

Personal Security



Function:	Health and Safety	Approval Date:	May 12, 2023
References:	Workplace Violence Prevention Policy	Last Revised:	NEW

PURPOSE

Personal security aims to protect a person from physical or psychological violence while entering or exiting any TLC's work sites.

ACTION STEPS

Opening of TLC

1. If a customer experience representative is opening the facility in the morning by oneself and feels unsafe when doing so, customer experience representative may contact another TLC Representative to assist in the opening procedure, via radio

Parking Lot

General Information

1. Keep valuables out of sight. Always lock them in the trunk if you have to leave them in your vehicle.
2. Hide papers and other items that show personal information (such as home address) from view.
3. Lock the doors and roll up all windows when you are in the vehicle.
4. Do not use more than one parking spot as it may anger another person.
5. Do not park next to large vans, trucks or other vehicles as they will block the line of sight.
6. Do not have a personal identification tag on your key ring. If the keys are lost or stolen, a thief will be able to find your workplace, vehicle, or home.
7. Do not approach someone if they are loitering near your vehicle. Remain in your locked vehicle.
8. Always be alert to your surroundings.
9. Walk with confidence.
10. Keep your head up and look around.
11. Trust your instincts when you feel something is not right.
12. Do not dig in a purse or bag.
13. Do not wear headphones or be distracted by a cell phone.
14. Keep your cell phone available.

Personal Security



Entering/Exiting at the beginning/ending of regular public hours

1. If possible, use a 'buddy system'. Park near another worker who is starting/ending shift at same time and walking into/out of facility at the same time.
2. Have another worker or person escort you to your vehicle. Give the worker or person (i.e., security) who escorted you a ride back to the main entrance, so they do not have to walk back alone. Do not leave until the worker or person is safely back in the building.
3. Use the designated staff entrance or 'C' on East side of building. Avoid rear or secluded exits.
4. If working closing shift – move vehicle closer to exit before it is dark outside or before reduced workers on site.
5. Have card key (fob) ready to unlock the exit.
6. Be prepared when you approach your vehicle:
 - a. Have your keys ready to unlock the door as you get near your vehicle.
 - b. As you approach your vehicle, look around for people who may be present. If you are suspicious, walk away.
7. If you have to walk alone:
 - a. Have a worker or security watch you from a window.
 - b. Wave to them on the way to your vehicle.
 - c. If you want, contact a person to notify them that you will be entering/exiting the building.
 - d. Wave even if no one is watching to give the illusion that someone is watching you.
 - e. Stay in the center of the parking lot whenever possible. Stay away from spots where individuals can hide such as bushes, doorways, alleys and parked cars.
8. If you are being picked up
 - a. Have a pre-planned system of:
 - i. Communicating with a person when you are at the exit door.
 - ii. The person is to park as reasonably practicable to the door. If there is any concern for your safety, you are to remain in the facility.
 - iii. Exit facility.
9. If you are being dropped off:
 - a. Have a pre-planned system of:
 - i. The person is to park as reasonably practicable to the door.
 - ii. You are to go directly into the facility and wave to the person.
 - iii. The person is to wait until you have entered the facility and waved.

IF AT ANYTIME YOU PERCEIVE YOUR PERSONAL SAFETY IS COMPROMISED, DO NOT EXIT YOUR VEHICLE OR THE TLC.

RESPONSIBILITIES

Supervisor and Coordinators

1. Implement the procedure.
2. Ensure workers are aware of the procedure.

Workers

1. Abide by the procedure.

Safety Advisor

Personal Security



1. Monitor the procedure.