AGREEMENT BETWEEN PARCELFORCE WORLDWIDE AND THE CWU REGARDING A CODE OF PRACTICE FOR SECURITY CHECKS

# **Introduction**

The purpose for this Code of Practice is to draw to everybody’s attention the agreed laid down procedures for security checks within Parcelforce Worldwide (PFW). The CWU have made their position clear from the outset of that they neither condone nor defend dishonesty and the points raised in the original deployment and review of this Code of Practice were not in the interests of shielding their members from discovery, dishonesty or theft. However, it is necessary to be aware of their concerns regarding such procedures and both PFW and the CWU agree that this Code of Practice is designed to ensure there are not unnecessary levels of security and to avoid stress on individuals as a result of its application.

Against that backdrop the following Code of Practice is therefore designed to allay all apprehension surrounding security checks and procedures to eradicate opportunities for abuse, increase awareness and define the roles and responsibilities of all involved.

# **Code of Practice**

PFW and the CWU recognise the necessity to maintain high security within the operation in order to protect the property of customers and employees, raise customer confidence, attract new high return contracts by offering a secure network and enhance financial prosperity and ultimately protect job security of employees.

This code of practice is designed to deter and detect such occurrences where employees have access to items/property belonging to PFW, the customer or other employees and remove these without the correct authority or permission of the owner.

PFW and the CWU both recognise the need for a level of random Security Checks: known as ‘Personal’ and ‘Red Van’ checks to be conducted to protect:

* the integrity of employees
* the integrity of PFW; Our Air Regulated Cargo status at the PFW International Hub
* the personal property of our people
* our customer’s property; and PFW’s business assets.

When doing so it is agreed that the principles and procedures set out in this ‘Code of Practice’ will maintain the dignity and respect of those subject to a random ‘Security Check’.

# **Circumstances for Security Checks**

It is impossible to define precisely every circumstance that would warrant security check activity but the following examples bullet pointed below, would act as a guide as to what would be acceptable circumstances. In respect of the frequency of checks within each operational site these will be determined by circumstance and considered on the basis of what is reasonable and responsible, and with full consultation with the local CWU.

* Where there is a known specific Security problem either to PFW or the customer, (i.e. Terrorist threat).
* Where an employee has reported the loss, on company premises of a personal item.
* Where there is evidence of Parcelforce Worldwide or customer property missing and possibly has or is being removed from company premises.
* Where a known security problem warrants a random security check for deterrent purposes, (i.e. where criminal intelligence received indicates it would be prudent to do so).

# **Security Principles and Procedures**

It is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to destroy that relationship.

It is agreed that no employee should be subject to humiliating or degrading treatment in connection with security procedures. If any such incident is reported, these will be investigated thoroughly and where applicable the Conduct Code will be instigated. depending on the severity of the incident this could ultimately result in dismissal. PFW recognise the need to maintain the dignity of all employees within this procedure and will not detain or search any individual against their will. All of the above will be covered during the appropriate training course, which all checking and observing managers must attend and be deemed competent, before they can take part in any security checks.

PFW agree to obtain the consent of an employee before beginning any security check relating to them. Equally, PFW accepts that they may not forcibly detain an employee on suspicion in order to question or search them.

It is agreed that security check procedures will involve the need for a consent form, which must be signed by an employee before a check commences. This form will also contain a section to be completed by the person conducting the security check, giving the reasons for the check, the result of the check and their signature. All forms should be kept confidentially by the employer as a record of the event.

A PFW manager will undertake the security check ensuring there is a witness available which where practicable would be another manager or another person e.g. a member of Security, a CWU representative or a colleague. Employees will have the right to be accompanied by a CWU representative or a friend who must be a PFW employee from within the Depot/Hub. Unreasonable delays to the availability of a CWU representative will not stop the security check taking place.

It is agreed that all security checks will only be carried out by properly trained managers, from either the Depot/Hub concerned or another PFW Depot/Hub and at all times working to the agreed guidelines detailed in this Code of Practice.

Whilst the procedure for carrying out security checks is detailed in Annex A to this Code of Practice it is appreciated that the check may involve opening bags, emptying pockets, opening car boots, glove compartments, lockers and desks. It is agreed that there will be no need to examine private papers or open small purses and wallets. . However, site specific products may require further consultation with regard to the nature of the checks. There will be no physical contact, frisking or body searches as part of these agreed procedures. In all situations of checks detailed above it is agreed that the employee must be present before the check is commenced. Due to the personal nature of items which may be contained in such places as private bags etc. an employee may express a wish for the search to be carried out by someone of the same sex and wherever possible this request will be met. However unreasonable delays to the availability of a same sex manager will not stop the security check taking place. Accepting that an individual has the right to decline a search in these circumstances.

Any check will normally be carried out in the PFW work area and out of view of other members of staff. Equally, all searches should ensure minimal delay to employees leaving work and be sympathetic to individual’s travel arrangements.

PFW appreciate that employees do not like to be asked to participate in a security check even though they may understand why it occasionally is necessary. It is therefore essential that all employees who are asked to agree to a security check are told either immediately, prior to or at the time of the check, why the check is being made, what the check entails and their rights and safeguards as detailed in this Code of Practice.

Security Checks can only be conducted with the consent of the person concerned. Any employee has the right to refuse a check and in such circumstances the matter shall be dealt with via the line manager obtaining an explanation from the individual. If there is particular reason to suspect dishonesty the matter should be dealt with in line with existing procedures.

It is agreed that these procedures should not be used to victimise or discriminate against an employee and that the right to check should not be exercised against particular employees only. All PFW employees including Managers, Owner Drivers, agency staff, casuals, visitors and third parties on PFW sites will be liable to be checked when a security check is deemed necessary. Equally, management must monitor and ensure that the same individuals are not being selected a disproportionate number of times in the course of PFW applying random or standard security checks. This process will be agreed locally between the CWU and PFW Management.

In all Security Checks confidential material, Legal privilege, confidential personal information, Spiritual counselling, confidential journalistic material and Communications between a Member of Parliament and another person on constituency matters private papers and personal items will not be examined.

Both PFW and CWU believe it is essential that all employees are fully aware of the procedures detailed in this Code of Practice. To achieve this it is agreed that this Code of Practice Agreement will be placed on local notice boards and posted onto the PFW internet site. New staff will be informed of the policy during their induction to PFW.

All employees will have access to the grievance procedure if they believe they have been treated unfairly or unreasonably.

**Practical Arrangements**

To minimise the opportunity of people being in unauthorised possession of either personal or official property, PFW intends wherever possible to operate a ‘sterile working area’ with all bags, holdalls and coats etc, having to be secured in personal lockers or areas provided before a member of staff enters the operational work area.

It is recognised that ‘sterile working areas’ will not be possible in all operational locations but PFW will focus resources in higher risk areas such as the National and International Hubs.

Any questions of interpretation, implementation or application of this agreement shall be referred to the national signatories of this agreement as a matter of urgency and will be dealt with inside the provisions of the appropriate industrial relations agreement.

Peter Fuller Terry Pullinger

Operations Director Assistant Secretary

Parcelforce Worldwide CWU

# Date: 16th October 2013

## Annex A

## Conducting a Security Check

In some cases it may be appropriate to check all staff, in others it may be necessary to check only a random sample of staff or all staff from a particular work area. The need to carry out a security check does not imply any suspicion on any employee.

Arrangements for the check must be conducted in line with the full terms of the agreed Code of Practice.

After being selected for a security check and before the check is conducted, the employee will be reminded of their rights to have a representative or friend present if they so wish.

The employee will be asked if they consent to the check taking place, if they do not then reference should be made to the terms detailed in the Code of Practice. If they accept then the consent form must be completed.

Before being checked the employee will be asked if they are in possession of any items for which they do not have authority or is not rightfully theirs.

Employees will then be invited to show they are not in possession of any suspicious items in their outer wear, bags, lockers or vehicle, depending on what is appropriate.

The person carrying out the check may then ask to check pockets and bags. In respect of pockets this is restricted to outer garments which must be removed for the checker to inspect the pockets. In respect of trouser and shirt pockets the person being checked will be asked to turn their pockets inside out. The checking manager will not touch the person being checked as part of this or any other part of the check.

There will be no physical contact, frisking or body searches as part of this procedure.

Should the electronic metal detector (WAND) be used and indicates an employee/visitor/manager/agency or casual worker has a metal object on their person that cannot be seen they will be asked to demonstrate or prove that object is not PFW or customer property.

Private vehicles could be subject to random searches should there be specific grounds to do so. The driver will be asked to open the glove compartment, boot bonnet, any other storage areas and to move rugs/ mats etc, before being asked to step back to allow a check of the property visible in these areas.

PFW official vehicles and those operated by Owner Drivers and Couriers could be subject to random Security Checks by a PFW Manager who will stop the vehicle selected when it is about to leave the depot. The PFW Manager will explain that ‘Red Van Checks’ are compulsory and introduced to protect PFW’s integrity, that of our employees and our customers property. The content of a vehicle will be checked against a manifest for accuracy, for postcodes not proper to the route, over labelled or irregularly addressed parcels, e.g. address over written.

When the checker is satisfied that the check is completed and has proven negative they should record the fact on the consent form and provide a copy of the form to the employee. The employee should then be allowed to leave and thanked for their co- operation.

Where it is identified that an employee is in unauthorised possession of company, customer or another employee’s property then the appropriate action should be taken in accordance with the Conduct Code.

**Annex B**

**Use of CCTV & Disclosure of CCTV Images**

**Code of Practice**

PFW has a prime responsibility for maintaining a secure environment, protecting the integrity of its people, the integrity of PFW, our Air Regulated Cargo Status at the PFW International Hub, the personal property of our people, our customer’s property, PFW’s business assets, and its employees. It is therefore accepted that installation of electronic security systems now forms an integral part in this.

PFW, RMG Security and the CWU have therefore reviewed the previous Guidelines and established this new agreed Code of Practice, which will be published on the PFW Intranet site.

The primary purpose of images captured from CCTV systems is to assist in the detection of crime and safeguarding the integrity of its people, the integrity of PFW, our air regulated cargo status at the PFW International Hub, the personal property of our people, our customers property, PFWS business assets and its employees.

CCTV systems are not a tool for the routine monitoring of the behavior, conduct or performance of staff in normal pursuance of their duties. The image data captured by CCTV systems will be used by RMG Security in exceptional circumstances to investigate into the cause of a serious accident or matter of serious misconduct which has put security or health and safety at risk.

Image data captured by CCTV systems will only be analysed and used by RMG Security. Operational managers or supervisors will not be given access to, or the use of investigative CCTV systems for normal pursuance of operational duties.

Requests for the release/use of images or recordings by users or managers other than RMG Security must be submitted to the Head of Physical Security for consideration and endorsement for release.

Where CCTV is installed to provide access control, site security and perimeter protection, monitors will be manned/watched at all times by Gatekeepers/Doorkeepers or Reception duties as appropriate.

All enquiries over the application of the Code should be referred to the local Security Manager in the first instance.

**Annex C**

**Photographic Pass (ID) Cards**

**Code of Practice**

In ‘Securing Our Future’ PFW and the CWU both recognise the need for Photographic Pass (ID) Cards to protect, the integrity of our people, the integrity of PFW, our Air Regulated Cargo status at the International PFW Hub, the personal property of our people, our customer’s property, PFW’s business assets and our customers wellbeing including vulnerable members of our community

The aim of this code is to ensure that all permanent Parcelforce Worldwide employees provided with a form of photographic identity understand that they must visibly display it at all times when on PFW premises, or are able to produce it on request when off site.

There is no requirement for drivers on delivery or collection or our colleagues when off duty and not on PFW property to display their photo ID pass when off site.

With so many people working at Parcelforce Worldwide we cannot know everyone by sight, but if everyone displays their photographic identity it will be easy to spot an imposter who is not wearing identification. Ensure your photographic identity card is always worn while on PFW premises and is clearly visible.

Equipment such as lanyards, reels, armbands and card holders, appropriate to an employees work area, will be made available to employees to enable them to comply with this code.

Alternative arrangements will be made for agency employees and visitors to Parcelforce Worldwide premises where a visitors pass will be issued, must always be worn while on the premises, be clearly visible when worn and returned to the point of issue on conclusion of the visit.

It is recognized that the provision of photographic identity cards will help enhance our security by identifying those who have a legitimate reason to be on our premises and those who have not.

Where people who are on PFW premises are not wearing photographic identity cards (irrespective of whether they are wearing a uniform/high visibility jacket) they need to be challenged by asking questions in an appropriate manner to validate their right to be on the premises, e.g. ‘Hello, can I help you?’, ‘could you tell me the purpose of your visit?’, ‘or who are you visiting?’ or ask for a contact name.

The ID will be supplied with a holder and lanyard or suitable clip; employees will be allowed to tuck in a lanyard where they are working machinery, performing driving duties or in a work area where it would be considered a risk for Health & Safety reasons.

No one should be permitted access to PFW premises by following a person into a building by either bypassing an electronic access control systems or by allowing the use of other people’s photographic identify card.

Where a person can demonstrate that they are authorized to enter, then they must be escorted to the correct location/department and to the person they have come to visit. On conclusion of their visit they must be escorted off the premises to the external Gate Lodge if in the Hubs, or Reception if in the Depots.

If, however, the person cannot demonstrate they have the correct authorization they should be refused entry. If a person without the correct authorization is discovered already on the premises a manager should be informed immediately. PFW colleagues **MUST NOT PUT THEMSELVES AT RISK.**

If PFW colleagues have any doubts about their safety or that of their colleagues, seek assistance by informing a PFW manager.

It is understood that the PFW Conduct Code may be applied to those who:-

1. Allow their photo ID card to be inappropriately used by either another employee or other person, to facilitate unauthorized entry to PFW premise, and
2. Those who do not wear and display their photo ID card will be spoken to and their reason for doing so obtained. If the reason they give is unacceptable they will be counselled. If they continue not to wear and display their photo ID card the Conduct Code will continue to be applied.

**Annex D**

**Addendum to the Parcelforce Security Code of Practice**

**Security Checks Outside of Parcelforce Worldwide Premises**

**December 2016**

It is understood that on occasion vehicle security checks (searches) are deployed at sensitive locations and by customers.

There is obviously a need to comply in these circumstances and as such this Annex to the Parcelforce Security Code of Practice has been agreed to provide advice to depots and drivers when such instances arise.

* PFW drivers should always have their official photo ID available when requested, if not other ID may be required or the depot contacted.
* Within reason sites (e.g. MOD, airports, police, government buildings and ports etc.) may ask to carry out 'Vehicle' Security Checks, this is acceptable under the following conditions:
  + The driver must be present throughout;
  + Under no circumstances should 'Parcels' be moved or tampered with.
  + If there are any concerns or risks to security, drivers should notify PFW Security as soon as is possible.
* It is the driver’s responsibility to safeguard their vehicle and customer’s mail at all times and as such drivers should not need to hand over their vehicle keys other than in exceptional circumstances, i.e. a request from the Police or VOSA, but remember:
  + The Depot Management Team must be informed.
  + You should always verify the identity of the Authority Representative involved

If the above rules prove to be a problem, in the first instance the driver should offer to contact the depot for the 'customer' to speak to a manager.

If all else fails, the driver may politely inform the customer that we are able to leave a card detailing the items for delivery, which the customer may feel happier collecting from the depot or POL at their convenience.