**SOP 21**

#### Booking On and Off / Check Calls

## Autocall automated SYSTEM

Our Autocall system is linked with the Rostering system and confirms the arrival, departure and safety of our officers via check calls. These shifts run straight into our payroll system so the accuracy of this information will have a direct affect on your pay.

Whilst recognising how busy officers are on duty, this is an essential part of your responsibility. As a site it is expected that you will use the automated system to book on / off or complete a check call using one or a combination of the following two options.

To log on and off or make check calls contact should be made via the Autocall System. These calls can be made up to 15 minutes before the due time and up to 15 minutes after. If you phone outside this window you will have to speak to a controller, Control Room 0845 519 1441. If the Autocall system is used to book on and off the shift is automatically transferred to Payroll for payment.

For multi-manned sites the system will ask for the PIN number of other officers wishing to book on/off. The supervisor/senior person can process for officers who are on duty, and safe, if it is a check call.

## Process for autocall

## Option 1

Direct call into the 14forty rota system via Interactive voice response (IVR)

**0845 519 1441**

**On ringing this number the following message is read;**

Welcome to the Automated Clock on system

1. To Book on

2. Check Call

3. To Book Off

0. To Speak to an Operator

Then follow the systems prompts

##

## CHECK CALLS

A pattern of check calls have been incorporated into the rostering system as requested. These are completed using the same method as booking on. The check calls,

* Safe guard the well being of the Security Officers on duty
* Ensure that the property is fully secured and safe.

There will be a 15-minute window either side of the check call, once outside the window the Security Officer will have to speak to a Controller directly, 0845 838 7601.

However, normally the rule is: -

* Single manned site Hourly calls
* Multi manned sites 2 hourly calls

The first call being made an hour after the shift started, and last being an hour before finishing the shift.

If for any reason you fail to make your check calls via auto call you will receive a phone call from a Controller, who will ask you for a reason for failing to do a check call. If it becomes a regular occurrence then the Security Officer could face disciplinary actions, in accordance with company policies and procedures.

**Check Call Frequency**

Check calls will be made as indicated below.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Time** | **Sat** | **Sun** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** |
| 0100 |  |  |  |  |  |  |  |
| 0200 |  |  |  |  |  |  |  |
| 0300 |  |  |  |  |  |  |  |
| 0400 |  |  |  |  |  |  |  |
| 0500 |  |  |  |  |  |  |  |
| 0600 |  |  |  |  |  |  |  |
| 0700 |  |  |  |  |  |  |  |
| 0800 |  |  |  |  |  |  |  |
| 0900 |  |  |  |  |  |  |  |
| 1000 |  |  |  |  |  |  |  |
| 1100 |  |  |  |  |  |  |  |
| 1200 |  |  |  |  |  |  |  |
| 1300 |  |  |  |  |  |  |  |
| 1400 |  |  |  |  |  |  |  |
| 1500 |  |  |  |  |  |  |  |
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| 1800 |  |  |  |  |  |  |  |
| 1900 |  |  |  |  |  |  |  |
| 2000 |  |  |  |  |  |  |  |
| 2100 |  |  |  |  |  |  |  |
| 2200 |  |  |  |  |  |  |  |
| 2300 |  |  |  |  |  |  |  |
| 2359 |  |  |  |  |  |  |  |

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| SPECIFIC INSTRUCTIONS RELATING SOP23 |
| On the dates below I certify that I have received and fully understand the training in the correct use of the instructions specific to contract as specified by this procedure.  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| OFFICERS NAME | PIN NUMBER | DATE TRAINING COMPLETE | OFFICER SIGNATURE | MANAGER SUPERVISOR NAME  | MANAGER SUPERVISOR SIGNATURE |
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