

Travelodge Security Training Part 2

1. Menu

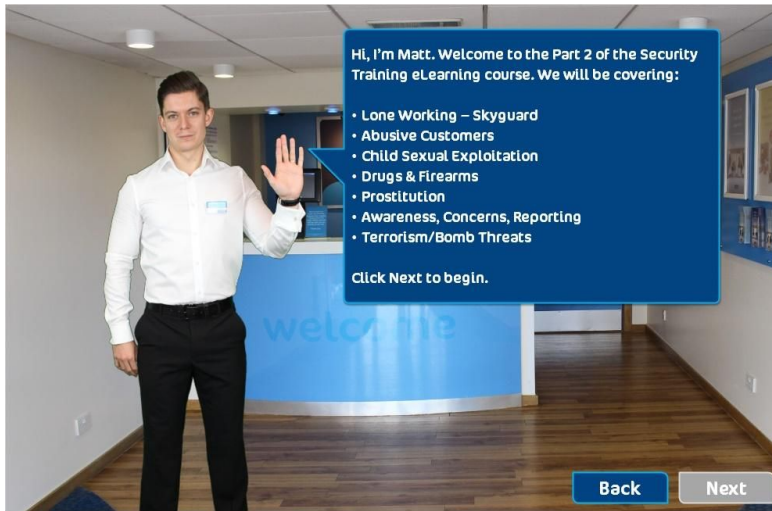
1.1 Untitled Slide



1.2 Untitled Slide

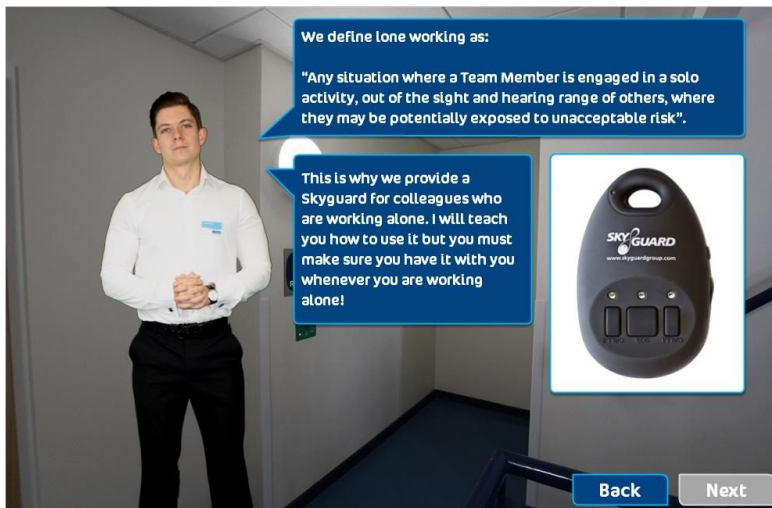


1.3 Sections



1.4 Lone

Security



Intro (Slide Layer)



1.5 Lone

Security



DT1 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Charging the Device

Plug the charger into the device and connect to a standard wall socket.

The battery light will switch off once the device is fully charged (this takes 3-4 hours).

Consideration should be given to when the device is put on charge; this should be during the daytime when there is more than one Team Member on duty at the hotel.

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DT2 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Position Report

At the beginning and end of every shift press the position/GPS button shown for 1 second.


This will send your location to the control centre and also demonstrate the device is being used.

Back Next

DT3 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



"Battery"

Raising an Alarm

Press and hold the large SOS button for four seconds – unit will vibrate.

An audible beep will be sent confirming the two-way voice connection has been made and Skyguard are now listening. (Note: this can take up to one minute)

Skyguard will listen silently and only talk if they believe it is safe to do so.

Our duress code word is "Battery" as in: "That beep sounds like my battery needs charging"

Back Next

DT4 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Raising an Alarm – 'Man Down'

The device will also activate and raise an alarm should it feel an impact with the ground or hard surface, similar to someone fainting or dropping the device.

If it is set off accidentally, the call centre will just check you are okay and reset it for you.


Back Next

DT5 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7

"Amber"



Amber Alert – Listening in Facility

Press and hold the large SOS button for four seconds – unit will vibrate.

An audible beep will be sent confirming the two-way voice connection has been made and Skyguard are now listening.

The code word "Amber" should be used if you would like Skyguard to listen in for a period of 3 minutes.

Should be used before going into a situation that could potentially escalate.


Back Next

DT6 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7

"Activation"



Testing the Device

If you activate the device as a test, please inform Skyguard when the call is answered by saying "Activation call".

Please perform a test when training how to use the device.

Skyguard will ask questions based on your user details to confirm that it is not an emergency. Once answered it will then end the call.


Our safe code word is "Activation" call.

Back Next

DT7 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



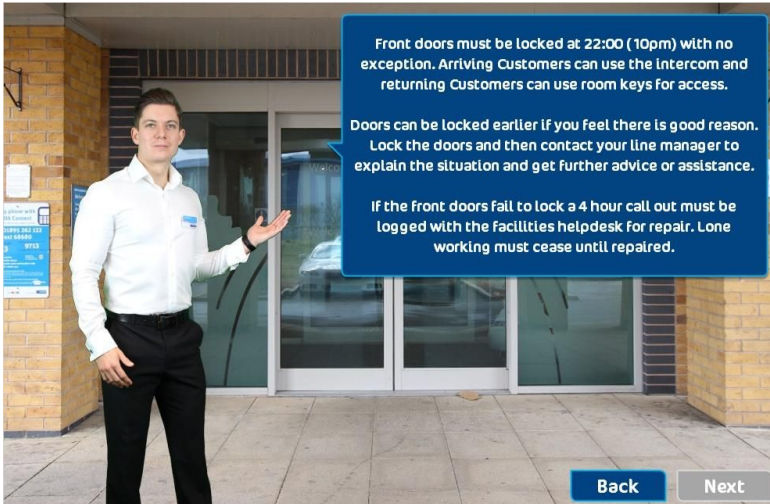
Things to Remember

- Charge your device daily.
- Acquire a Position Report at the beginning and end of every shift.
- Carry your device with you at all times.
- Speak to your manager if your device is faulty.

Back Next

1.6 Lone

Security



Front doors must be locked at 22:00 (10pm) with no exception. Arriving Customers can use the Intercom and returning Customers can use room keys for access.

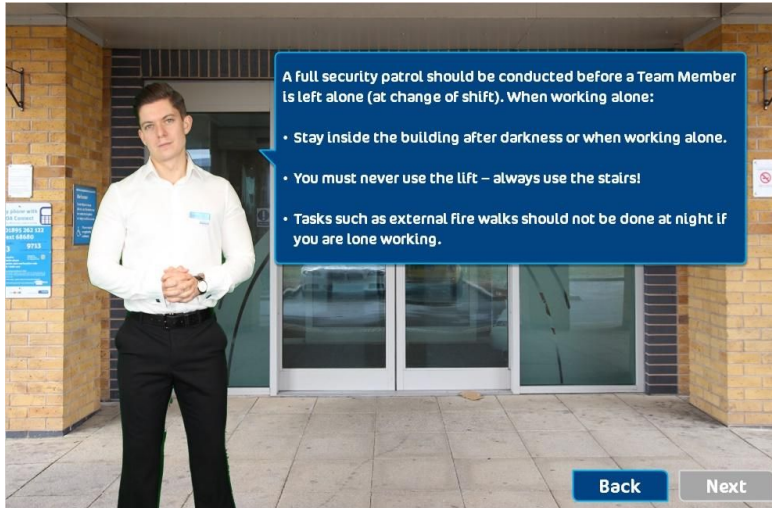
Doors can be locked earlier if you feel there is good reason. Lock the doors and then contact your line manager to explain the situation and get further advice or assistance.

If the front doors fail to lock a 4 hour call out must be logged with the facilities helpdesk for repair. Lone working must cease until repaired.

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1.7 Lone

Security

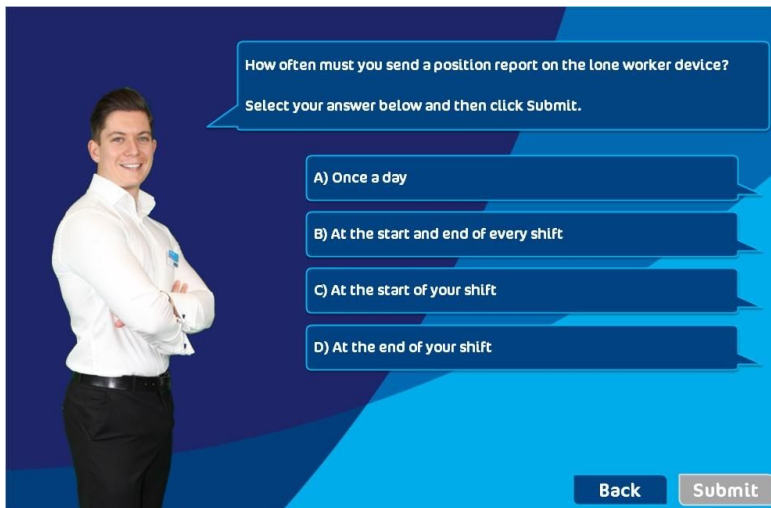


A Full security patrol should be conducted before a Team Member is left alone (at change of shift). When working alone:

- Stay inside the building after darkness or when working alone.
- You must never use the lift – always use the stairs!
- Tasks such as external fire walks should not be done at night if you are lone working.

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1.8 Lone Working



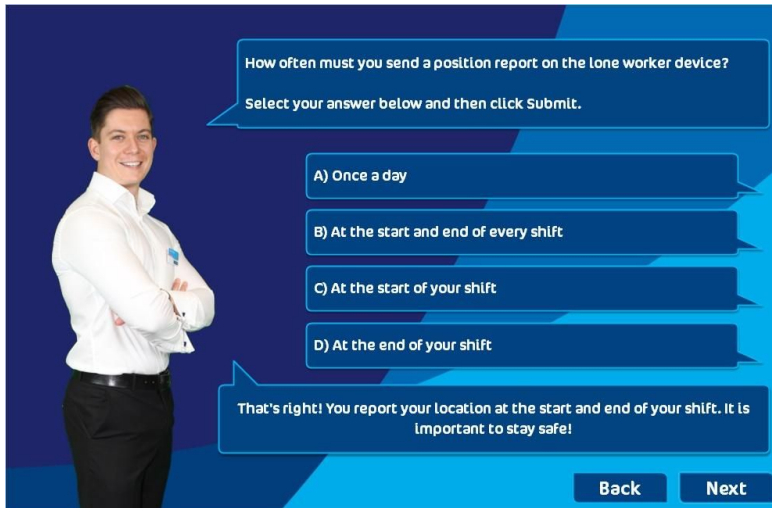
How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

Back Submit

Notes:

Correct (Slide Layer)



How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

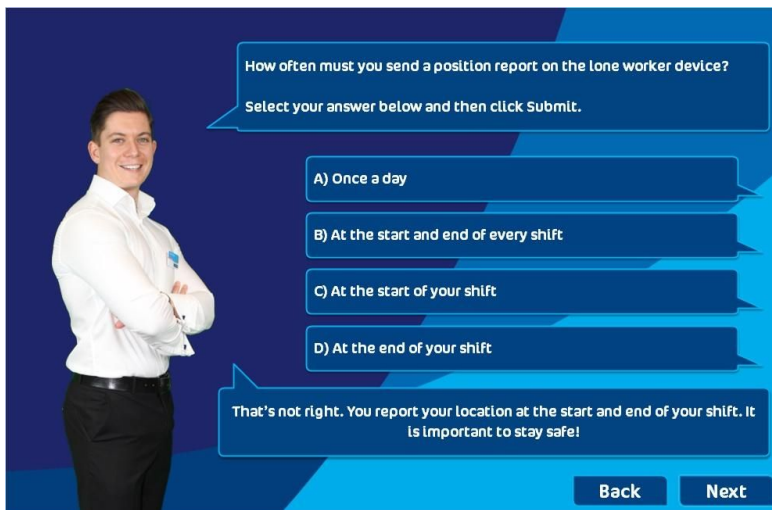
- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

That's right! You report your location at the start and end of your shift. It is important to stay safe!

Back Next

The screenshot shows a quiz slide with a blue background and a man in a white shirt on the left. The question is in a white speech bubble. Below it are four answer options in blue speech bubbles. A feedback message in a white speech bubble at the bottom states that the correct answer is B. Navigation buttons 'Back' and 'Next' are at the bottom right.

Incorrect (Slide Layer)



How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

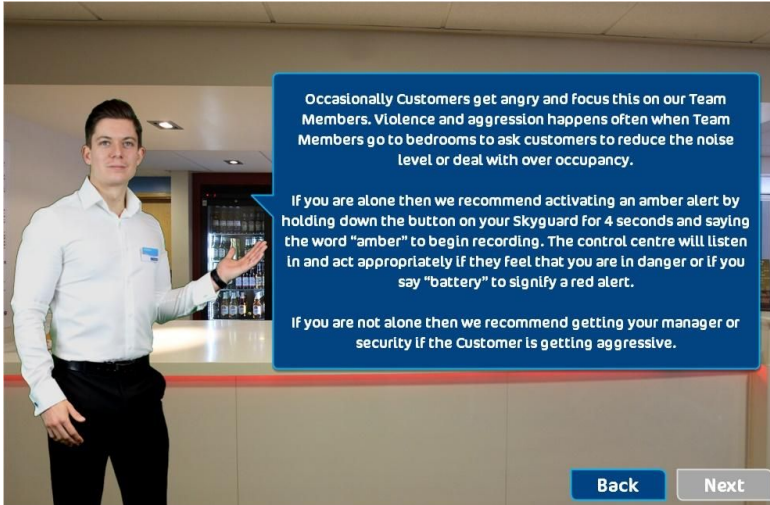
- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

That's not right. You report your location at the start and end of your shift. It is important to stay safe!

Back Next

The screenshot shows the same quiz slide as above, but the feedback message in the white speech bubble at the bottom states that the answer is not right, which is incorrect. The rest of the slide content is identical to the 'Correct' slide.

1.9 Abusive



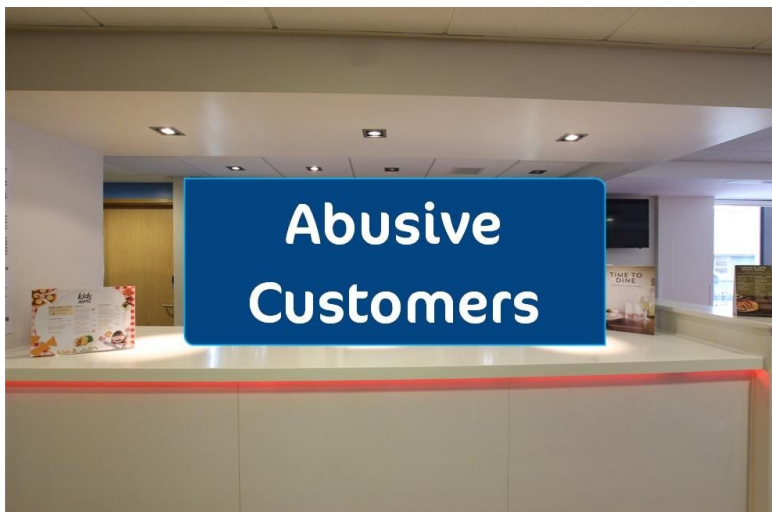
Occasionally Customers get angry and focus this on our Team Members. Violence and aggression happens often when Team Members go to bedrooms to ask customers to reduce the noise level or deal with over occupancy.

If you are alone then we recommend activating an amber alert by holding down the button on your Skyguard for 4 seconds and saying the word "amber" to begin recording. The control centre will listen in and act appropriately if they feel that you are in danger or if you say "battery" to signify a red alert.

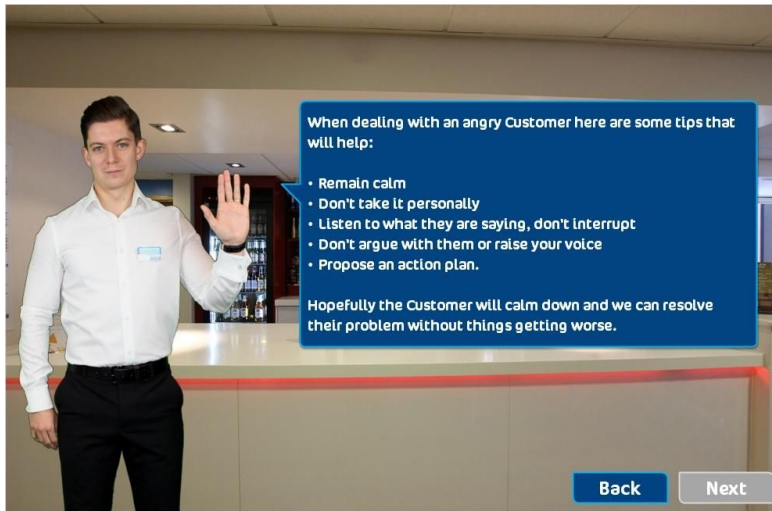
If you are not alone then we recommend getting your manager or security if the Customer is getting aggressive.

Back Next

Intro (Slide Layer)



1.10 Abusive



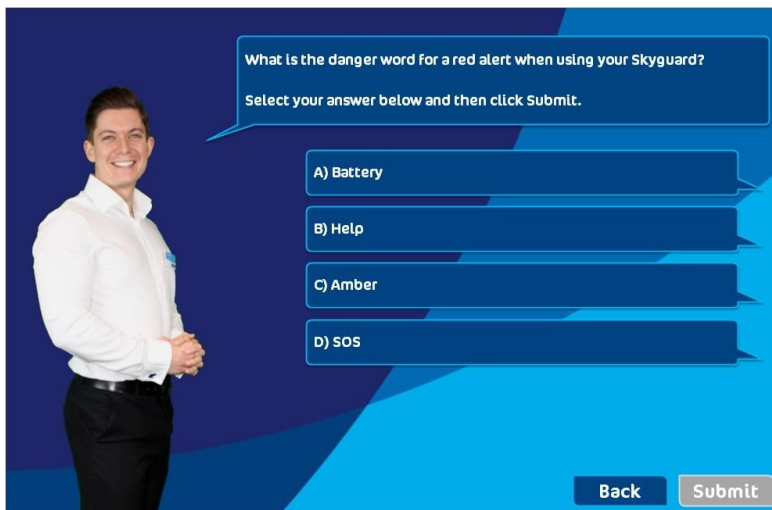
When dealing with an angry Customer here are some tips that will help:

- Remain calm
- Don't take it personally
- Listen to what they are saying, don't interrupt
- Don't argue with them or raise your voice
- Propose an action plan.

Hopefully the Customer will calm down and we can resolve their problem without things getting worse.

Back Next

1.11 Abusive



What is the danger word for a red alert when using your Skyguard?

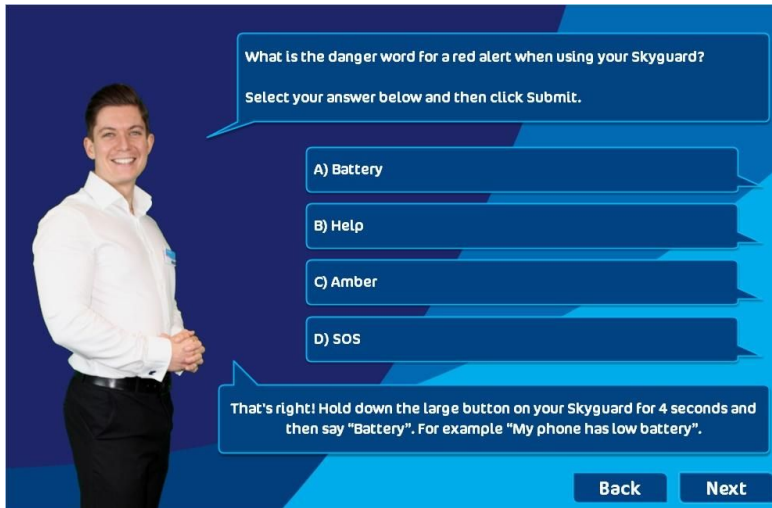
Select your answer below and then click Submit.

- A) Battery
- B) Help
- C) Amber
- D) SOS

Back Submit

Notes:

Correct (Slide Layer)



What is the danger word for a red alert when using your Skyguard?
Select your answer below and then click Submit.

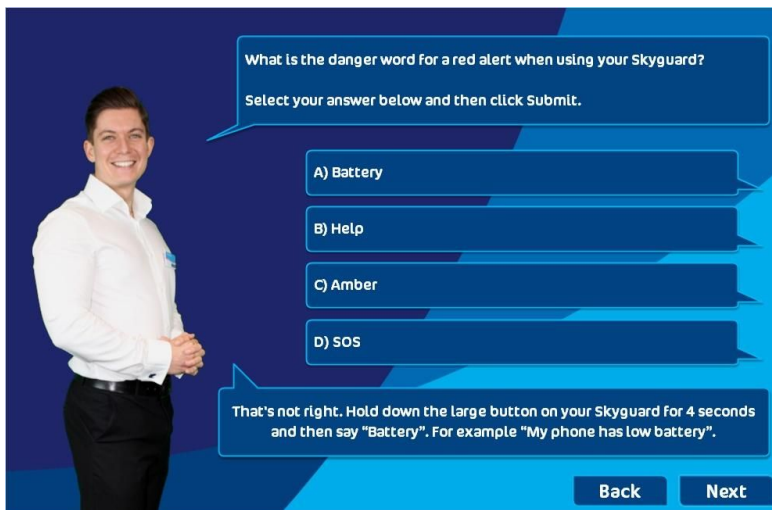
- A) Battery
- B) Help
- C) Amber
- D) SOS

That's right! Hold down the large button on your Skyguard for 4 seconds and then say "Battery". For example "My phone has low battery".

Back Next

This screenshot shows a quiz slide with a blue background and a man in a white shirt on the left. The question asks for the danger word for a red alert. The correct answer, 'A) Battery', is highlighted with a white border. A feedback message at the bottom explains the correct procedure: holding a button for 4 seconds and saying 'Battery'.

Incorrect (Slide Layer)



What is the danger word for a red alert when using your Skyguard?
Select your answer below and then click Submit.

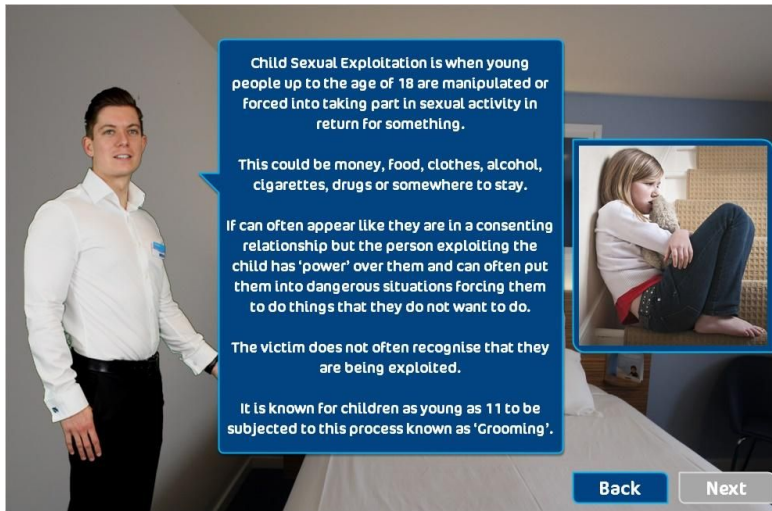
- A) Battery
- B) Help
- C) Amber
- D) SOS

That's not right. Hold down the large button on your Skyguard for 4 seconds and then say "Battery". For example "My phone has low battery".

Back Next

This screenshot is identical to the correct slide, but the 'A) Battery' option is not highlighted. The feedback message at the bottom states 'That's not right', indicating that a different option was selected.

1.12 CSE



Child Sexual Exploitation is when young people up to the age of 18 are manipulated or forced into taking part in sexual activity in return for something.

This could be money, food, clothes, alcohol, cigarettes, drugs or somewhere to stay.

It can often appear like they are in a consenting relationship but the person exploiting the child has 'power' over them and can often put them into dangerous situations forcing them to do things that they do not want to do.

The victim does not often recognise that they are being exploited.

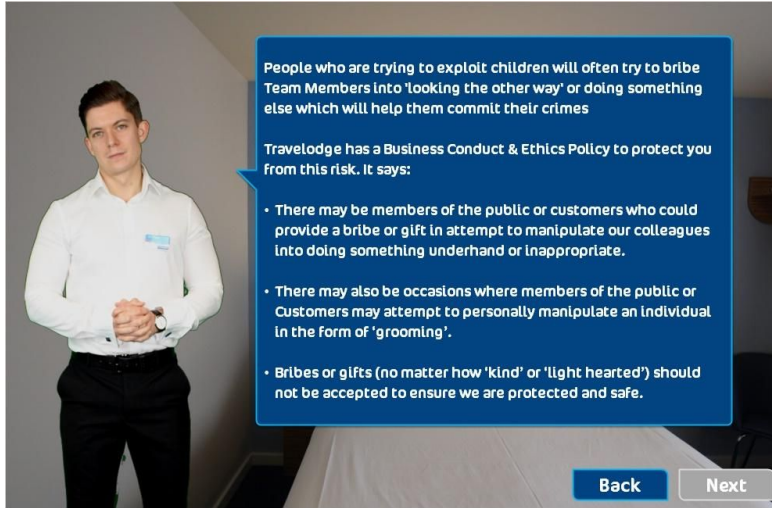
It is known for children as young as 11 to be subjected to this process known as 'Grooming'.

Back Next

Intro (Slide Layer)



1.13 CSE



People who are trying to exploit children will often try to bribe Team Members into 'looking the other way' or doing something else which will help them commit their crimes

Travelodge has a Business Conduct & Ethics Policy to protect you from this risk. It says:

- There may be members of the public or customers who could provide a bribe or gift in attempt to manipulate our colleagues into doing something underhand or inappropriate.
- There may also be occasions where members of the public or Customers may attempt to personally manipulate an individual in the form of 'grooming'.
- Bribes or gifts (no matter how 'kind' or 'light hearted') should not be accepted to ensure we are protected and safe.

Back Next

1.14 CSE



Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

Back Next

DT1 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Paying in cash and not willing to give credit card details
- Customers requesting a room that is away from reception
- Customers with a local address renting a room
- Customers who appear secretive about their visit or trying to conceal their activities in the room or who they are with
- Last minute/walk-in bookings most often paying cash
- Bookings made in a different name to those who check-in / person speaking a different language to the person booking
- Customers arriving and asking for a specific room number but they don't know the name in which the room is booked
- Customers who do not have any luggage or ID
- Young people with significantly older boyfriends/girlfriends
- A young girl/boy/teenager who appears withdrawn or tries to hide their face or appear afraid, disorientated or restricted from moving or communicating or acting under instruction
- Young persons who appear overly made up

Back Next

DT2 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Customer rooms with a lot of condoms/condom wrappers, drugs/drug paraphernalia (e.g. syringes, wraps, pipes, bongs, broken light bulbs, spoons, plastic bags) particularly if you are aware there has been a child staying in the room
- Signs of alcohol, drug or substance misuse

Back Next

DT3 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Teenagers loitering in public areas / external areas of premises
- Frequent visitors to the hotel who do not appear to have a reason for being there
- Customers who move in and out of the premises regularly at unusual hours
- High traffic to Customer rooms
- Noise complaints
- Customers who don't want their room cleaned or visited
- Customers who appear to be under the age of 25 when asked for ID in the bar cafe
- Two or more adults heading for a room may indicate room is being used for a party
- Number of persons visiting a room at regular intervals – a person may have arranged for others to visit the room where a child is being sexually exploited
- Individuals who appear to be monitoring public areas

Back Next

DT4 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

Just one of the signs may not cause suspicion but spotting several of them should do.

Keep your eyes and ears open and act on anything that appears to be suspicious.

Back Next

1.15 CSE

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in Customer leaves Checking out

Back Next

DT1 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in Customer leaves Checking out

- Check in the Customers and allow them to go to the room.
- Activate the Skyguard device during check in so that all conversations are recorded.
- Report concerns via 101. If you believe a child is in imminent danger call 999.
- Explain to the call operator that you have suspicions regarding CSE and clearly explain those suspicions.
- Preserve evidence. Do not move items. If person(s) have left the room, do not let anyone go into the room until the police arrive or instruct you otherwise.

SKY GUARD
Hold for 4 seconds

Back Next

DT2 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in **Customer leaves** **Checking out**

If the Customer becomes suspicious and leaves the hotel with the young person, you need to try and gather as much information as possible and relay this to the police immediately.

Try to make a note of:

- What the Customer looks like and what they were wearing.
- What the young person looks like and what they were wearing.
- The make and model of any vehicle, including its colour and number plate.
- Their direction of travel – which way did they go?

Back Next

DT3 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in **Customer leaves** **Checking out**

If suspicions are raised following check out, e.g. a room is found with a lot of condoms/condom wrappers, drugs/drug paraphernalia and/or signs of alcohol misuse:

- Preserve evidence!
- Do not move items.
- If person(s) have left, do not let anyone go into the room until the police arrive or instruct you otherwise.

Back Next

DT4 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for Instructions of what to do.

Checking in **Customer leaves** **Checking out**

Follow any instructions given by the police.

Your District Manager must be notified who will then inform your Regional H&S Advisor.

Any police contact must be logged on TiCTac as an incident under the category 'Visit by Authorities'.

This includes ALL contact e.g. the dropping off of leaflets at the hotel or invitations to training courses.

Your regional H&S Advisor will support with arranging / attending any meetings and training.

Back **Next**

This slide features a man in a white shirt and dark trousers standing in a hotel room. A large blue text box contains instructions. At the top, three buttons labeled 'Checking in', 'Customer leaves', and 'Checking out' are visible. At the bottom, 'Back' and 'Next' navigation buttons are present.

1.16 Drugs

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back **Next**

This slide shows a man in a white shirt and dark trousers standing in a hallway. A central image displays various types of drugs: marijuana, colorful pills, a syringe, and white powder. A blue text box at the top provides instructions, and another at the bottom states that all drugs are illegal. 'Back' and 'Next' buttons are at the bottom.

Intro (Slide Layer)



DT1 (Slide Layer)



DT2 (Slide Layer)

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

Ecstasy (X)

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back Next

The slide features a man in a white shirt pointing at a central panel. The panel is divided into four quadrants: top-left shows marijuana buds, top-right shows blue pills, bottom-left shows a brown powder, and bottom-right shows white powder and pills. A blue callout box at the top contains the introductory text, and another at the bottom contains the disclaimer. Navigation buttons for 'Back' and 'Next' are at the bottom right.

DT3 (Slide Layer)

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

Heroin

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back Next

The slide features a man in a white shirt pointing at a central panel. The panel is divided into four quadrants: top-left shows marijuana buds, top-right shows colorful pills, bottom-left shows a blue pill, and bottom-right shows white powder and pills. A blue callout box at the top contains the introductory text, and another at the bottom contains the disclaimer. Navigation buttons for 'Back' and 'Next' are at the bottom right.

DT4 (Slide Layer)

Here are some examples of drugs that may be found in our hotels.
Click on each one to see what they are.

Cocaine

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back Next

The slide features a man in a white shirt standing in a hallway. A central window displays images of marijuana, pills, and cocaine. A blue callout box at the top provides instructions to click on the drug images. A bottom callout box states that all these drugs are illegal and introduces the next step. Navigation buttons for 'Back' and 'Next' are located at the bottom right.

1.17 Drugs

If you suspect a Customer is using drugs then you must follow these steps.
Click on each step to reveal what to do.

- 1
- 2
- 3
- 4

Back Next

The slide features a man in a white shirt standing in a hallway. A vertical list of four numbered steps is on the left. A blue callout box at the top provides instructions to click on each step. Navigation buttons for 'Back' and 'Next' are located at the bottom right.

DT1 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps.
Click on each step to reveal what to do.

- 1
- 2
- 3
- 4

Raise an 'Amber' alert on your Skyguard device – state what you are doing and where you are going.

Back Next

DT2 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps.
Click on each step to reveal what to do.

- 1
- 2
- 3
- 4

Tell the Customer/s they have broken the terms and conditions of their booking and ask them to leave the hotel.

Back Next

DT3 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps. Click on each step to reveal what to do.

- 1 Should the Customer become aggressive or refuses to leave. Do not argue with the Customer or respond with aggression.
- 2
- 3 Press and hold the large SOS button for four seconds – unit will vibrate. Walk away to a safe place and wait for assistance.
- 4

SKY GUARD
www.skyguardgroup.com

Back Next

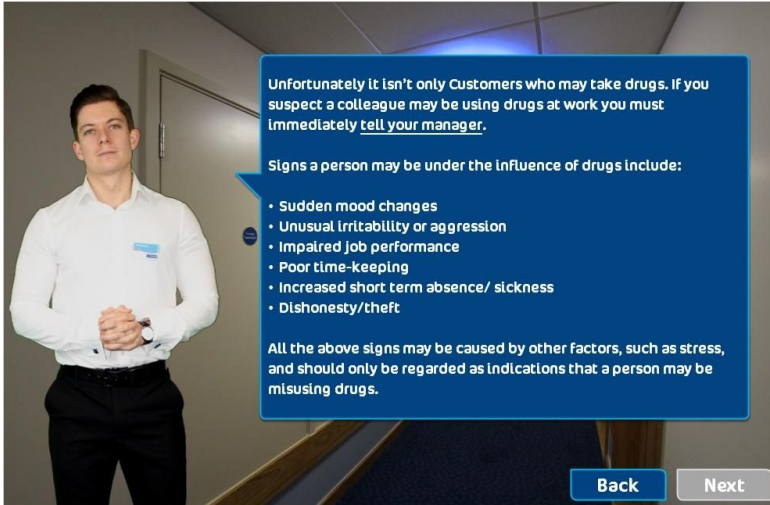
DT4 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps. Click on each step to reveal what to do.

- 1 Call the Police if drugs are found in the room.
- 2 If you find evidence of drug use you must complete an Incident report. If the drug use is smoking related, send any evidence and pictures to: legal.tl@ukcrs.com with the incident report in the subject field number.
- 3 The room must be cleaned following the process outlined in the next section.
- 4

Back Next

1.18 Drugs



Unfortunately it isn't only Customers who may take drugs. If you suspect a colleague may be using drugs at work you must immediately tell your manager.

Signs a person may be under the influence of drugs include:

- Sudden mood changes
- Unusual irritability or aggression
- Impaired job performance
- Poor time-keeping
- Increased short term absence/ sickness
- Dishonesty/theft

All the above signs may be caused by other factors, such as stress, and should only be regarded as indications that a person may be misusing drugs.

Back Next

1.19 Drugs




If a colleague in Housekeeping asks for your help because they have seen evidence of drug use in a bedroom, contact your line manager to let them know what has been reported to you.

If you are asked to assist in checking the room, follow the steps on the next slide.



Back Next

1.20 Drugs



Click on the 4 arrows for instructions to on how to check a room where signs of drug use has been seen.

Remove linen very carefully, watching all the time for sharps.


Carefully lift the mattress and check all surfaces.

Pull out the base of the bed and check underneath.

Check all the beds!

Back Next

1.21 Drugs




When cleaning a room where evidence of drug use has been found:

- Wear gloves
- Double bag all rubbish
- Carry rubbish bags at arms length
- Take rubbish straight to the outside bins

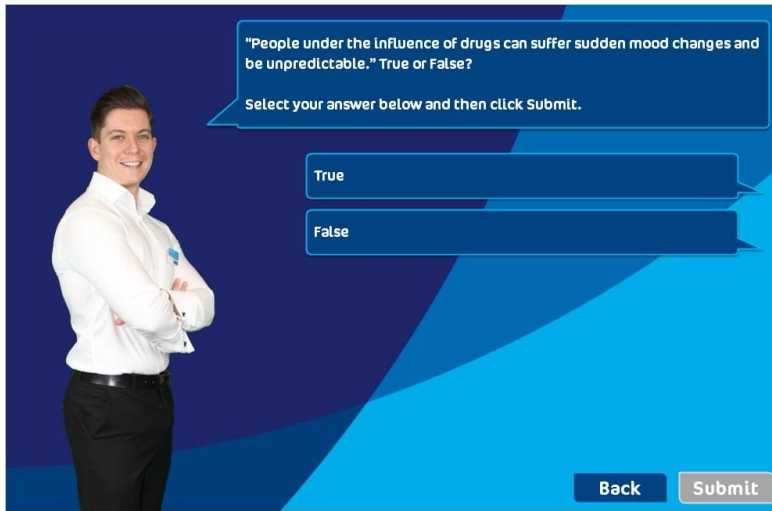
If you need to pick up needles that have been found in a room you must use a sharps removal kit.

Never put needles in a normal bin bag!



Back Next

1.22 Drugs



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

True

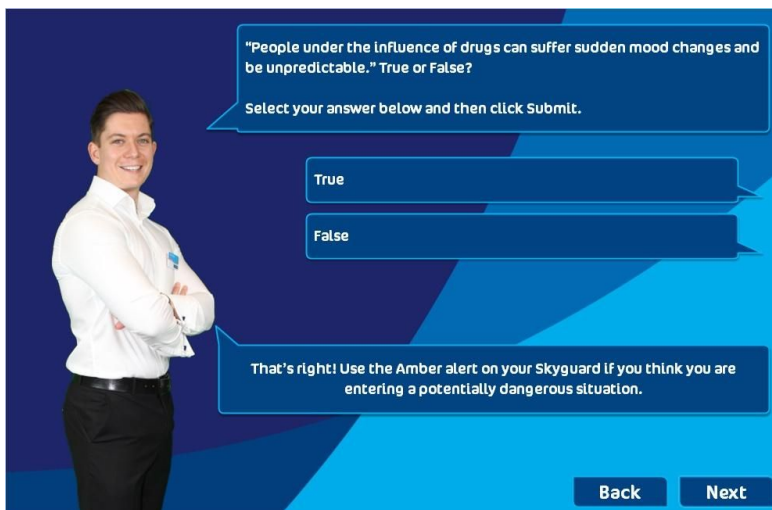
False

Back Submit

The slide features a man in a white shirt and black trousers on the left. The background is a blue gradient with abstract shapes. The question and instructions are in a dark blue box at the top. The answer options are in lighter blue boxes below. The 'Submit' button is highlighted in a light grey color.

Notes:

Correct (Slide Layer)



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

True

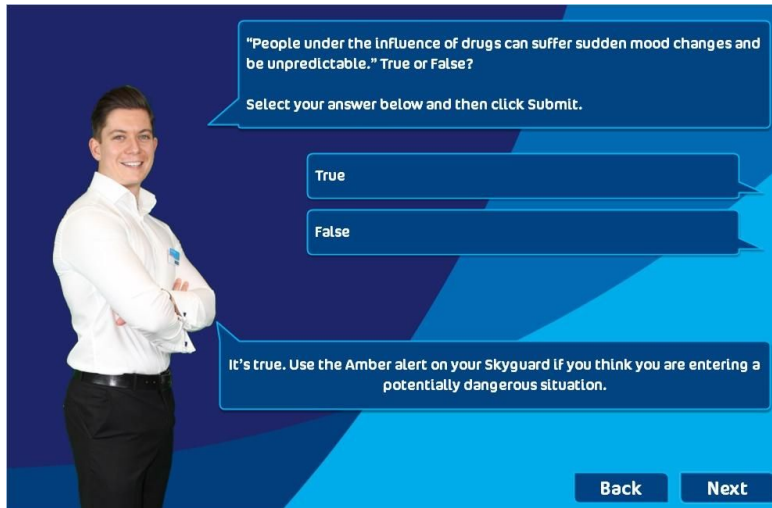
False

That's right! Use the Amber alert on your Skyguard if you think you are entering a potentially dangerous situation.

Back Next

The slide features the same man in a white shirt and black trousers on the left. The background is a blue gradient with abstract shapes. The question and instructions are in a dark blue box at the top. The answer options are in lighter blue boxes below. The feedback message is in a dark blue box at the bottom. The 'Next' button is highlighted in a light grey color.

Incorrect (Slide Layer)



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

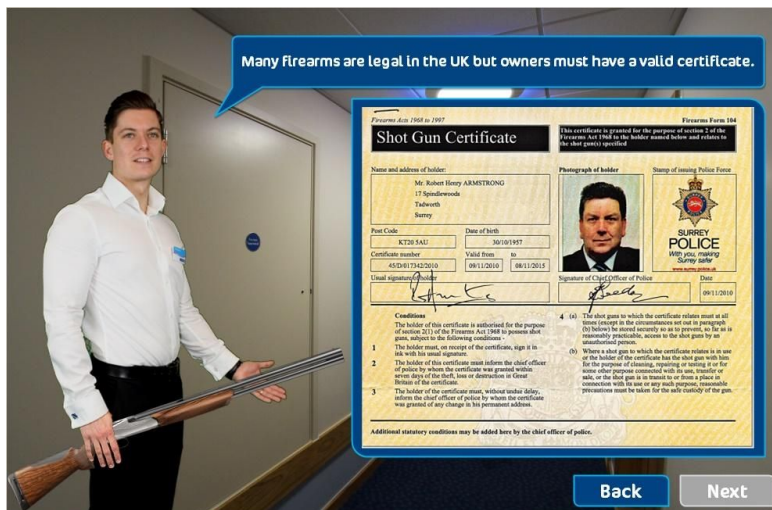
True

False

It's true. Use the Amber alert on your Skyguard if you think you are entering a potentially dangerous situation.

Back Next

1.23 Guns







Many firearms are legal in the UK but owners must have a valid certificate.

Shot Gun Certificate

Firearms Act 1968 to 1987 Firearms Form 104

This certificate is granted for the purpose of section 2 of the Firearms Act 1968 for the holder named below and relates to the shot gun(s) specified.

Name and address of holder		Photograph of holder	Stamp of issuing Police Force
Mr Robert Henry ARMSTRONG 17 Spadewoods Tadworth Bucks			
Post Code	Date of birth	Valid From	To
KT20 5AU	30/091957	09/11/2010	09/11/2010
Certificate number	Uslal signature of holder	Signature of Chief Officer of Police	Date
062817342026			09/11/2010

Conditions


The holder of this certificate is authorized for the purpose of section 2(1) of the Firearms Act 1968 to possess shot gun(s), subject to the following conditions:

- The holder must, on receipt of the certificate, sign it in ink with his name in person.
- The holder of this certificate must inform the chief officer of police by whom the certificate was granted within seven days of the birth, loss or demolition or change of address of the certificate.
- The holder of the certificate must, without undue delay, inform the chief officer of police by whom the certificate was granted of any change in his permanent address.
- (a) The shot gun(s) to which the certificate relates must at all times be stored in the circumstances set out in paragraph 4(b) below in such security as is or may be reasonably practicable, access to the shot gun(s) by an unauthorized person.
- (b) Where a shot gun to which the certificate relates is to use of the holder of the certificate has the shot gun with him for the purpose of cleaning, repairing or testing it or for some other lawful connected with its use, it must be accompanied with its use in any such purpose, reasonable preventative must be taken for the safe custody of the gun.

Additional statutory conditions may be added here by the chief officer of police.

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1.24 Guns



Firearms and ammunition **MUST** be held in a locked gun cabinet.

Customers who have a gun licence should know this.

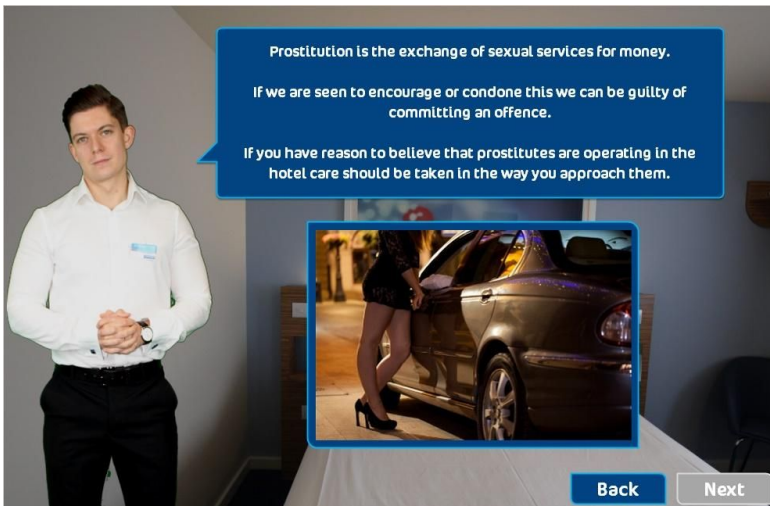
If a Customer calls to ask if they can bring a firearm to the hotel, explain that they are permitted to do so but only if it is in a locked box and kept with them at all times.

We do not have facilities on site for storage but can get details of local gun clubs or firing ranges for them if it would help.

Firearms must not be left unattended in vehicles or bedrooms. Call the police if you find unattended firearms or ammunition.

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1.25 Prostitution



Prostitution is the exchange of sexual services for money.

If we are seen to encourage or condone this we can be guilty of committing an offence.

If you have reason to believe that prostitutes are operating in the hotel care should be taken in the way you approach them.



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Intro (Slide Layer)



1.26 Prostitution

A man in a white shirt holding a folder labeled "Reception File" next to a blue text box.

If we suspect a Customer of prostitution before they purchase a room then we can refuse them. Every time a Customer is refused alcohol or accommodation, a note of the refusal should be made and kept to show that Team Members do the very best to prevent prostitution and underage room bookings, and comply with the hotel's licence with regards to serving alcohol.

This log could be vital to prove to authorities that we do our best to follow training and act on suspicions.

The log can be found on the Operating Manual: Business Critical > Licensing Bar-Cafe

The form must be kept at the back of the last section of the reception file. Copies must NOT be kept at the bar. Any information must be passed to the duty manager to log in the reception file.

Completed logs should be retained for 3 years.

Click Next to view the log.

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Refusals Logs (Slide Layer)

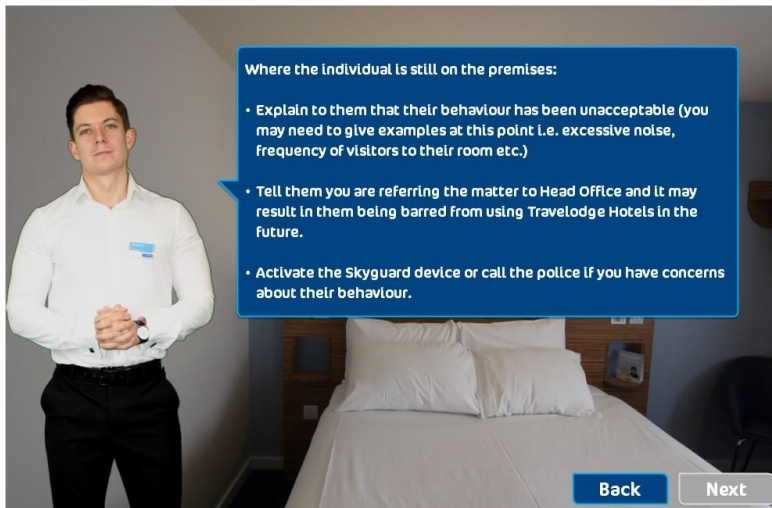
If we suspect a Customer of prostitution before they purchase a room

Hotel Refusals Log				
Date	Time	Employee Name	Refusal reason & detail	HM review

Refusals log to be completed if sale of alcohol or room is refused.
Reason for refusal – 1. Underage / 2. Under influence / 3. No ID / 4. Prostitution

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1.27 Prostitution

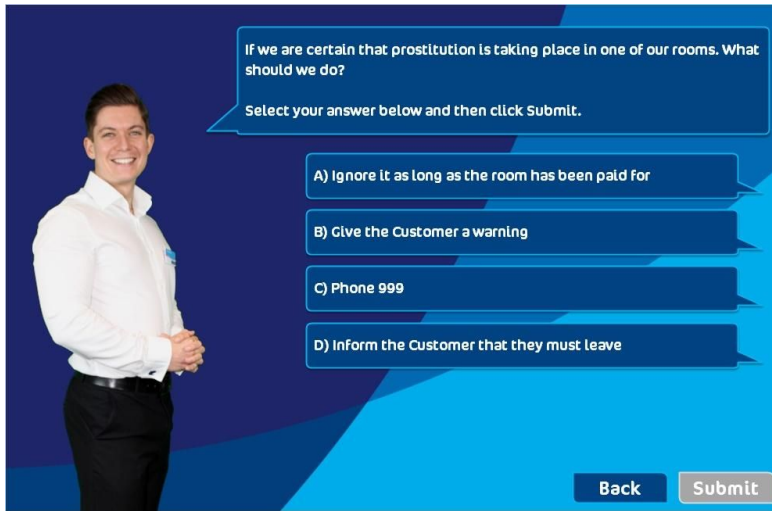


Where the individual is still on the premises:

- Explain to them that their behaviour has been unacceptable (you may need to give examples at this point i.e. excessive noise, frequency of visitors to their room etc.)
- Tell them you are referring the matter to Head Office and it may result in them being barred from using Travelodge Hotels in the future.
- Activate the Skyguard device or call the police if you have concerns about their behaviour.

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1.28 prostitution



If we are certain that prostitution is taking place in one of our rooms. What should we do?

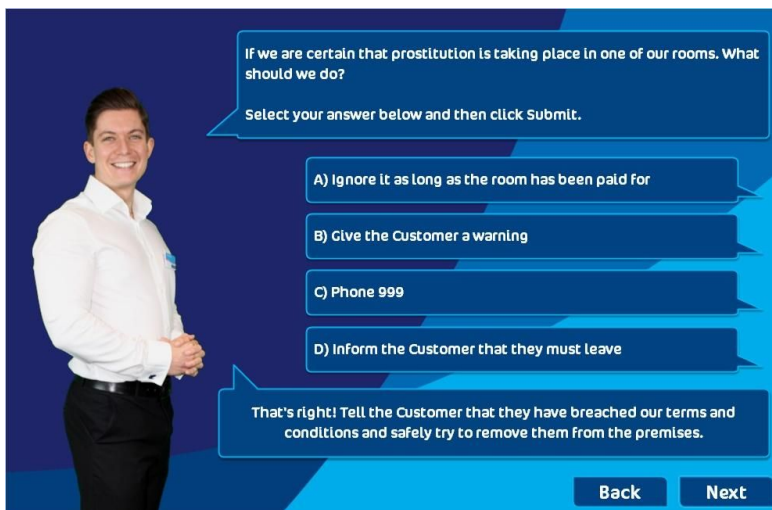
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

Back Submit

Notes:

Correct (Slide Layer)



If we are certain that prostitution is taking place in one of our rooms. What should we do?

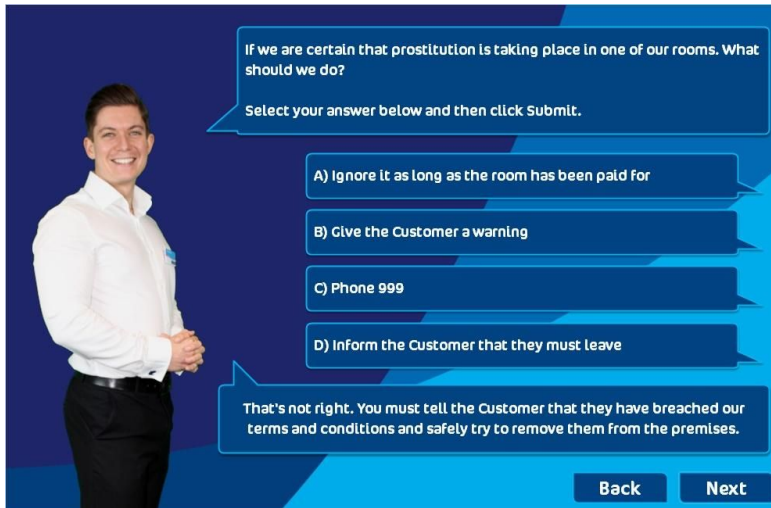
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

That's right! Tell the Customer that they have breached our terms and conditions and safely try to remove them from the premises.

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Incorrect (Slide Layer)



If we are certain that prostitution is taking place in one of our rooms. What should we do?

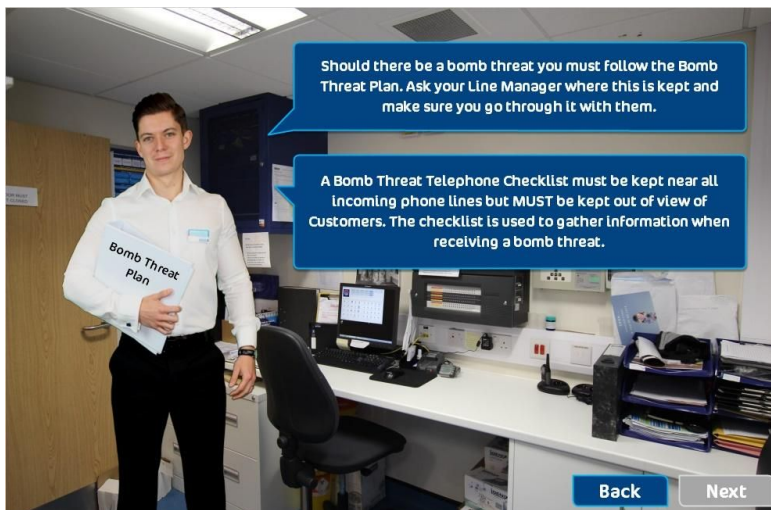
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

That's not right. You must tell the Customer that they have breached our terms and conditions and safely try to remove them from the premises.

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1.29 Bomb Threat slide



Should there be a bomb threat you must follow the Bomb Threat Plan. Ask your Line Manager where this is kept and make sure you go through it with them.

A Bomb Threat Telephone Checklist must be kept near all incoming phone lines but MUST be kept out of view of Customers. The checklist is used to gather information when receiving a bomb threat.

Bomb Threat plan

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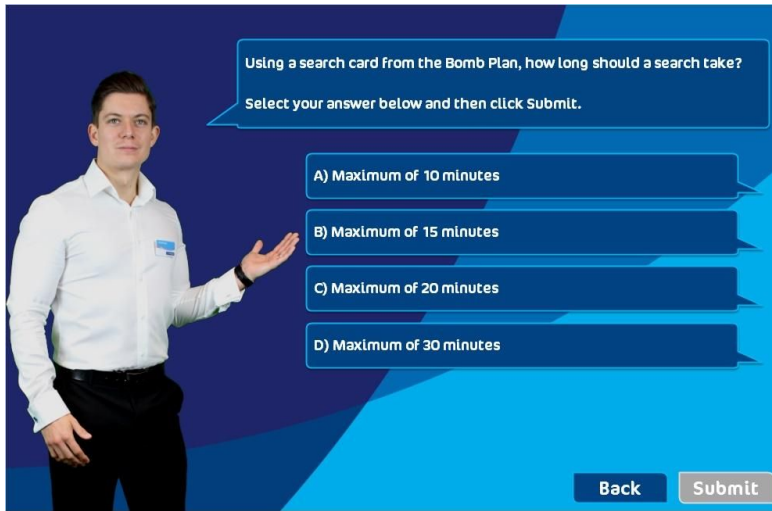
Intro (Slide Layer)



1.30 Bomb Threat slide



1.31 Untitled Slide



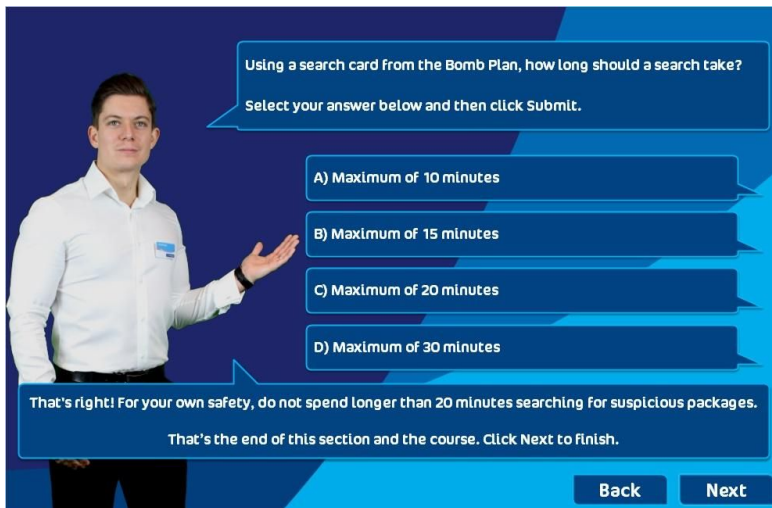
Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

Back Submit

Notes:

Correct (Slide Layer)



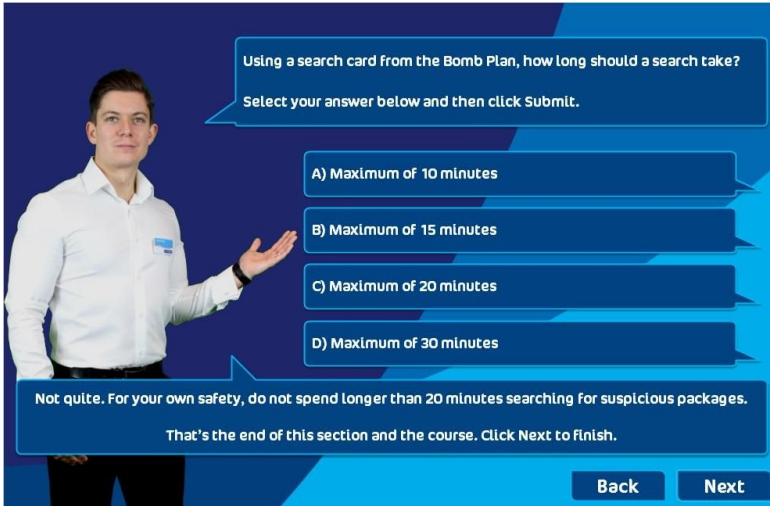
Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

That's right! For your own safety, do not spend longer than 20 minutes searching for suspicious packages.
That's the end of this section and the course. Click Next to finish.

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Incorrect (Slide Layer)



Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

Not quite. For your own safety, do not spend longer than 20 minutes searching for suspicious packages.
That's the end of this section and the course. Click Next to finish.

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1.32 Untitled Slide



 **Thank You**
for completing part 2 of the
Security Training module

Exit
course