



West Yorkshire  
Fire & Rescue Service

# Identity Cards and Car Parking Policy

## **OFFICIAL**

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## Revision and Signoff Sheet

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### Reviewers

Name	Version Approved	Position	Organisation	Date
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## **1 Identity Cards**

### **1.1 Issue of Identity Cards**

All employees are issued with identity cards, which display a photograph of the employee and service number which is unique to that specific employee. Employees that have dual roles (i.e. two service numbers) will be issued with one card printed with both service numbers. All employees must adhere to this policy and wear the card at all times, both on and off site when on duty. For all new employees, line managers must make arrangements with Multimedia for a photograph to be taken and production of an identity card.

Multimedia will issue a card which provides general access to the site/buildings (PAC system), however, it is the Property department who control specific access to areas of premises and specific buildings (e.g. restricted access for Control). Any additional access rights must be requested by email from the relevant Manager/Director/Officer to the Property department.

Multimedia will only activate the card when the card owner has confirmed receipt of the card by email from the card owner's personal work email account (not team or watch email account).

### **1.2 Lost Identity Cards and Replacements**

Any loss must be reported immediately to Multimedia as the key entry facility will need to be disabled. Any loss or damage to the card must also be reported to the individual's line manager. Lost cards do not need reporting to the Police.

Any loss out of office hours must be reported immediately to Control. The Control Supervisor will then instruct the external provider (MJA Consultants) to disable the card as Control do not have access to the database. Control will then notify Property and Multimedia at the earliest opportunity.

The electronic loss report must be completed and 'ID Card' selected from the drop down menu. This will then create a workflow that goes to the employees line Manager for investigation and authorisation of a replacement card. The workflow will then go to Supplies. The electronic loss report workflow will then go to Multimedia and only on receipt of this, Multimedia will then issue a replacement card.

Multimedia maintains the database of all identity cards, including the date of card issue. Therefore, when a card is lost or damaged, details are passed on to Multimedia to enable a new card to be produced and the details of the previous card will be removed from the valid list to be replaced with the new card details.

Whenever a replacement card is ordered, Multimedia will check the photograph on the card and, if it is old, they will request that the employee has a new photograph taken to ensure a true likeness.

### **1.3 Stolen Identity Cards**

Stolen cards need to be reported to the Police (101 Number) and a crime number obtained, as the crime number is required when completing an electronic loss report.

### **1.4 Return of Identity Cards**

The card must be surrendered immediately upon termination of service and returned to the employee's line manager who will then return it to Multimedia. Personnel retiring will be requested to return their identity card using the Collection Note - recovery of uniform & personal equipment.

## 1.5 Disabling Identity Cards

On occasions a card may need to be disabled even though a loss has not occurred. During office hours the relevant Manager/Director/Officer should inform Multimedia who can then disable the card.

Out of office hours the relevant Manager/Director/First Call Officer should inform Control, who will then instruct the external provider to disable the card. Control will then notify Property and Multimedia that this has occurred.

**Note:** Please also refer to the Physical Security Procedures and Guidance document, as this document states the general rules for premises controlled by the swipe card (PAC) access system.

## 2 Fire Safety Authorisation Cards

### 2.1 Issue of Fire Safety Authorisation Cards

Fire safety authorisation cards are issued only to Officers with the relevant fire safety competency. Although these cards are produced by Multimedia, they are under the control of Fire Protection. The card contains a photograph of the employee and authorisation cards are only valid when presented alongside an identity card. All employees with authorisation cards must adhere to this policy and on duty personnel must carry the authorisation card at all times, both on and off-site.

Where an employee may be required to drive an Authority vehicle, their fire safety authorisation card will be combined with their driver identity card. This is identifiable by a steering wheel symbol.

### 2.2 Lost Fire Safety Authorisation Cards and Replacements

Any loss must be reported immediately to Multimedia. Any loss or damage to the card must also be reported to the individual's line manager. Lost cards do not need reporting to the Police.

The Fire Protection department maintain the database of all authorisation cards. When a card is lost or damaged, Multimedia are requested to produce a new card, whilst the details of the previous card are removed from the valid list and replaced with the new card details.

The electronic loss report must be completed and 'Fire Safety Authorisation Card' selected from the drop down menu. This will then create a workflow that goes to the employees line Manager for investigation and authorisation of a replacement card. The workflow will then go to Supplies. The electronic loss report workflow will then go to Multimedia and only on receipt of this, Multimedia will then issue a replacement card.

Whenever a replacement card is ordered, Multimedia will check the photograph on the card and, if it is old, they will request that the employee has a new photograph taken to ensure a true likeness.

### 2.3 Stolen Fire Safety Authorisation Cards

Stolen cards need to be reported to the Police (101 Number) and a crime number obtained, as the crime number is required when completing an electronic loss report.

### 2.4 Return of Fire Safety Authorisation Cards

The card must be surrendered immediately upon termination of service and returned to the employee's line manager who will then return it to the Fire Protection Department. Personnel retiring will be requested to return their identity card using the Collection Note - recovery of uniform & personal equipment.

## **3 Driver Identity Cards**

### **3.1 Issue of Driver Identity Cards**

A driver identity card is required to enable employees to start authority vehicles fitted with the telematics system. A new employee must fulfil all criteria in the Management of Occupational Road Risk (MoRR) Policy in order to be authorised to drive an authority vehicle (please see MoRR Policy for more information).

The Driver Training department maintain the database of all authorised drivers and will notify Multimedia when an employee has satisfied all criteria in the MoRR Policy to request production of a driver identification card. This card is identifiable by a steering wheel symbol.

### **3.2 Lost, replacement, stolen and return of cards**

This is the same as for identity cards.

### **3.3 Disabling Driver Identity Cards**

A card can be disabled by the relevant Manager/Director/Officer contacting Multimedia in office hours who will then liaise with Transport. (Multimedia maintain the list whilst Transport manage the system)

## **4 Visitor and Contractor Identity Cards**

Visitor and contractor cards are produced by the Property department and are simply marked visitor or contractor. The Property department manage the user rights for each visitor and contractor card as requested and as appropriate. Any lost or damaged cards must be reported immediately to the Property department.

## **5 Checking the Identification of Card Holders**

Validity of identity and authorisation cards/cardholders can be checked by contacting the relevant Station/Department Manager.

Members of the public will do this by calling FSHQ Reception (01274 682311) who will transfer them to the relevant Station/Department Manager.

## **6 Access Fobs for Retained Duty System Stations**

### **6.1 Issue of Fobs**

Multimedia will issue individual access key fobs for use by retained duty system crew members. The fob will only allow access to the station at which the retained firefighter is based and is logged into the system as that crew members own individual fob. Employees issued with individual fobs must adhere to this policy.

## 6.2 Lost Fobs and Replacements

Any loss must be reported immediately to Multimedia as the key entry facility will need to be disabled. Any loss or damage to the fob must also be reported to the individual's line manager. Lost fobs do not need reporting to the Police.

Any loss out of office hours must be reported immediately to Control. The Control Supervisor will then instruct the external provider (MJA Consultants) to disable the fob as Control do not have access to the database. Control will then notify Property and Multimedia at the earliest opportunity.

The electronic loss report must be completed and 'Fob' selected from the drop down menu. This will then create a workflow that goes to the employees line Manager for investigation and authorisation of a replacement fob. The workflow will then go to Supplies. The electronic loss report workflow will then go to Multimedia and only on receipt of this, Multimedia will then issue a replacement fob.

Multimedia maintains the database of all fobs, including the date of issue. Therefore, when a fob is lost or damaged, details are passed on to Multimedia to enable a new fob to be produced and the details of the previous fob will be removed from the valid list to be replaced with the new fob details.

## 6.3 Stolen Fobs

Stolen fobs need to be reported to the Police (101 Number) and a crime number obtained, as the crime number is required when completing an electronic loss report.

## 6.4 Return of Fobs

The fob must be surrendered immediately upon termination of service and returned to the employee's line manager who will then return it to Multimedia. Personnel retiring will be requested to return their fob using the Collection Note - recovery of uniform & personal equipment.

## 6.5 Disabling Fobs

On occasions a fob may need to be disabled even though a loss has not occurred. During office hours the relevant Manager/Director/Officer should inform Property who can then disable the fob.

Out of office hours the relevant Manager/Director/First Call Officer should inform Control, who will then instruct the external provider to disable the fob. Control will then notify Property and Multimedia that this has occurred.

## 7 Reporting

Lost/stolen/non-returned cards and fobs will be reported at each IGSG group meeting by Property (Physical Security agenda item).

## 8 Car Parking

All parking on fire service premises is at the owner's risk. West Yorkshire Fire and Rescue Service cannot be held responsible for any damage or loss sustained whilst vehicles are parked on fire service premises, unless this is shown to be caused by the negligence of the Fire Service.



## 9 Headquarters

With a view to maintaining security around the site, all Authority employees and Members who park on a regular basis at Fire Service Headquarters (FSHQ) will require a permit. Each permit has a unique number which will be recorded centrally; the permit once issued must be displayed in the vehicle windscreen whenever it is parked in FSHQ grounds. A permit can be obtained by contacting Supplies with the following information:

- Vehicle make/model
- Vehicle colour
- Vehicle registration number
- Person's name
- Service number
- Department

Vehicles must be parked in designated/allocated parking areas and not on double yellow lines or grass verges.

All visitors to FSHQ should be informed of the designated visitor parking area to use when the appointment is made. Visitor parking spaces and disabled parking spaces are shown on the site map.

## 10 Fire Stations

Station Commanders will stipulate the areas that may be used for parking but will ensure that such facilities do not place a restriction on the use of the drill yard for training purposes and ensure operational efficiency is not impaired.

The Watch/Crew Commander will ensure that all new station personnel are made aware of the designated parking areas when they perform the station induction process.

As there are frequent emergency calls at fire stations all parking is at the owner's risk and the fire service accepts no responsibility for either the vehicle or its contents or attachments whilst parked on fire service premises.

## 11 FSHQ Site Map – Parking

Reference should be made to the A3 Emergency Evacuation Site Check List, which details the general parking areas and also the parking areas/spaces allocated for visitors and disabled parking. A copy of this document will be displayed in each office and can be found on WYFirespace, Corporate Services.