**SOP 7**

**MEDIA & PUBLIC ENQUIRY**

**8.0 MEDIA RESPONSE TEAM**

 **OUT OF HOURS CONTACT \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Duty Contact Numbers

**In hours**

|  |
| --- |
| **First contact**  |
| Any Person from this list: |
|   |
|  |
|   |

 **8.1 Public Enquiry**

If an enquiry is received at security by a member of the public regarding LTA issues (or any media related), the Officer must give no personal comments. They should take down the person’s personal details with the exact question/statement. This should then be forwarded URGENTLY TO THE ABOVE CONTACTS

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| SPECIFIC INSTRUCTIONS RELATING SOP 7 |
| 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.  |

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