46 M	1,850 FT/ 564 M
 Sedan	320 FT/ 98 M	1,900 FT/ 580 M
 SUV/van	400 FT/ 122 M	2,400 FT/ 732 M
 Small delivery truck	640 FT/ 195 M	3,800 FT/ 1159 M
 Container/water truck	860 FT/ 263 M	5,100 FT/ 1,555 M
 Semi-trailer	1,570 FT/ 479 M	9,300 FT/ 2,835 M





Photography and Hostile Reconnaissance

Below is some guidance on photography and hostile reconnaissance. It will provide you with important advice as to what is to be considered reasonable and innocent behaviour in the instance of members of the public taking photographs or filming, and what the correct course of actions is when dealing with suspicious behaviour of individuals:

- Security Officers should remember that the vast majority of individuals taking photographs are doing so for entirely innocent purposes, and the fact that an individual is taking a photograph does not in itself indicate hostile reconnaissance or other suspicious behaviour.
- Remember that if an individual is in a public place photographing or filming a private building, security staff members have no right to prevent the individual from taking photographs.
- If an individual is on private property, they may not take photographs if such activity is expressly prohibited or requires a permit which has not been sought or granted. In this instance, a security guard may inform the individual of the restrictions and politely request that they stop taking photographs or filming. In addition to this, if agreed by the client the security guard could request that the individual leave the premises.
- All approaches to members of the public should be made in a courteous manner and officer should not assume that they are doing something wrong.
- If an individual is behaving in a manner which a security guard believes to be suspicious, it is important that the suspicions are resolved either through reporting the incident to the police, through polite questioning of the individual or by alerting the client to your suspicions.
- Please remember that you are not allowed to delete images, seize any equipment, or obstruct individuals from taking photographs.
- Members of the public and the media do not need a permit to film or photograph in public places. This includes where an individual is in a public place but taking a photograph or film of a private building.
- You should be mindful of the impact your actions can have on members of the public. As such you should avoid behaving in a manner that individuals may find intimidating or aggressive, or interfering with individuals' activities without adequate reason to do so.
- All instances and suspicions should also be reported to the Control Centre and your Line Manager. Please also ensure that you complete a company incident report.

Identifying Police Personnel & Forces:

Police officers wear their unique warrant number ('shoulder number') on their shoulder epaulettes, along with their stripes. These numbers allow you to identify officers. All Police Officer warrant cards carry their photograph and certify their identity, the police force for which they work, and their entitlement to use police powers.



Thames Valley Police Officer Uniform

The force for the area you are working in uniformed officers will display the logo on their uniforms and badges i.e. Metropolitan Police, Thames Valley

Police Officers:

- Wear their shoulder number on their shoulder epaulettes, along with their stripes.
- All Police Officer warrant card will carry their photograph and certifies their identity, the police force for which they work and their entitlement to use Police powers.

Police Sergeants:

- Police Sergeants wear their shoulder number with chevrons, which displays their rank.

Police Inspector and upwards:

- From the rank of Inspector upward, shoulder numbers are not worn on epaulettes. Various diamond-shaped 'pips', crowns and wreathes with crossed staves display rank.

Police Shoulder Epaulettes			
Police Officer	Police Sergeant	Inspector	Chief Inspector

Special Constables

Special Constables are trained, uniformed volunteers who have the same powers, privileges and protections as regular police officers. They wear their Force's uniform.

Special Constable Shoulder Epaulettes			
			
Special Constable	Special Sergeant	Special Inspector	Special Chief Inspector

Police Community Support Officers

Police community support officers (PCSOs) wear police-style uniforms, and their epaulettes show a shoulder number and the text 'Police Community Support Officer'.

Criminal Investigation Department Officers

Officers from Thames Valley Police's Criminal Investigation Department (CID) do not wear uniforms or badges of rank. However, their ranks are similar to uniformed officers.

These are:









- Detective Constable.
- Detective Sergeant.
- Detective Inspector.
- Detective Chief Inspector.
- Detective Superintendent.
- Detective Chief Superintendent – the highest CID rank.

CID officers will:

Display their badge and warrant card when they wish to be known to the general public.

Police Force Logos:

Below is a list of logos for the police forces that operate in our areas. These logos will form part of the officer's police badge and supporting warrant card.

Police Forces in our local area			
			
Thames Valley	Hampshire	London	Northamptonshire
			
Metropolitan	Surrey	Hertfordshire	Bedfordshire

If you are ever in any doubt as to the validity of any person claiming to be a police officer then you can contact your local police station by calling 101. You can then ask the operator to confirm the person's identity using the officers shoulder number.



Silver Fox:

Silver Fox is provided by FM Contract Watch and is an independent test that will test your ability to spot / handle unauthorised people from entering a site. These are also known as penetration tests where the security of the site is tested through various techniques.

All Risk management security officers must be vigilant at all times and check all ID offered up to them before agreeing entry to this location (**There are no exceptions to this Instruction**).

When checking ID the following must be confirmed:

- Correct Name
- Correct Photo matching person trying to gain entry
- That the ID is in Date
- That they have a legitimate reason for being there.

When / If you have foiled the Silver Fox Auditor then they will identify themselves as Silver Fox and you will need to see their Silver Fox ID

- If they cannot produce a correct ID from Silver Fox then do not grant them access.

Sample of the Silver Fox Inspectors ID Card: To be used to compare against before entry is granted.



Once you have 'foiled' the Silver Fox Auditors attempts to enter site, or once you have failed to act appropriately, AND you have checked for a valid ID you should contact the Control Centre and inform them that a Silver Fox Audit has been conducted and allow the auditor access to the site so that he can talk to you about the audit and check the below.



The audit is structured as follows:

Stage 1: Attempted Entry

They will test the Duty Officer's alertness, attitude, training and understanding at the time and place of our attempted entry.

Stage2: Team Check

Then check the presentation of the team at the time of attempted entry, and whether all officers on duty are carrying the appropriate ID or SIA licences.

Stage 3: Operational Check

And finally make a random check on two items from a menu of on-site operational disciplines such as:-

- Management Visits
- Key Register
- Daily Occurrence Book
- Incident Reports
- On-Site Training
- Check Calls
- CCTV Operation




Remember be vigilant at all times don't just grant entry to anybody check there ID at all times.

It is easy to justify, with the right reasons, why you have not allowed someone access to a site but not so easy to explain why access has been granted to someone you don't know.



Risk Assessments

Each location will have had a site specific Risk Assessment conducted to ensure that the duties we are asking you to do are safe and do not put either yourself or anyone else at Risk. When you arrive on site for the first time you should not conduct any duty until you have read and understood this document. It will be contained within this Assignment Instruction Folder and clearly marked.



Risk Management Security Services Risk Assessment

Site Name:	
Site No:	
Creation Date:	
Review Date:	Date for next review [unless working practices significantly change] MMM / YYYY
Assessor:	Name - Job Title
Persons at Risk:	Risk Management Security Officers, Supervisors, Managers & Directors
Processes Involved:	Manned Security Guarding / Reception Duties / Patrolling / 00:00 – 00:00

General Description of Tasks:

* Numbers used are for illustrative purposes only. ** Residual risk is the level of risk that remains after suitable and sufficient control measures are introduced.

Likelihood (L)	Frequent (5)	Probable (4)	Occasional (3)	Improbable (2)	Remote (1)
Severity (S)	Catastrophic (5)	Major (4)	Reportable (3)	Serious (2)	Minor (1)
Degree of Risk (DR)	Likelihood x Severity (L x S = DR)				

Degree of Risk should NOT be greater than 12. If it is then additional controls will need to be put in place to reduce the Risk.

RMR 7002
Page 1 of 4
Issue 12 (08/14)

The Risk Assessment will be split into two sections. The first being a general risk assessment and will include risks likely to be found on all locations. Please note that the scores and the control measures will still be specific to the site so please still make sure that you have read it.

The second section will cover site specific items and specific duties that we are asking you to do. As with both section it is vital that you follow the control measures and recommendations that we have set out to ensure your safety.

If you have any questions, queries or concerns regarding the Risk Assessment or the details contained within it then please speak to your Line Manager or email:

safety@riskmanagementsecurity.co.uk

Please make sure you have read, understood and signed the onsite Risk Assessment.



Timelink (Check Call System)

We run an automated check call and booking on / off system which all security personnel are required to use. This system is called Timelink and is provided by Innovise. All individuals are required to make check calls and book on / off duty and this is for your own safety.

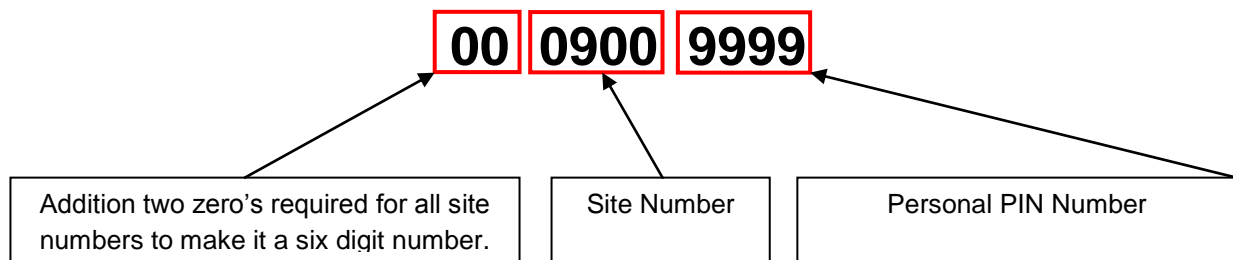
The Timelink telephone number is:

08458 052 942

When you call this number you will get the message 'Welcome to Timelink' as soon as the voice has stopped speaking you need to enter your SIN (Site Number plus two zero's) immediately followed by your PIN Number.

i.e. If you site number is XS 0900 & your PIN number is 9999 you would need to enter the following:

0009009999



Once it has done this it will say either 'call accepted' or 'call rejected'. If the voice says 'accepted' then no further action is required until your next check call. If it says rejected then please check you are still within the window, that you are calling from the allocated telephone line and try again. If it still doesn't work then you need to phone the control centre. **DO NOT** wait for them to phone you.

Check Calls:

As a general rule check calls (or welfare check calls) are required anytime a Security Officer is alone on site. As a guide check calls are usually required hourly between the hours of 18:00 & 06:00 and 24 hours at weekends. However, if you are working on an empty site then you may also be required to make check calls all day during the week.

As with all check call systems you have a window in which you are required / allowed to make a check call. We have set this at 10 minutes to the hour and 10 minutes past the hour, effectively giving you a 20 minute window.

i.e. If a check call is due at 22:00 you will be able to make that call anytime between 21:50 & 22:10.

If you miss your check call at any time you should phone the Control Centre immediately and explain why. Missed check calls are carefully monitored and those that continually fail to make them will be subject to disciplinary action.



Booking On & Off Duty:

In addition to making check calls all officers (including receptionists) are required to book on and off duty. This is the first and last thing you should do when arriving or leaving site. It is vital that you book on otherwise we do not know you are there and similarly it is vital that you book off so we know you have left safely.

As with check calls there is a window in which you can make your calls. For book on calls this is set at 15 minutes to the start time until the start time and for off calls is set from the finish time to 15 minutes past the finish time.

i.e. If you are due to start work at 19:00 you can book on anytime from 18:45 through to 19:00.

If you are due to finish work at 07:00 you will be able to book off anytime from 07:00 through until 07:15.

Please note that failure to make these calls may result in your pay being affected. As a general rule if you fail to book off then the final hours pay will be deducted from your shift and the same applies at the beginning of the shift. As with check calls, these will be monitored and persistent offenders will be disciplined accordingly.

