

## Check Call Policy

Issue Number	Review Date	Changes	Signed
1	02-01-2022	Original version (draft)	MD
1	02-01-2022	Signed off	MD
1	02-01-2023	Review 1	MD
1	02-01-2024	Review 2	MD
1	02-01-2025	Review 3	MD
1	02-01-2026	Next Review	MD

### 1. Purpose

The purpose of this policy is to ensure the safety and security of all personnel by establishing a systematic and consistent process for making and receiving check calls. Check calls are designed to confirm the well-being of security personnel on duty and to ensure prompt response in case of emergencies.

### 2. Scope

This policy applies to all employees of Dexter Multiservices Ltd, including security officers, supervisors, and control room staff.

### 3. Definitions

- **Check Call:** A scheduled call made by security personnel to the control room or supervisor to confirm their status and safety.
- **Missed Call:** A check call that is not made or not answered within the designated time frame.

### 4. Procedures

#### 4.1 Scheduling Check Calls

- **Frequency:** Check calls must be made at regular intervals, typically every hour, unless otherwise specified by the site-specific security plan.
- **Schedule:** The schedule for check calls will be determined based on the risk assessment of the site and communicated to all relevant personnel.

#### 4.2 Making Check Calls

- **Procedure:**
  - Security personnel must call the designated number (control room or supervisor) at the scheduled time.
  - Provide their name, location, and status during the call.
  - Confirm any incidents or unusual activities observed since the last check call.

#### 4.3 Receiving Check Calls

- **Procedure:**

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- Control room staff or supervisors must be available to receive check calls at the scheduled times.
- Record the details of each check call in the log, including the time, name of the caller, location, and status.
- If any incidents are reported, follow the incident response procedures outlined in the company's incident management policy.

### 4.4 Missed Check Calls

- **Procedure:**
  - If a check call is not received within 10 minutes of the scheduled time, the control room staff or supervisor must attempt to contact the security personnel.
  - If contact is not established after two attempts, the following steps must be taken:
    1. **Escalation:** Notify the duty supervisor immediately.
    2. **Site Visit:** Dispatch a supervisor or another security officer to the location to check on the well-being of the missing personnel.
    3. **Emergency Contact:** If the personnel cannot be located, contact emergency services and the designated emergency contact for the missing personnel.

### 4.5 Documentation

- **Check Call Log:**
  - Maintain a detailed log of all check calls, including the time, name of the caller, location, and status.
  - Record any incidents or issues reported during the check calls.
- **Missed Call Log:**
  - Maintain a separate log for missed check calls, detailing the actions taken to locate and ensure the safety of the personnel.

## 5. Roles and Responsibilities

### 5.1 Security Personnel

- Make timely check calls as per the schedule.
- Provide accurate and complete information during check calls.
- Report any incidents or unusual activities immediately.

### 5.2 Control Room Staff

- Receive and log check calls accurately.

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- Attempt to contact security personnel if a check call is missed.
- Follow the escalation procedure for missed calls.

### 5.3 Supervisors

- Ensure that all security personnel are aware of and adhere to the check call schedule.
- Respond promptly to notifications of missed check calls.
- Conduct site visits and take necessary actions to ensure the safety of personnel.

### 6. Training

- **Initial Training:** All security personnel must receive training on the check call policy and procedures during their induction.
- **Ongoing Training:** Regular refresher training sessions will be conducted to ensure continued compliance with the check call policy.

### 7. Review and Monitoring

- **Regular Reviews:** The check call policy will be reviewed annually or as required to ensure its effectiveness and relevance.
- **Monitoring Compliance:** Supervisors and control room staff will monitor compliance with the check call policy and address any deviations promptly.

### 8. Policy Review

This policy will be reviewed and updated as necessary to ensure it remains relevant and effective in ensuring the safety and security of all personnel.

### Managing Director

**Name:** Dr. Waseem Akram

**Sign:**



**Dated:** 02-01-2025