



Property, Development & Retail Management

Duty Managers Training Manual

Mandatory - October 2017



Landsec
One Best
Way



One Best Way

Essential information about our
Health & Safety Standards.

Property, Development & Retail Management

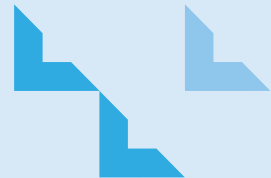
Duty Managers Training Manual

Overview

To provide guidance with regard to how Landsec Duty Managers Training Manual should be used, and to provide support with who should be a duty manager and ensure that suitable awareness and understanding of the role is given.

The Duty Managers Training Manual is a guidance document, which needs to be a live document and should be used as a framework for each individual site. It is the responsibility of the senior operational person on

site to ensure that the framework is made bespoke to each individual sites as they (senior person) know the site hazards and risk etc. The senior person for that site 'owns' the content of the training manual and it is for them, with support from their own line manager, to ensure the document is suitable and that anyone they deem suitable to be a duty manager has the correct and right blend of skills, knowledge, training and experience.





One Best Way

Essential information about our
Health & Safety Standards.

Action to be taken:

May 2017

Status:

Mandatory

Further help & contacts:

If you need any further information or guidance please contact any member of the Health, Safety & Security Team.



Considerations

- Duty Managers Training Manual is a framework document and should be used as guidance – the manual needs to be bespoke for each site.
- Duty Managers Training Manual needs to be signed off by the Duty Managers immediate Line Manager – this builds collaboration, understanding of responsibility and acceptance of role and responsibility for both parties. Portfolio Directors also need to be formally aware of their responsibilities.
- Duty Managers Training Manual should not be considered a stand-alone document. There is supporting evidence and supplemented by other training
- Each site/training manual needs to include lines of escalation and up to date out of hours contacts.
- It is paramount that Duty Managers know and understand what their roles and responsibilities are; if at any point they are unsure they should seek guidance before accepting the role as Duty Manager.
- Service Partners, such as security, can be the right people to act as Duty Managers, subject to them being suitably skilled, knowledgeable, trained and experienced.
- Security scenario planning such as bomb threats; invac/evac; lone gunman; vehicle borne attacks; managing suspect packages should be considered and tested on a frequent basis. Collaboration with NaCTSO and suitable 'Blue Light' services should be encouraged.
- Duty Managers training should be updated regularly – this should form part of an individual's training matrix – the records of such should be held locally. The training should be delivered by subject matter experts such as technical managers who lead this example training should include aspects such as sprinkler systems, isolating gas etc.

- The Duty Managers Training Manual for each site is unique and the content needs to be made relevant by the senior person responsible for site.

References

- Duty Managers Training Manual
- Duty Managers Training Manual, Duty Managers Workshop (at GWQ) 30th November 2016.



AspireAssist

24/7 HelpDesk

Landsec | *Aspire* offers a 24/7 support service,
direct from our innovative Customer Service Centre.

assist.landseclink.com



Landsec
Link

This document supports
the information on our
online customer portal.



AspireAssist
24/7 HelpDesk



My Property



Landsec
Portals



Knowledge
Base

landseclink.com

Publication No.
AA100-08W-22 Duty Managers
Training Manual

Land Securities Group PLC

100 Victoria Street, London SW1E 5JL

+44 (0)20 7413 9000

investor.relations@landsec.com

landsec.com



Landsec