



Facility Management Victoria Pty Ltd Dealing with Threatening Phone Calls & Persons Acting Suspiciously Procedures Policy

There may be instances during the course of work, where staff inadvertently find themselves involved in potentially threatening situations. The threat may be in the form of telephone call/s and persons acting suspiciously.

Phone Calls

If anyone takes a call that is threatening, abusive, offensive or suspicious in nature, please immediately make a file note by writing down to the best of your ability anything you can recall about the conversation.

You do not need to listen to any of the above so immediately end the call by hanging up.

Report the incident to your Facility Manager. The Facility Manager is required to report the incident to one of the FMV Directors for advice in relation to the next course of action. This may include contacting the Police.

Persons Acting Suspiciously

If anyone finds themselves in a situation where an individual or individuals are acting suspiciously in any way you will need to follow the process below:

- At the first possible instance detail the act observed by making notes. Especially in relation to description/s, car registration, if any, and any conversation with offender/s
- Observe the individuals from a safe distance.
- Call the Police – 000
- Call your Facility Manager or an FMV Director
- DO NOT put yourself in a confronting situation
- When the police arrive assist where ever possible.

It is extremely important you avoid potentially dangerous situations and keep yourself safe.

Should you have any questions relating to the above please contact your direct Manager or the Directors of FMV.