THE POST OFFICE

Security & Investigation Services

Security Foundation Programme – Open Learning

Investigation Policies and Health & Safety

INVESTORS IN PEOPLE

Open Learning: Investigation Policies and Health & Safety

Contents

Introduction

In this module you will explore how to use the Lotus Notes Corporate Security Database and access:

* Post Office Investigation Policies, including the Safe Working Practice Guidelines.

* Risk Assessment Guidelines for Criminal Investigation Procedures.

Investigation Policies

The Investigation Policies contain the standards and working practices which underpin the Post Office Group Investigation and Prosecution Policy. All staff who are authorised to conduct investigations into crimes or suspected crimes will carry out their duties in accordance with:

* Post Office Legal Standards for investigation of crime.

* Post Office Rules relating to the treatment of employees and agents in accordance with mandatory instructions detailed in the Investigation Policies.

All the Investigation Policies are contained within the Corporate Security Database.

Safe Working Practice Guidelines & the Risk Assessment Guidelines

As part of the Investigation Policies in the Corporate Security Database there are the Safe Working Practice Guidelines which underpin Health & Safety in investigations. The importance of these Guidelines cannot be overstated. All Security Managers need to understand these Guidelines and comply with them during their normal day-to-day work. We shall also look at how the Risk Assessment Guidelines on Criminal Investigation Procedures help Security Managers to assess the risks they face while conducting their duties.

Of course, legislation and Post Office Policy are always evolving and as such there are always changes in the law, and to the way in which investigations are conducted. This module also looks at how Security Managers are notified of such changes.

Building up an in-depth knowledge and understanding of the various rules and policies will take time; you are not expected to remember everything just by completing this module. However, what you will gain from this workbook is a better understanding of where you can obtain information from, as and when you need it.

How to use this Workbook

This workbook has been designed to enable you to work at your own pace. Give yourself time to think about the topics covered in each section before going on to the next one. At various points in the workbook you will be asked to take part by completing an Activity. The workbook is for you to keep, so you should write your answer to each Activity in the space provided.

Activities will be identified by the following symbols in the margin:
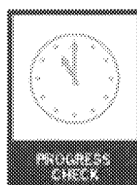
ACTIVITY

You will be asked to carry out a variety of activities throughout this workbook. These will help you to explore issues and check your understanding.

FEEDBACK

This will give the answer to, or information about, the activity you have just completed. Feedback is given for you to check your own ideas and responses.

READING
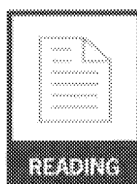
You will be asked to read sections of certain documents before continuing.

PROGRESS CHECK

A set of self-check questions or activities will appear at the end of the workbook. These will help you to assess your understanding of the complete workbook.

PROGRESS CHECK RESULTS

These will help you to check your answers to the Progress Check questions. If your response does not match the answer given, you should go back over the relevant part of the workbook to re-check your understanding of it.

This workbook should take you between 1-2 hours to complete.

SECURITY FOUNDATION PROGRAMME

Introduction: How to use this Workbook

Support

If you have any difficulty understanding the material in this workbook, you should first contact your Line Manager for advice.

If you need additional advice or guidance, please contact the Security Training Centre by e-mail at:

Security Training Centre **GRO**

Alternatively you can contact us by telephone Monday to Friday, 08.30 to 20.00hours, on **GRO** or write to:

Security Training Centre
Impact House
2 Edridge Road
CROYDON
CR9 1PJ

Our aim will be to respond to all requests for support within 24 hours of receipt of your enquiry (Monday to Friday).

Reference Material

You will need to refer to the Lotus Notes Corporate Security Database while working through this module. Please make sure you have access to a computer which is linked to:

• Lotus Notes, or a PC with this Database replicated on it.

• a printer.

In writing this module it has been assumed that you have a good understanding of how to access and use Lotus Notes.

If you experience any difficulties obtaining access to the Corporate Security Database, you should speak to your Line Manager or the Security Training Centre.

Objectives

After completing this workbook you will be able to:

* explain how to access the Investigation Policies on the Corporate Security Database;

* demonstrate how to use the Corporate Security Database to identify information relating to security issues;

* explain what the Safe Working Practice Guidelines and the Criminal Investigation Procedures Risk Assessment Guidelines are, and how they help you with your work as a Security Manager.

Section 1: Investigation Policies

This section looks at the Investigation Policies contained within the Corporate Security Database. It aims to provide you with the opportunity to become familiar with the layout and structure of the Database, and how to use it to access information contained within the various Investigation Policies.

What are Investigation Policies?

The Corporate Security Database contains Investigation Policies which are mandatory to all Post Office Security Managers.

The Investigation Policies contain the standards and working practices which all Security Managers must comply with – therefore it is essential you have a good understanding of what they contain.

Before we look at the Investigation Policies in more detail, we shall spend a few minutes exploring how to use the Corporate Security Database.

What is the Corporate Security Database?

The Corporate Security Database contains a wealth of information relating to security issues, but we shall focus on just one aspect in this section – that of the Investigation Policies.

Opening the Database

To open the Corporate Security Database you need to double-click on the following icon on your Lotus Notes Workspace.

Corporate
Security
Database on L...

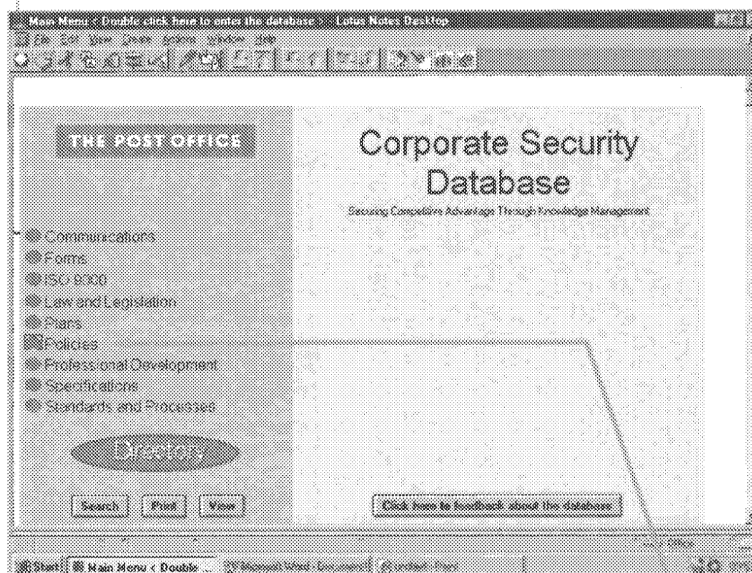# Section 1: Investigation Policies

User Menu View

This action will open up the User Menu screen of the Database, which looks like this:
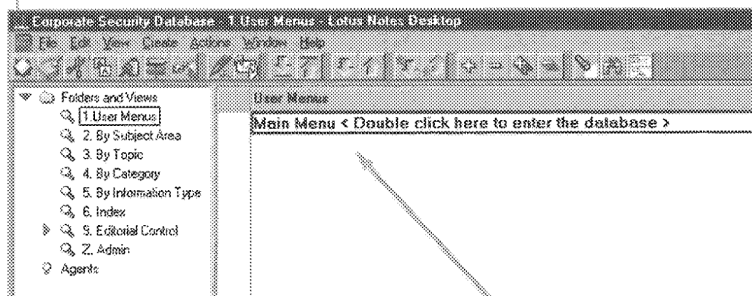
To enter the Database you need to double-click here, as instructed.

Main Menu View

This action will open up the Main Menu which looks like this:

To gain access to the Investigation Policies you need to click on the "Policies" button which is located here.

Section 1: Investigation Policies

Opening the Investigation Policies View

By doing this you will open up a Policies Menu screen, and to gain access to the Investigation Policies you need to click on this Investigation button:
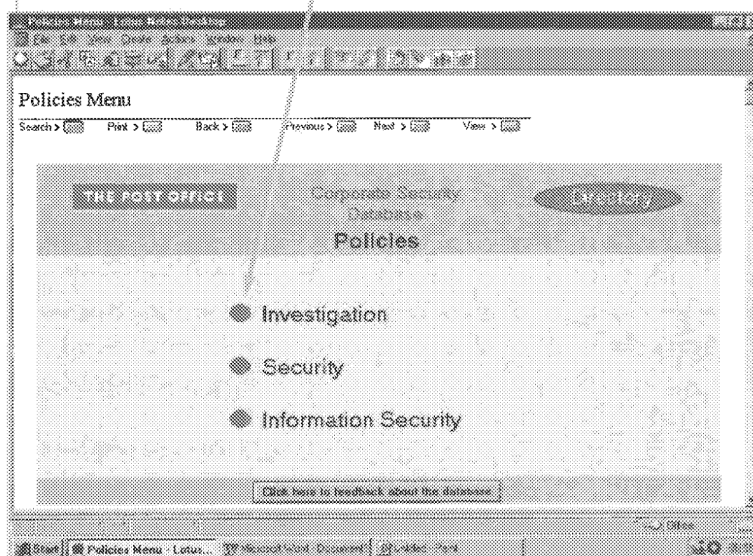
Investigation Menu View

This action will open up the following Investigation Menu screen from which you can access all the various Investigation Policies listed (to view the full list of 12 Policies use the scroll bar on the right-hand side of the screen).
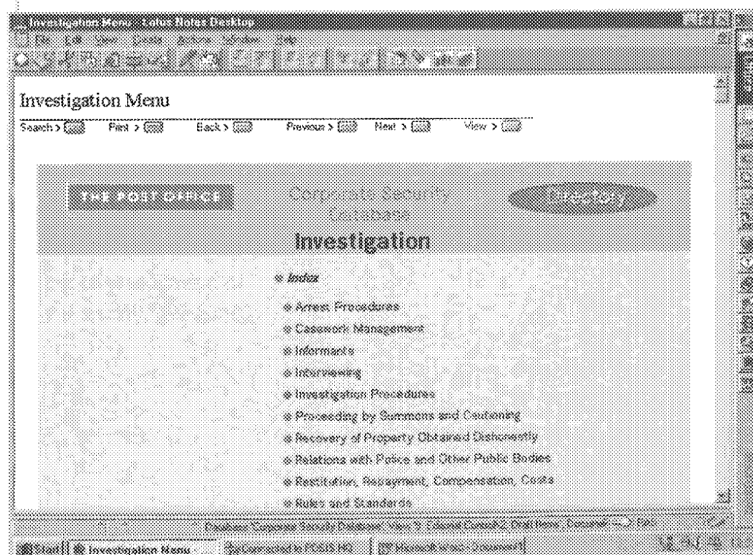
SECURITY FOUNDATION PROGRAMME

Section 1: Investigation Policies

Database Index

To help you to navigate your way around the Database and locate the information you require, an Index has been created. The Index lists all the various policies by subject areas in alphabetical order. Against each subject area the relevant policy and section (or Appendix) is listed.

To open the Index you need to click on this button which is located at the top of the Investigation Menu screen:

The following Index screen will then appear:
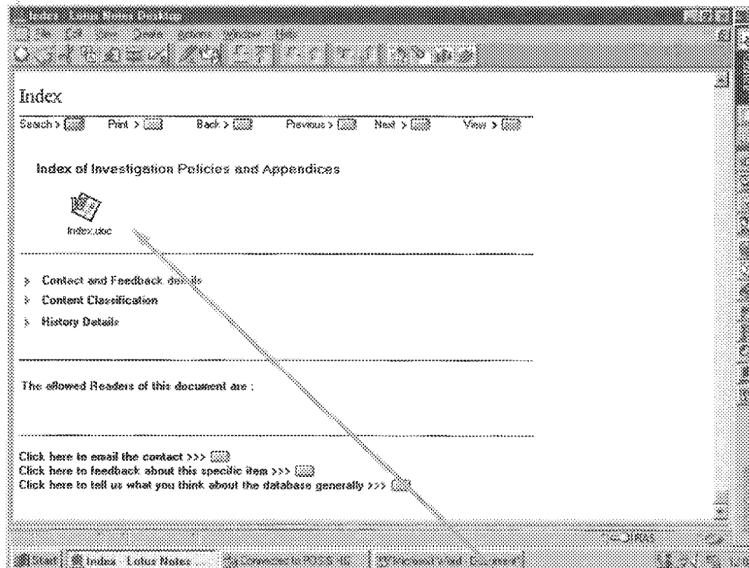
Opening Word Attachments

The Index is a Word document which is opened up by double-clicking on this icon.

This action is the same for any of the Word attachments in the Database. To view a document simply double-click on the icon as shown above and then click on the launch button when prompted to do so.

SECURITY FOUNDATION PROGRAMME

Section 1: Investigation Policies

Database Index View

The following is an extract from the Index Word document so you can get a feel for what it looks like.

INDEX

Subject	Policy	Appendix
Apologies to suspect – CS027	Searching	3.8
Arrest	Arrest Procedures	
Bail	Arrest Procedures	3.13
Charging suspect	Arrest Procedures	3.12
De-arrest	Arrest Procedures	3.7
Giving into custody	Arrest Procedures	3.5
Search declined	Searching	3.5
Interviewee leaves interview	Arrest Procedures	3.11
Proceeding by summons	Summons/Cautions	3.1
Questioning	Arrest Procedures	3.6
Phoenix	Reporting Criminal Offences	15
Northern Ireland	Arrest Procedures	3.15
Reasonable force	Arrest Procedures	3.4

The various subjects are listed alphabetically so if, for example, you wanted to locate some information on Bail, you can see it is contained:

• in the Arrest Procedures Investigation Policy;

• at Section 3.13.

Section 1: Investigation Policies

Using your computer, locate and print off a copy of the full Database Index. It is a 4-page document so should not take too long to print off. Refer to the process we have looked at over the previous pages if you are unsure of how to do this.

You will need to refer to this Index as you progress through this module, so spend a few moments familiarising yourself with the layout of your printed copy.

There is no feedback to this particular Activity.

Section 1: Investigation Policies

References to Appendices

You may have noticed that where the Index refers you to an
Appendix (for example the reference to Phoenix at Appendix 15)
it does not identify which Investigation Policy it is filed under.

Conducting searches

A quick way of locating an Appendix is to click on the Search button
on any of the Database views and type in the Appendix you are
seeking in the "Find" field as shown below:
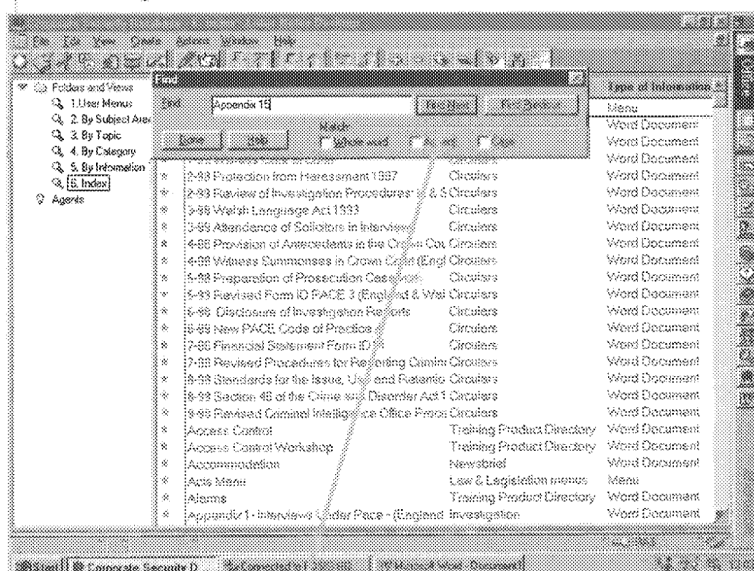
By clicking on the "Find Next" button here you will search the
Database and find the entry relating to the Appendix you are seeking,
which will be highlighted on the screen list. Then click on the
"Done" button which will remove the "Find" field and double-click
on the highlighted Appendix number which will have remained on
the screen. You will be taken directly to the view containing the
Appendix word document which can be launched and read in the
normal way.

Section 1: Investigation Policies

ACTIVITY

Use your computer to access the Lotus Notes Database as you have just seen, or use your printed copy of the Index, to answer the following questions relating to the structure of the Database:

Q1. Where would you find how to dispose of marked coin after a case has been finalised in the courts?

    Policy Reference:

    Section/Appendix Number:

Q2. Where would you find specimen charges?

    Policy Reference:

    Section/Appendix Number:

Q3. Where would you find details on questioning people in prison?

    Policy Reference:

    Section/Appendix Number:

Q4. Where would you find details about witness expenses?

    Policy Reference:

    Section/Appendix Number:

Q5. Where would you find details about interviewing offenders who are on sick leave?

    Policy Reference:

    Section/Appendix Number:

Q6. Where would you find information relating to conducting searches without a warrant?

    Policy Reference:

    Section/Appendix Number:

READING
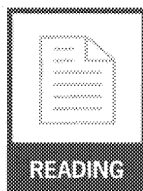
Before you look at the Feedback on the next page, you should take the opportunity to read each of the Sections you have listed above — this will give you an idea of the type of information contained in the Investigation Policies, and give you some practice opening and closing the various Database views.

Section 1: Investigation Policies

FEEDBACK

Check your answers with the following:

Q1. Where would you find how to dispose of marked coin after a case has been finalised in the courts?

        Policy Reference: *Investigation Procedures*

        Section/Appendix Number: *3.5*

Q2. Where would you find specimen charges?

        Policy Reference: *N/A*

        Section/Appendix Number: *Appendix 5*

Q3. Where would you find details on questioning people in prison?

        Policy Reference: *Interviewing*

        Section/Appendix Number: *3.10*

Q4. Where would you find details about witness expenses?

        Policy Reference: *Restitution, Repayment, Compensation, Costs*

        Section/Appendix Number: *3.6*

Q5. Where would you find details about interviewing offenders who are on sick leave?

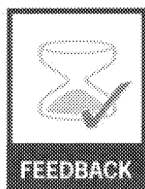   Policy Reference: *Interviewing*

        Section/Appendix Number: *3.7*

Q6. Where would you find information relating to conducting searches without a warrant?
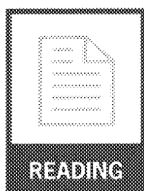
        Policy Reference: *Searching*

        Section/Appendix Number: *3.1*

Notes

Section 1: Investigation Policies

Awareness of Investigation Policies Contents

The last activity will have given you some idea of just how comprehensive the Investigation Policies are. It explains the investigation process which you will have to be fully conversant with to carry out your role as a Security Manager successfully.

Record of Policy Document/Appendices read

In view of this you should set yourself a study plan to read through the Investigation Policies over the coming weeks, say a Policy Document or Appendix at a time. You can use the tables below to keep track of those you have completed.

READING

Policies	Tick When Read
Arrest Procedures	
Casework Management	
Informants	
Interviewing	
Investigation Procedures	
Proceeding by Summons & Cautioning	
Recovery of Property Obtained Dishonestly	
Relations with Police Authorities and Other Public Bodies	
Restitution, Repayment, Compensation, Costs	
Rules and Standards	
Searching	
Suspension from Duty	

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Section 1: Investigation Policies

Appendix Number	Title of Appendix	Tick When Read
1	Interviews under PACE (England and Wales only)	
1a	Interview Recording (England and Wales)	
1b	Circular to Prison Service Establishments	
2	Notes of Interview (Scotland)	
3	Notes of Interview (Northern Ireland)	
4	Final Reports of Prosecutions	
5	Specimen Charges (England and Wales)	
6	Offender Reports	
7	HM Services – Records	
8	Information which may be given to the Police (except Scotland)	
9	Data Protection Act 1984	
10	Recording Evidence Gained on Investigations	
11	Met Police Instruction – Payments to Informants	
12	Inviolability of Mail	
13	Witness Expenses	
14	Serious Complaints Process	
15	Reporting Criminal Offences to the Police	
16	Investigation and Prosecution Policy	
17	Safe Working Practice Guidelines	

You will, of course, use the various Investigation Policies contained in the Corporate Security Database as reference material in various modules throughout this Security Foundation Programme. It is, therefore, vital for you to understand how to find your way around the Database, and that was the aim of this opening section.

Section 1: Investigation Policies

Updates and Amendments to the Policies

The Investigation Policies contained in the Corporate Security Database will, of course, be subject to changes from time to time.

Both Law and Policy are constantly evolving, and you will be notified of any changes to both via a Lotus Notes e-mail message.

Updates notified this way will:

* explain what the change/amendment is;
* steer you towards the amended Policy/Document in the Corporate Security Database.

Section 2: Health & Safety in Investigations

Health & Safety Responsibilities

This section looks at the responsibilities Security Managers have to conduct their duties in a safe manner, and in line with our Health & Safety policies.

Everyone in The Post Office has a responsibility to maintain a safe working environment in compliance with business Health & Safety Policy, and **Security Managers are not immune from this responsibility**. When conducting inquiries Security Managers:

* must take all reasonable steps to ensure their own safety, and that of their colleagues;

* have a duty of care to ensure the safety of everyone else involved in inquiries, including suspects and witnesses.

Safe Working Practice Guidelines and Risk Assessment Guidelines

In view of these responsibilities, Safe Working Practice Guidelines and Risk Assessment Guidelines have been produced to help Post Office Security Managers to conduct their duties. Both of these documents can be found in the Corporate Security Database:

* the Safe Working Practice Guidelines can be found in the Rules and Standards Investigation Policy, Appendix 17;

* the Criminal Investigations Procedures Risk Assessment Guidelines can be found in the Standards and Process view of the Database (which we have not looked at yet).

We shall start by looking at the Safe Working Practice Guidelines.

Section 2: Health & Safety in Investigations

Safe Working Practice Guidelines

The Safe Working Practice Guidelines include a number of mandatory operational requirements, together with advice on existing good working practices and improved safety procedures.

Security Managers must familiarise themselves with the Guidelines at Appendix 17 and always seek guidance from their Line Manager, or a more Senior Manager, in situations with which they are unfamiliar or where a serious risk has been identified.

We will deal with all the Guidelines in this section of the workbook, with the exception of those relating to Search (Section 3.6 of Appendix 17), as these are covered in the Search module of this Security Foundation Programme.

If you have not already done so, print off a copy of the Safe Working Practice Guidelines (Rules and Standards Investigation Policy, Appendix 17) now. To do this you will need to follow the procedures we looked at in Section 1 of this module.

Read this copy (with the exception of Section 3.6 which deals with Search) and then answer the following questions:

READING

ACTIVITY

Q7. Who should serve a summons on suspected offenders?

Q8. What action should be taken if a threat is perceived prior to an interview?
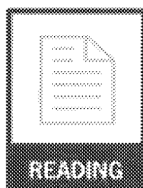
Section 2: Health & Safety in Investigations

Q9. How many Security Managers should be present when a suspect is approached?

Q10. Where, ideally, should interviews be conducted?

Q11. Describe what you should do before any surveillance or testing operation.

Q12. What checks should you carry out before making inquiries with a person who is a suspect and not a member of staff?

Section 2: Health & Safety in Investigations

FEEDBACK

Check your answers with the following:

Q7. Who should serve a summons on suspected offenders?

> *Security Managers who formed part of the interviewing/search team, rather than a Security Manager not previously involved with the individual, should serve the summons.*

Q8. What action should be taken if a threat is perceived prior to an interview?

> *If a threat situation is perceived either prior to or during the interview, a third Security Manager should be made available to cover any temporary absence of the first or second officer from the interview room.*

Q9. How many Security Managers should be present when a suspect is approached?

> *Two Security Managers must be present when a suspect, or a person who may become a suspect, is first approached for interview, or where an arrest is intended.*

Q10. Where, ideally, should interviews be conducted?

> *Ideally, interviews should always be conducted on Post Office premises or at a Police Station.*

Q11. Describe what you should do before any surveillance or testing operation.

> *The local Police should be informed if carrying out 'external' surveillance, including testing operations, as part of an investigation, in addition to collator checks. Police advice should be sought on the advisability of conducting surveillance in the designated area.*

Section 2: Health & Safety in Investigations

Q12. What checks should you carry out before making inquiries with a person who is a suspect and not a member of staff?

For 'outsider' suspects such as this, background checks of individuals and the locality concerned must be made with local collators and/or other law enforcement agencies as a matter of routine before any approach is made.

The Criminal Investigation Procedures Risk Assessment Guidelines

The Criminal Investigation Procedures Risk Assessment Guidelines contain an assessment of the risks which are specific to criminal investigation work. They detail the control measures designed to ensure that safe systems of working are followed.

The principle is that if Security Managers are already aware of the areas they are most at risk in, they can take action to avoid the risk becoming a reality.

These measures are reviewed annually, or where new working methods are introduced, or in the event that any serious incident occurs.
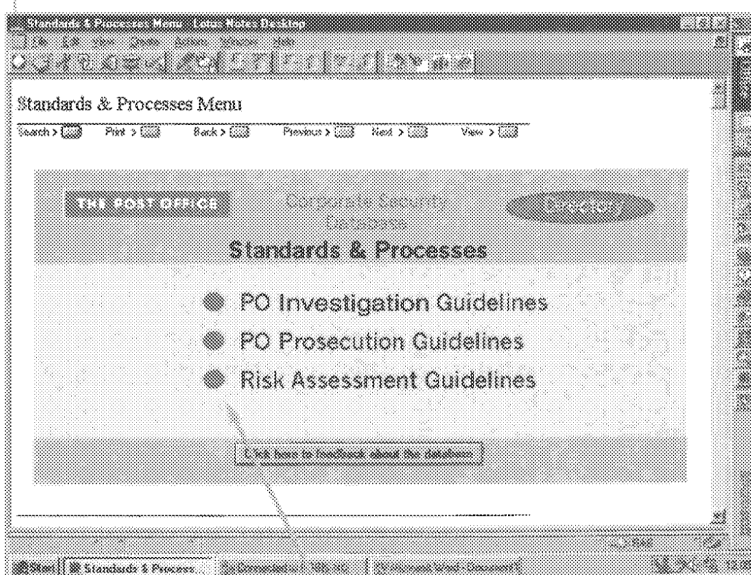
Section 2: Health & Safety in Investigations

Opening the Criminal Investigation Procedures

The Criminal Investigation Procedures also forms part of the Corporate Security Database, but in a "view" we have not looked at yet. To open this document you need to double-click on the Standards and Processes view on the Database Main Menu, as shown below:
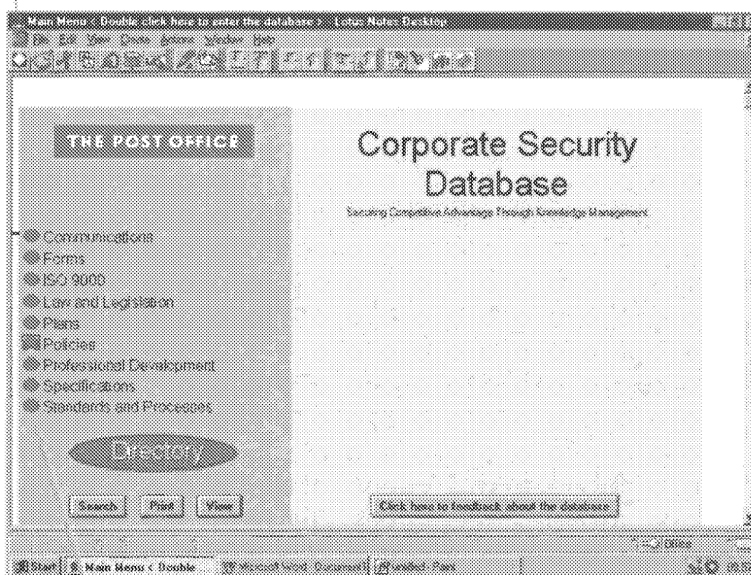
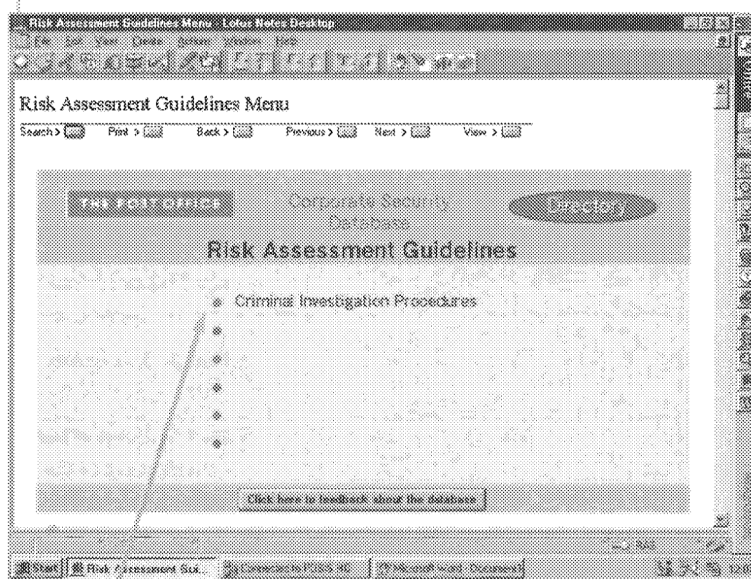Double-clicking on this button will open up the following view:

The next step is to double-click on the Risk Assessment Guidelines button.

Section 2: Health & Safety in Investigations

This will open up the screen below, which as you can see contains the Criminal Investigation Procedures.

To open up the Criminal Investigation Procedures "view" you simply double-click on this button and from the resulting screen view (see below) you launch the Word attachment in the normal way.
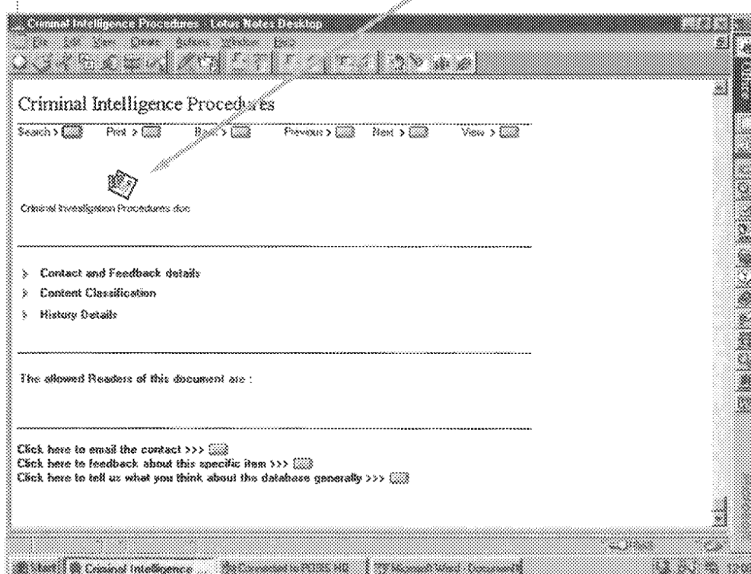
ACTIVITY

Try this out for yourself now, to familiarise yourself with the process to follow.

There is no feedback to this particular Activity.

Section 2: Health & Safety in Investigations

How are the Criminal Investigation Procedures Structured?

The Criminal Investigation Procedures consist of five sections:

- **Part 1: Introduction and Health & Safety Policy.**

- **Part 2: Work Activity Hazards**
  which identifies the hazards associated with various work activities.

- **Part 3: Risk Assessments**
  which assesses the risks involved, and the probability and outcome of an incident occurring.

- **Part 4: Job Safety Sheets**
  which specifies the control measures in place to reduce the risks.

- **Part 5: Review Sheets –**
  a blank copy of the Risk Assessment Review Sheet to be used when any new workplace activity is introduced.

An example of a Risk Assessment form is provided on the following page.

Section 2: Health & Safety in Investigations

Extract from the Criminal Investigation Procedures:

RISK ASSESSMENT	
Form RA 4	

PART A

Location: **Outside locations throughout UK, Private Premises**

Work Activity: **Outsider and Out Of Hours enquiries**	Ref No: 004

PART B

Risk of: Risk from:	Personal Attack - by suspect/others

No of employees affected:	500	

Outcome Score X Probability Score = Risk Rating	over 4 = HIGH
3 → 1 → 3	3 - 4 = MEDIUM 1 - 2 = LOW

PART B

Risk of: Risk from:	Driving - RTA

No of employees affected:	500	

Outcome Score X Probability Score = Risk Rating	over 4 = HIGH
2 → 2 → 4	3 - 4 = MEDIUM 1 - 2 = LOW

PART B

Risk of: Risk from:	Robbery

No of employees affected:	500	

Outcome Score X Probability Score = Risk Rating	over 4 = HIGH
2 → 1 → 2	3 - 4 = MEDIUM 1 - 2 = LOW

Date Completed:	1 March 2000	
Review Date:	1 March 2001	Page 5 of 21

Section 2: Health & Safety in Investigations

How are Risks Assessed?

The example on the previous page details the risks Security Managers are likely to be exposed to while conducting outsider and out-of-hours enquiries. Three risk areas have been identified:

* Personal attack from suspects/others

* Driving – Road Traffic Accident

* Robbery

So, by applying "scores" given in the Risk Assessment Table (taken from Page 6 of the Criminal Investigation Procedures) below, we can see that:

* the probability of personal attack from suspects/ others is scored as a "1" (low risk);

* the outcome is assessed as a "3" (serious injury).

By multiplying the two together we arrive at a risk rating of "3", which indicates that this activity carries a medium risk.

Probability:					
Certain 5	5	10	15	20	25
Highly Likely 4	4	8	12	16	20
Likely 3	3	6	9	12	15
Improbable 2	2	4	6	8	10
Unlikely 1	1	2	3	4	5
	1	2	3	4	5
Outcome:	Minor	Lost Time	Serious Injury	Death	Multiple Death

Over 4	High Risk
3 – 4 =	Medium Risk
1 – 2 =	Low Risk

Section 2: Health & Safety in Investigations

ACTIVITY

Spend some time now to familiarise yourself with the layout and content of the Criminal Investigation Procedures Risk Assessment Guidelines.

There is no feedback to this particular Activity.

Section 2: Health & Safety in Investigations

ACTIVITY

Demonstrate your understanding of how to use the Criminal Investigation Procedures by answering the following questions:

Q13. What are the identified hazards for conducting interviews with suspects and/or witnesses?

Q14. What are the identified hazards for conducting a search of a suspect's car?

Q15. What is the Risk Rating for a manual handling injury while conducting a search of a suspect's home?

Section 2: Health & Safety in Investigations

Q16. What does a Risk Rating of 4 mean?

Q17. Where will you find information relating to the Control Measures in place to overcome identified risks?

Q18. What Physical Safeguards are applied to avoiding falls from ladders, trap doors, etc., in watching galleries in Sorting Offices?

Section 2: Health & Safety in Investigations

FEEDBACK

Check your answers with the following:

Q13. What are the identified hazards for conducting interviews with suspects and/or witnesses?

> *You will find the hazards listed in Part 2 of the Criminal Investigation Procedures, they are:*
> * *personal attack by suspect/others;*
> * *self-harm by suspect;*
> * *infectious diseases;*
> * *stepping/striking – unfamiliar premises;*
> * *dog attack;*
> * *faulty electrical fittings – use of tape-recording equipment.*

Q14. What are the identified hazards for conducting a search of a suspect's car?

> *You will find the hazards listed in Part 2 of the Criminal Investigation Procedures, they are:*
> * *personal attack by suspect;*
> * *sharp cuts/infection;*
> * *contact with hazardous chemicals/substances;*
> * *burns – hot engine/exhaust;*
> * *manual handling injury;*
> * *injury caused by moving vehicle.*

Q15. What is the Risk Rating for a manual handling injury while conducting a search of a suspect's home?

> *The Risk Rating is "4".*

Q16. What does a Risk Rating of 4 mean?

> *A Risk Rating of 4 indicates there is a medium risk of it occurring.*

Section 2: Health & Safety in Investigations

Q17. Where will you find information relating to the Control Measures in place to overcome identified risks?

The Control Measures can be found in Part 4 of the Criminal Investigation Procedures – Job Safety Sheets.

Q18. What Physical Safeguards are applied to avoiding falls from ladders, trap doors, etc., in watching galleries in Sorting Offices?

The Job Safety Sheets (Ref No. 003) states that:

* *All galleries are constructed to a standard design meeting PO safety requirements. Safety inspections are conducted twice a year using standards checklists, and any faults rectified.*

* *All galleries are regularly cleaned, and exit doors are kept clear of instructions.*

Summary

This module aimed to introduce you to, and provide you with, the opportunity to become familiar with:

* Post Office Investigation Policies;

* Safe Working Practice Guidelines and the Risk Assessment Guidelines.

Both of the above are contained in the Corporate Security Database.

In Section 1 we looked at the Investigation Policies, how they are structured and the information they contain. We looked in detail at:
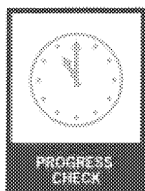
* where in the Corporate Security Database the Investigation Policies are;

* how the Database is structured;

* how to find your way around the Database.

In Section 2 we looked at Health and Safety in investigations, the Safe Working Practices Guidelines and the Criminal Investigation Procedures Risk Assessment Guidelines. These documents have been produced to help Security Managers to conduct their duties safely. We again looked at where these documents can be found in the Corporate Security Database, and provided you with the opportunity to familiarise yourself with their content.

You will, of course, need to build on the knowledge you have gained by completing this module, by reading the various Investigation Policy documents over the coming weeks; and you are again reminded of the planner on pages 16/17 on to which you can record those you have read.

Progress Check

PROGRESS CHECK

To check your understanding of the complete module please complete the following questions:

Q1. How will you be advised of changes which occur to the Post Office Investigation Policies?

Q2. Use the Corporate Security Database to identify where the following information can be found:

a) Liaising with HM Forces Police.

Policy:

Section/Appendix Number:

b) Questioning of children and young persons.

Policy:

Section/Appendix Number:

c) Dealing with Friends at interviews.

Policy:

Section/Appendix Number:

Progress Check

Q3. To ensure they comply with Health and Safety rules, what must Security Managers do before entering a watching gallery? Answer this question and quote the reference where you found the answer.

Answer:

Policy reference:

Q4. In which part of the Criminal Investigation Procedures Risk Assessment Guidelines can you identify Risk Ratings for various activities?

Q5. What is the main purpose of the Criminal Investigation Procedures Risk Assessment Guidelines?

Progress Check

PROGRESS CHECK RESULTS

Check your answers with the following:

Q1. How will you be advised of changes which occur to the Post Office Investigation Policies?

Any changes or amendments to the Investigation Policies will be e-mailed to Security Managers via a Lotus Notes memo.

Q2. Use the Corporate Security Database to identify where the following information can be found:

a) Liaising with HM Forces Police.

Policy: *Relations with Police Authorities and Other Public Bodies*

Section/Appendix Number: *3.5*

b) Questioning of children and young persons.

Policy: *Interviewing*

Section/Appendix Number: *3.6*

c) Dealing with Friends at interviews.

Policy: *Interviewing*

Section/Appendix Number: *3.5*

Progress Check

Q3. To ensure they comply with Health and Safety rules, what must Security Managers do before entering a watching gallery? Answer this question and quote the reference where you found the answer.

Answer: *Before entering a watching gallery, Security Managers must notify a designated Divisional contact of their location and mobile phone number, arrange check-in procedures and make final contact on exiting the gallery.*

Policy reference: *Investigation Policy Rules and Standards, Section 3.3*

Q4. In which Part of the Criminal Investigation Procedures Risk Assessment Guidelines can you identify Risk Ratings for various activities?

Risk Ratings can be found in Part 3 – Risk Assessments.

Q5. What is the main purpose of the Criminal Investigation Procedures Risk Assessment Guidelines?

The Criminal Investigation Procedures Risk Assessment Guidelines aim to inform Security Managers of the risks associated with their day-to-day activities. The idea is that by making them aware of the areas they are most at risk in, they will be able to take action to avoid the risk becoming a reality.

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