The aim of this notice is to provide you with information on Safety, Health and Environmental matters.

**Emergency Out of Hours Security Procedure**

Over the past weeks all active KCL sites would have received a visit from Phoenix Security delivering signage (as shown below) and to complete a visual survey of the site to familiarise themselves with the general location and surrounding environment.

Phoenix Security has been selected as KCL’s “**EMERGENCY OUT OF HOURS SECURITY CALL CENTRE**” and will handle any emergency phone calls received from members of the public during hours where our sites are left unattended.

Some KCL sites have current arrangements in place for emergency out of hour’s security such as CCTV, manned guarding, or remote monitoring. If this is the case then these arrangements are to remain and the **Emergency Out of Hours Security Procedure** is to run in tandem with these arrangements with liaison between all concerned parties.

Site Management are to make their own arrangements to erect the signage to the left hand side of the pedestrian gates by no later than **Friday 27th January 2012**.

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**IN CASE OF EMERGENCY**

**CALL:** 020 8123 4567

**QUOTE:** 4_ _ _

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You will note the signs delivered are site specific including the KCL project reference numbers and therefore are non-transferable between projects.

The **Emergency Out of Hours Security Procedure** details what happens when a call is received, actions to be taken by Phoenix Security responsibility of Kier site management and actions to be taken on closure of a call.

The arrangements for new sites starting, ordering signage, providing new site details to Phoenix Security are all contained within the **Emergency Out of Hours Security Procedure**
KIER Construction London Emergency Out of Hours Procedure

1. **Out of Hours Call Centre-Phoenix Security (Essex) Limited.**

   Phoenix Security is Kier Construction London’s Emergency Out of Hours call centre being a first port of call for members of the public to report any emergency which affect our sites.

   Signboards are to be erected by the main site gate stating:

   ![IN CASE OF EMERGENCY
   CALL: 020 8123 4567
   QUOTE: 4_ _ _](image)

2. **Call received**

   Phoenix Security operator is to ask the caller:
   - to quote the reference number on the signboard.
   - for their telephone number, location and details of the incident or situation.

   This will identify two things for the Phoenix Security operator:
   - contact cascade from the live site lists (refer to separate document).
   - site location

   The Phoenix Security operator will record the full details of the call.

3. **Phoenix Security to contact Kier Construction London**

   The Phoenix Security operator to work down the first three names on the live sites lists.

   If the Phoenix Security operator cannot raise anyone from the live site lists they will then attend the site (if viewed as best option) to ensure the site is secured.

4. **Responsibility of Kier Construction London Personnel**

   Following an emergency call by Phoenix Security to the Kier Site Management, it will be deemed the responsibility of Kier to advise Phoenix Security, what subsequent action is required. This could be a simple site visit to ensure the site is secure, or Phoenix Security can provide security personnel to stand guard.

   Kier Construction London personnel attending the call out will contact the caller (if required) when the incident has been resolved.

   Phoenix Security is to e-mail [London.materials@kier.co.uk](mailto:London.materials@kier.co.uk) details of all calls.

   The Project Managers are to register all new sites and provide Phoenix Security with an up to date contact list as required. Project Managers to ensure signage is ordered at project inception.

If for any reason you require additional advice or support to better understanding this Emergency Out of Hours Security Procedure please contact one of the following:

- [London.materials@kier.co.uk](mailto:London.materials@kier.co.uk)
- [London.she@kier.co.uk](mailto:London.she@kier.co.uk)
- [kier@phoenixsecurity.uk.com](mailto:kier@phoenixsecurity.uk.com)

**Actions:** Phoenix Security, Procurement, Planners, Bid Managers, Estimators, Surveyors, Operations Director, Contracts Manager, Project Managers, Supervisors: Apply and comply.