

RULES & STANDARDS	
1.	<p>PURPOSE</p> <p>The aim of this policy is to define the relevant rules and standards to assist Security Manager's who undertake investigations</p>
2.	<p>LINK TO ACCOUNTABILITIES</p> <p>Security Managers</p>
3.	<p>POLICY</p>
3.1	<p>CONSIGNIA INVESTIGATION STANDARDS</p> <p>The high level investigation standards are defined as follows:-</p> <ul style="list-style-type: none"> All Security Managers who are authorised to conduct investigations into crimes or suspected crimes will carry out their duties in accordance with Consignia Legal Standards for investigation of crime and Consignia Rules relating to the treatment of employees and agents in accordance with mandatory instructions detailed in Investigation Policies. Relevant changes in the law or any significant aspect affecting the way in which investigations are conducted will be communicated to all Security Managers by e-mail and where necessary an amendment will be made to the database.
3.2	<p>CONSIGNIA LEGAL STANDARDS</p> <p>When undertaking investigations into crimes or suspected crimes all Security Managers must comply with the relevant legislation so far as this relates to the investigation of crime, the interview, arrest and search of persons and process before the courts. In particular, investigators will be bound by the following legislation:-</p> <ul style="list-style-type: none"> England Human Rights Act 1998 (In force from 02/10/2000), Police & Criminal Evidence Act 1984 and Codes of Practice R.I.P. Act 2000 Northern Ireland Human Rights Act 1998, Police & Criminal Evidence (Northern Ireland) Order 1989 and Codes of Practice R.I.P. Act 2000 Scotland Criminal Procedure Scotland Act 1995 and Codes of Practice, Human Rights Act 1998. R.I.P. Act 2000 Wales Human Rights Act 1998, Police & Criminal Evidence Act 1984 and Codes of Practice R.I.P. Act 2000
3.3	<p>PROSECUTION CASEWORK</p> <p>Prosecution casework will be prepared in compliance with the following instructions:-</p>

RULES & STANDARDS	
	<ul style="list-style-type: none"> • England & Wales Consignia Prosecution Guidelines Consignia Code of Practice - Criminal Procedure and Investigations Act 1996 • Northern Ireland Inspector's Brief or requirements of the Director of Public Prosecutions (Northern Ireland) • Scotland Crown Office Guide for reports to the Procurator Fiscal.
3.4	<p>CONSIGNIA RULES</p> <p>When undertaking investigations into crimes or suspected crimes involving Consignia employees and agents, all Security Managers must comply with Consignia rules regarding the conduct of interviews in relation to:-</p> <ul style="list-style-type: none"> • An interviewee's right to have a friend present at interviews • An interviewee's right to have a friend present at searches • Special treatment afforded Consignia Juveniles
3.5	<p>CODE OF PROFESSIONAL BEHAVIOUR</p> <p>The general standards of personal and business behaviour that everyone in Consignia is expected to uphold are set out in the Code of Business Standards issued by the Secretary's Office and in the individual Business Conduct Codes. This Code sets out additional standards of professional behaviour that are specific to Investigation Personnel in consequence of the unique role they play in combating criminal activity against Consignia.</p> <p>• INTRODUCTION</p> <p>Consignia holds a key position in the social, industrial and commercial life of the country and maintains a high degree of public confidence in its integrity and reliability. The Security & Investigation Service has always enjoyed the high regard of Police and other law enforcement agencies through the dedication and professionalism of its staff.</p> <ul style="list-style-type: none"> • All Security Managers are expected to uphold that proud tradition by consistently demonstrating high standards of professional behaviour both in their dealings with other staff and when representing Consignia with outside organisations and the general public. <p>• GENERAL RESPONSIBILITIES</p> <p>The professional status of Security Managers who are authorised to conduct investigations into crimes or suspected crimes often results in a requirement to work independently and in consequence they hold positions of trust. This privilege brings additional responsibilities and it follows that should a Security Manager fail to meet the high standards expected it is likely to be regarded in a more serious light than if she/he had occupied a less responsible position.</p> <p>• PROFESSIONAL APPROACH</p> <p>The approach to managing the crime risk to Consignia must be by the employment of proven investigative standards and values combined with an awareness of commercial interests and sensitivities. Any compromise on standards will have a detrimental effect on Consignia credibility and will undoubtedly prove more costly in the long term</p>

RULES & STANDARDS	
3.6	<ul style="list-style-type: none"> PERSONAL CONDUCT <p>Security Managers are expected to maintain the highest standards of personal conduct and integrity; to exercise self discipline, be discreet and always act within the law. Due to the nature of their work, Security Managers will sometimes have access to a high level of commercially sensitive information. Absolute discretion is essential, for any compromise of this information may cause serious damage to Consignia interests.</p> <ul style="list-style-type: none"> The spirit and provisions of legislation relating to the questioning of witnesses or suspects and Consignia rules governing the rights of individuals must be strictly followed at all times. FAIRNESS <p>The outcome of criminal investigations will often have an impact on another person's honour, livelihood and, in serious cases, liberty. Security Managers must always remain objective, be impartial and recognise everyone's equality of status under the law.</p> <p>Combining effective investigation methods and scrupulously fair treatment calls for a continuous sense of balance in a sensitive area of work.</p> TACT AND DISCRETION <p>Firm measures taken to combat crime does not mean that people are treated in an unacceptable way. Security Managers should endeavour to ensure privacy when conducting interviews; use tact and discretion so that the interviewee is not subjected to avoidable indignity; be quietly determined without becoming overbearing or abusive.</p> <p>Security Managers must always be mindful of legislation relating to disability. It is important to seek to establish whether the interviewee has any difficulty or disadvantage, perhaps not readily apparent, which needs to be taken into account.</p> <p>Unnecessary delays in the processing of cases must be avoided both in fairness to the individual concerned and in the interests of justice.</p> OBSERVING THIS CODE <p>This code supports Consignia Mission and Values Statements. All security personnel have a responsibility to observe the provisions of this code and ensure it is honoured at all times.</p> <p>Strict observance of this code will ensure a consistent professional approach to combating crime without losing the confidence of colleagues and the public.</p>
	HEALTH & SAFETY <p>Everyone in Consignia has a responsibility to maintain a safe working environment in compliance with business Health & Safety Policy. This policy is consistent with Consignia's legal obligations under the Health & Safety at Work Act 1974. When conducting enquiries, investigators must take all reasonable steps to ensure their own safety and the safety of colleagues. They also have a duty of care to ensure the safety of everyone else involved in those enquiries including suspects and witnesses.</p> <ul style="list-style-type: none"> It is inevitable that the nature of criminal investigation work involves a number of potential hazards including situations where there is a risk of assault on Security Managers, or of self harm, by a

RULES & STANDARDS						
	<p>minority of individuals. In the initial stages of every investigation steps should always be taken by Security Managers to assess the level of threat and take all appropriate measures to minimise risks by applying safe working practices. The level of threat should be re-assessed in the light of changing circumstances and appropriate measures commensurate with the new degree of risk applied.</p> <ul style="list-style-type: none"> Security Managers should familiarise themselves with the safe working practice guidelines detailed in the Investigation Policies: “Operational Planning (IIMARC process)” and “Criminal Investigation Procedures; also, always seek guidance from their team leader or a senior officer in situations with which they are unfamiliar or where a serious risk has been identified. 					
4.	Links to other reference material (policies, processes and procedures, etc.)					
4.1	Title	Author	Located	Version	Type	Policy No.
	Health & Safety at Work			1974	Act	3.6
5.	Document details					
5.1	Author :					
5.2	Owner :					
5.3	Audience:					
5.4	Enquiry point :					
5.5	Effective from :					
5.6	Review date :					
5.7	Last updated :					
6.	Assurance Details					
6.1	Name					
6.2	Business Unit					
6.3	Assurance Date					
7.	Final Review					
7.1	Approved by					
7.2	Documented (Hard Copy)	YES/NO	Location:			
7.3	“ (Electronic)	YES/NO	Location:			