**SOP 21**

#### Booking On and Off / Check Calls

Our clocking in system 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.

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 6434434**

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

Good afternoon/ morning – automated call logging.

Please enter your officer number followed by the # key

**Officer enters PIN followed by #**

Please enter your site number followed by the # key

**Officer enters SIN followed by #**

Your reference number is (**system provides reference number**)

Your call has been logged

Your next call is due at (**system read the time call is due if applicable**)

If there are a number off officers due to book on / off at the same time the following message is presented;

There are other officers on your site

The following are officers with calls due on your site

 Officer (**PIN read out**) Press 1 to skip, 3 to log call, 0 to finish

**Officer selects appropriate choice and processes all officers on site**

Call logged for officer (**PIN read out**)

**This cycle will continue until all officers due to make a call have been accounted for.**

**At the conclusion of the call the following message is read;**

You have finished processing other officers you may now hang up, good bye.

**Officer hangs up phone**

Other Messages that may be read out by the automated system are:

We are not expecting a call from you at this time, please hang up and call control, good bye.

Your call is too late, your next call is due at..…..you may now hang up good bye.

Your call is too early your next call is due at (**system reads time call is due**) you may now hang up goodbye. Please follow the instructions.

## option 2

Call transfer from control room call queue

When ringing the main control room number, 0845 838 7601, the option will be provided for you to select 1 on your telephone keypad to book on via the auto call system. This will take you to the script for option 1. **You should select this option if you are ringing to book on/off/make a check call, within your 45 minute window (30 minutes before and 15 minutes after your call is due).**

## 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.

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| **Time** | **Sat** | **Sun** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** |
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| 2200 |  |  |  |  |  |  |  |
| 2300 |  |  |  |  |  |  |  |
| 2359 |  |  |  |  |  |  |  |

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| SPECIFIC INSTRUCTIONS RELATING SOP21 |
| 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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