

### What are the hazards and how might they harm?



Exposure to extreme weather conditions



Violence and verbal aggression



Slip or trip injuries from damaged flooring or uneven ground/poor lighting



Impact injuries/death from contact with moving vehicle

### What PPE should the individual wear?



All officers to wear:  
stab vest, safety boots, body protection – suitable for task,  
hi-vis vest/coat in poor visibility

### What other precautions should be taken?



Torch to be carried for patrols



Radio and/or mobile phone to be carried

## Gatehouse/reception including barrier control

### Safety Task Card STCSO 05

Unit Managers – use page overleaf to list any hazards and control measures specific to your site which are not listed below

### Safe System of Work

#### Avoiding conflict

- All officers to be trained in personal safety in workplace, conflict management and incident de-escalation with assignment instructions documented.
- All officers to hold SIA licence.
- Ensure communication to main Security office is working and maintained.
- If advised of a potential issue that will cause conflict – ensure clear information provided to reduce the potential aggression.
- Cordon off any area that is a risk to other users and ensure clear guidance on alternative route or spaces if needed.

#### Display screen operation

- Refer to risk assessment and user assessment – review yearly unless changes in vision or health/environment mean an earlier review is needed.

#### Fire evacuation

- Ensure you are trained in site procedures and passive/reactive fire safety systems.
- Check all colleagues are accounted for in area the alarm has been raised. Check other users are not at risk and prevent access to the area identified.
- Maintain communication to main Security office for external comms (fire service/police) and internal team for back-up and support.

Continued on reverse

If you have any concerns, stop and speak with your line manager before proceeding.

List any additional hazards or risks you have identified and control measures required to manage these.

**SOP (Standard Operating Procedures)**

## Gatehouse/reception including barrier control continued

Safety Task Card  
**STCSO 05**

### Safe System of Work continued

**Barrier operation – includes operation of boom bar: lowering/raising. Rising bollards and manually operated fence barriers/cones**

- All officers trained in the operation of the relevant barriers.
- Ensure all have received training in the correct operation of the barrier – movement and operations including a time delay/alarm systems.
- All officers to be aware of other users while barriers in operation and to warn other users to not walk under or near barriers due to movement when in operation and risk of injury.
- Report any defects immediately.
- Report any signage that is missing to warn others in the area.
- Never walk under the barriers (boom bar) and on top of rising bollards and ensure all warnings are in place and maintained. Refer to STCSO01 – patrols for operating in a car park/external patrol area.
- Report any concerns in environment or areas of the car park/vehicle access points to manager to address.
- Do not engage with assailant with weapon – retreat to safe distance to observe and contact police to attend – prevent others accessing area.
- Do not leave the site/hospital grounds during shift without prior authorisation.
- Do not take responsibility for patient, visitor or family/contractor personal belongings or vehicle at any time.

If you have any concerns, stop and speak with your line manager before proceeding.