SOP: Handling Suspicious Persons or Activities

This SOP establishes procedures for **handling suspicious persons or activities** to ensure safety and security in the workplace. It includes identifying and reporting suspicious behavior, maintaining situational awareness, communication protocols with security personnel and law enforcement, and steps to de-escalate potentially dangerous situations. The goal is to protect employees, visitors, and property by effectively managing risks related to unauthorized or unusual activities.

1. Purpose

To provide clear guidelines for employees to identify, report, and respond to suspicious persons or activities, minimizing risk to people and property.

2. Scope

This SOP applies to all employees, contractors, visitors, and security personnel within the organization's premises.

3. Responsibilities

- **All Employees:** Remain vigilant, identify and report suspicious activity.
- **Supervisors/Managers:** Ensure employees are trained and aware of procedures.
- **Security Personnel:** Assess reports, coordinate responses, and communicate with law enforcement.

4. Procedure

1. **Identifying Suspicious Behavior**
   - Loitering without clear purpose
   - Unattended packages or items
   - Unauthorized access or "tailgating" through secure areas
   - Attempts to conceal identity or avoid attention
   - Unusual, nervous, or agitated behavior
2. **Reporting Process**
   - Immediately notify security or supervisor of any suspicious activity/persons.
   - Provide detailed information: description, location, behavior, time, and any items involved.
   - Do not confront or attempt to detain the individual unless instructed and trained to do so.
3. **Communication Protocols**
   - Use designated communication channels (phone, radio, internal apps) for urgent reporting.
   - Contact law enforcement if there's an immediate threat to safety.
   - Maintain confidentiality; do not discuss the situation in public areas.
4. **Maintaining Situational Awareness**
   - Be aware of surroundings and coworkers' locations.
   - Monitor entrances, exits, and high-traffic areas.
   - Update security of any changes or ongoing suspicious activities.
5. **De-escalation Steps**
   - Remain calm and use non-threatening language.
   - Avoid physical contact and do not attempt to restrain.
   - Seek assistance from security if the person becomes aggressive or hostile.

5. Documentation

- Complete an incident report as soon as possible following any suspicious activity.
- Include all relevant details and witness statements.
- Submit reports to the designated security contact or manager.

6. Training

- All employees should participate in regular security and situational awareness training.
- Review and practice procedures for emergency communications and evacuations.

7. Review and Update

- This SOP will be reviewed annually and updated as necessary to address new threats or changes in policy.
- Feedback from employees and security personnel is encouraged for continuous improvement.

Note: In all situations, personal safety and the safety of others is the top priority. Do not take unnecessary risks when handling suspicious persons or activities.