



Great Western Railway

Milford House
1 Milford Street
Swindon, SN1 1HL

GWR.com

T 0345 700 0125

Station Security Briefing for GWR Volunteers – June 2020

The current threat level for UK rail is Substantial:

All GWR Volunteers are required to follow the local booking in and out procedure as appropriate for their location. Volunteers are required to wear the GWR high visibility tabard whilst volunteering at any GWR location.

The security of our premises and trains is of vital importance, and regardless of your role, everybody has their part to play. The following security information is designed to complement existing security measures.

- Ensure that all non-public doors, cabinets etc. are secure – if you believe that a non-public area may have been accessed, please check the area for anything suspicious before securing the area.
- To keep yourself and our customer's safe, you must always remain vigilant and report anything suspicious (such as an unattended bag or person), immediately to the station management team and/or the British Transport Police.
- Remember the principals of the HOT and WHAT procedure and use them to make a decision regarding anything that you believe is suspicious.
- Take responsibility for keeping your own work areas secure and do not allow unauthorised persons into any non-public areas of our stations, depots or trains. If in doubt always ask to see a person's identification.

The HOT Procedure

The following procedure has been designed to identify items that may be left unattended and will assist you to make decisions regarding the action to be taken.

Suspicious Articles

1. A suspicious article is one that exhibits unusual characteristics (appearance or placement) and for which a legitimate purpose cannot readily be established.
2. To avoid unnecessary alarm, colleagues and volunteers should first try to identify the owner of any unattended article. If no owner can be identified, they should apply the HOT procedure. This helps to decide quickly whether an unattended article is genuinely lost

property or whether it is suspicious. It is designed with colleague, volunteer and customer safety in mind, as well as minimising disruption to the network.

3. The HOT procedure is based on the fact that suspicious articles are typically:
Hidden
Obviously suspicious (in appearance or where they have been placed)
Not Typical of what you would normally expect to find in that environment
4. Lost property articles are typically:
Not Hidden
Not Obviously suspicious
Typical of what you would normally expect to find in that environment
5. Not all unattended articles will clearly fit the HOT criteria. While the HOT procedure provides a useful starting point, it is ultimately up to individuals to use their judgement to decide whether an unattended article is suspicious or not.
6. Volunteers should seek immediate advice from a GWR colleague or manager if they are unsure about whether an article is suspicious or not.

W-H-A-T protocol

The W-H-A-T protocol is designed to help you gather as much useful information as possible when receiving a report of suspicious behaviour.

W - What are they doing?

H - How are they behaving?

A - Alone or acting with others?

T - Threat - What type of threat are they believed to pose?

If a member of the public reports suspicious behaviour to you, you must find out:

- When they saw the person displaying this behaviour
- How long has it been between witnessing the behaviour and it being reported?
- Their contact details from the witness (ideally a mobile phone number) so we can speak to them directly. Information you provide to us could prove a vital link in a chain of events.

Colleagues and Volunteers should remain alert and report any suspicious activity to the Anti-Terrorist Hotline on 0800 789321 or in an emergency the public should always call 999.

If you require any further security information or advice, please do not hesitate to contact either your local GWR Station Manager or Paula Durrans, GWR Head of Security on paula.durrans@gwr.com