Scottish Ambulance Service

SAS Identification Card Policy & Management

Policies and Procedures Reference Manual

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Introduction and Purpose

The purpose of this document is to provide a single reference document that contains all the security and operational policies & procedures that have been developed to ensure that the Service adopts a secure framework for the issue and management of Identity Cards to its staff, visitors and contractors.

Failure to follow these policies and procedures may result in significant breach of service policy and may also increase the risk of criminal activity.

Section 1: Management of Identification Badge Policy

1. Policy Introduction

This policy explains the standards to which all Service staff are required to conform with regard to the request, issue, wearing, barring and destruction of Service issue ID Cards.

The importance of having a policy is that it will promote and ensure security, safety and patient confidence in the service by ensuring all employees are easily identifiable. It is also important to recognise that the ID badge system will only be successful if its requirements are widely accepted and adhered to by all staff.

2. Policy Aims and Objectives

An Identification Badge policy will apply to all staff to identify their rights of access, position within the organisation, photographic confirmation of identity and level of awarded security clearance. Equally, this will enable personnel to identify persons who do not have appropriate access to Scottish Ambulance Service sites, or secure areas.

This will enhance the safety and security of patients, staff, visitors, property, assets and information. It will also serve to ensure the public of a legitimate ambulance service employee.

The procedure aims to be flexible enough to draw together the different needs of the service and for different levels of security. The procedure should also be applicable to staff that are representing the Scottish Ambulance Service.

The policy will reduce the risk of security breaches by ensuring all staff are able to produce a SAS ID badge. Support a culture where staff feel able to challenge colleagues who are not clearly displaying an ID badge.

3. Scope

The policy will cover but not limited to below;
- Scottish Ambulance Service Staff
- Non SAS NHS Staff
- Students on a work placement
- Staff on secondment
- Government officials
- Interpreters
- Sales/Company representatives
- Emergency Services Representatives
- Agency Staff
- Visiting Professionals
- Contractors
- Potential Employees

4. Definitions

Line Manager – The person who has direct responsibility for an employee

ID Badge Administrator – The person who will manage the ID badge process

Employee – A Scottish Ambulance Service employee

Reception/HQ Admin Staff – Those responsible for the issue of badges to visitors and contractors.

Proximity/Swipe Cards – the type of card that can activate electronic locks to allow access to areas of the building.

Security Clearance – National Security Vetting is carried out so that people can work or carry out tasks, which in the course of doing so, requires national security clearance.

Visitors – Any persons where the premises is not their base location.

Contractors – Any persons not employed by SAS that are required to provide a service.

5. Employee Identification Badge

5.1 General Security

Each Division / Department issuing ID Badges must nominate an individual with the responsibility of ID Badge Administrator.

Staff must be made aware of the security implications surrounding their issue of an ID badge.

Staff must never allow another person, irrespective of whether they are a SAS employee to take their badge to gain entry to premises or department.

It is a mandatory requirement that staff are able to identify themselves as a Scottish Ambulance Service (SAS) employee whilst on duty therefore, an ID Badge must be carried at all times whilst on duty and on display unless circumstances make this not possible e.g. PPE.

Staff must present their ID badge for proof of identity to any person requesting it for the purposes of the confirmation that they are representing the Scottish Ambulance Service.

Staff should not wear their ID badge when they are not on duty and must ensure their ID badges are kept in a secure location whilst not in use.

Staff must not use any other access card issued by 3rd party, e.g NHS 24 as proof of identity as a Scottish Ambulance Service employee.

5.2 New employees

The ID badge administrator will ensure the appropriate format is followed (see appendix 1). The ID Badge should be issued within their first week of employment and contain all required information and current photograph. Any new employee must not have patient contact until an ID Badge has been issued.

5.3 Visitors & Students

Visitors should be issued with a pass that clearly states that they are a visitor and the expiry date of the pass. This pass should be signed in and out and made available for audit purposes (see appendix 3). Visitors should have a different coloured lanyard and pass to that of a service employee pass to indicate the difference between a visitor and service employee.

Students and work experience staff may be issued with a temporary visitor pass and signed for the period of their employment (see appendix 3 & 4). This should be controlled by the ID Badge Administrator.

5.4 Transfer of Positions or Locations

If an employee transfers posts within the service, then the current line manager should repossess the ID badge on the last working day for that division or department and destroy

it by means of shredding, this procedure must also be recorded (see appendix 4). The manager responsible for the person's new post should follow the appropriate responsibility for a new employee

5.5 Contractors

Contractors are not eligible for a SAS ID badge though should be issued with a Visitor/Contractors ID Badge that clearly states the expiry date. A different coloured lanyard and pass should be used to differentiate from SAS staff. This pass should be signed in and out and made available for audit purposes (see appendix 3). This should be controlled by the ID Badge Administrator. Contractors attending high risk areas **must** be escorted at all times.

Contractors must return their ID Badges each time before they leave service premises (even if this is to pick up parts, equipment, personal effects, etc).

Contractors must ensure the ID Badge is worn and visible at all times.

5.6 Training & Awareness

During staff induction to the department line managers should make staff aware of this policy and ensure the employee has a full understanding of the ID Badge procedure.

5.7 Failure to Comply

Employees who persistently or deliberately fail to comply with this procedure will be subject to action under the Disciplinary & Appeals Procedure.

Divisional/Department General Managers have overall responsibility to ensure compliance is being maintained. Random audits should be undertaken by the line/building manager, or nominated security lead.

Section 2: Management of Identification Badge Procedure

1. Responsibilities

1.1 Line Manager
It is the responsibility of the line manager to;
- Ensure ID badges are up to date and upon termination of a contract that the ID badge is collected and destroyed
- Use the approved request form (appendix 4)
- Ensure the staff member has the appropriate security clearance level and that all appropriate checks have been made

Where there is no line manager responsibility within the building the person in charge of the building with nominated security lead should ensure the line manager responsibilities are undertaken.

1.2 ID Badge Administrator
It is the responsibility of the ID Badge administrator to;
- Use the correct ID format (Appendix 1)
- Ensure staff ID badges have not expired
- If a staff member has forgotten their badge they should be issued with a temporary visitor pass (see appendix 2)
- Ensure appropriate deactivation of cards
- Ensure all ID badges have an expiry date no longer than 24 months

1.3 Reception Staff
Reception staff should ensure all staff and visitors/contractors are authorised to be on the premises and that authorised visitors are issued with ID Badges that clearly mark that they are a visitor/contractor.
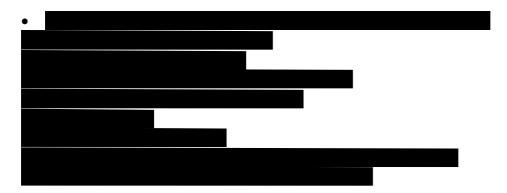
1.4 Employee
It is the responsibility of the SAS employee;
- Ensure that they are in possession of their photo ID badge and it is clearly visible or available upon request during incidents where the use of PPE does not allow display
- Ensure any other badges required for access are not be regarded as SAS ID Badge
- report lost, stolen or damaged badges to their line managers
- should not lend their photo ID badge to another party
- ensure their pass is up to date and if their name/appearance changes significantly then their ID Badge should be updated
- ensure their pass has not expired and arrange for it to be renewed
- return the ID badge upon leaving the organisation
- the ID Badge should be made available on request from a patient or guardian
- Staff members will only require one SAS ID Badge

Staff are required to challenge anyone not wearing an ID badge on SAS premises.

2. Information contained

The identification badge should contain the following information (see appendix 1);

- ████████████████████████████
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3. Disposal & Deactivation of Passes

The line manager shall shred any passes returned to them.

Employees on long term sick leave should have access rights on their ID Cards deactivated.

Employees suspended from duty should have their ID Badges deactivated as soon as reasonably practicable.

Any ID Cards lost or stolen should be deactivated as soon as reasonably practicable, and a DATIX incident form completed.

Any person presenting an apparently false ID Badge should be refused entry, and where appropriate the Police notified.

4. Review

This document should be reviewed annually to ensure implementation. Audits will be carried out to ensure effectiveness of the policy.