

COUNTER SECURITY SERVICES LIMITED

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Lone Worker Policy

Our aim at COUNTER SECURITY SERVICES LIMITED is to supply a safe environment for all our security officers to work in; action taken by the company for our lone worker policy is,

- 1. On site you will find COUNTER SECURITY SERVICES LIMITED instructions for all guards to follow which they have to sign to say that they have read and understood.**
 - All guards will arrive on site 15 minutes before their shift is due to start for a full debrief from the guard finishing his or her duty.**
 - All guards will contact control to book on duty 10 minutes before the start of their shift.**
 - If a guard has not booked in 5 minutes before the start of his /her duty then control will call that person to find out if they are on site.**
- 2. A 24-hour control room, which contacts guards every hour.**
- 3. A list of all contract numbers for security officers to phone in case of emergency including 999 and local police can be found in the site instructions.**
- 4. All staff will carry a mobile phone while on duty.**
- 5. All staff will be provided with a full uniform & all PPE required as per site.**
- 6. COUNTER SECURITY SERVICES LIMITED will provide a first aid kit on every site & mobile unit.**
- 7. We have a 24-hour quick response vehicle that visits all our sites to check on all guards. (This unit can be deployed to a site by control if no response by guard.)**
- 8. A logbook is used on site to record all procedures of coming & goings, check calls & mobile visits by our operations supervisor.**
- 9. Any changes made to site instructions by the client or regarding H&S policy will be updated and reissued on site.**

All these points must be in place before a guard can be left alone on site.