

SECURITY, LONE WORKING & KEY HOLDING

Stay safe. Protect people, property and information.

We have a responsibility to keep our clients, ourselves and our business safe and secure at all times. Follow these rules every time you work.

-  **BE SAFE**
-  **WORK SMART**
-  **RESPECT**
-  **DELIVER QUALITY**



REMEMBER

- ✓ Protect people, property and information.
- ✓ Lock up, set alarms and secure keys.
- ✓ Do not take unnecessary risks.
- ✓ Follow lone working rules and check-in.
- ✓ Report suspicious activity immediately.



Security is everyone's responsibility.

WE WORK IN MANY DIFFERENT ENVIRONMENTS

OFFICES



SCHOOLS



RESTAURANTS



HEALTHCARE



HOTELS



LEISURE & GYMS



✓ Different places, same high standards.

KEY HOLDING – OUR RESPONSIBILITIES



- ✓ Keys are issued only to authorised staff who have been trained.
- ✓ Keys must be kept secure at all times.
- ✓ Do not label keys with addresses or client names.
- ✓ Do not copy, lend or share keys.
- ✓ Return keys immediately if you no longer work for Happy Homes.
- ✓ Report any lost or stolen keys immediately.



Lost or stolen keys can put people and property at risk.

LONE WORKING – KEEPING SAFE



PLAN

Tell your supervisor where you are going and when you expect to finish.



CHECK-IN

Use the company system to check-in and check-out when required.



STAY AWARE

Be aware of your surroundings. Trust your instincts.



REMOVE YOURSELF

If you feel unsafe, leave the area and contact your supervisor.



GET HELP

In an emergency, call 999. Then contact your supervisor.



YOU ARE NEVER ALONE

We support you. Use the systems in place and speak up if something doesn't feel right.

SECURITY – GENERAL RULES



LOCK UP

Lock doors and windows when you arrive and when you leave. Do not leave doors open or prop them open.



ALARMS

Set alarms when instructed. Check alarms are set when you leave the site.



BE ALERT

Look out for anything suspicious or out of place. Report it straight away.



PEOPLE ON SITE

Do not allow anyone into the building unless they are expected and authorised.



MOBILE PHONES

Use your phone for work only. Do not take photos in client properties unless authorised.



Good security protects people, property and our reputation.

WHAT TO DO IF YOU FEEL UNSAFE



STOP

Stop what you are doing.



LEAVE

Leave the situation or location.



CALL

Call your supervisor immediately.



RECORD

Make a brief note of what happened.



REPORT

Report the incident as soon as possible.



IT'S OK TO WALK AWAY

Your safety is the most important thing.

DO

- ✓ Follow all security procedures.
- ✓ Keep client information confidential.
- ✓ Secure keys, fobs and entry codes.
- ✓ Be punctual and reliable.
- ✓ Report issues as soon as possible.
- ✓ Look out for others.



DO'S AND DON'TS – EVERY TIME



- ✗ Don't leave doors or windows unlocked.
- ✗ Don't share keys, codes or alarm details.
- ✗ Don't take risks or ignore rules.
- ✗ Don't leave valuables in client properties.
- ✗ Don't confront intruders or put yourself at risk.

KNOWLEDGE CHECK

- 1 Why is it important to lock up and set alarms?
 - a) To save time
 - b) To keep people, property and information safe
 - c) Because the client asks
- 2 What should you do if a key is lost or stolen?
 - a) Ignore it
 - b) Tell a colleague
 - c) Report it immediately
- 3 When working alone you should:
 - a) Work faster to finish early
 - b) Tell your supervisor where you are going and check-in
 - c) Keep your headphones in so you don't get distracted
- 4 If you feel unsafe you should:
 - a) Keep working
 - b) Leave the situation and contact your supervisor
 - c) Wait until you finish



TIP OF THE MODULE

Good habits today keep you and others safe tomorrow. Follow the rules, trust your instincts and speak up.



TRAINING RECORD

I confirm that I have received, read and understood the content of Module 15 – Security, Lone Working & Key Holding.

Employee Name _____ Date _____

Employee Signature _____

Trainer Name _____ Date _____

Trainer Signature _____

! This training does not replace site specific instructions or risk assessments. Always follow the rules and use your judgement.