

## RVC - Guidelines for dealing with a missing RVC employee

### 1. Introduction:

The purpose of this document is to outline the steps to be followed in managing an employee of the RVC being reported missing or their failure to report to work.

It aims to identify roles and responsibilities from first report through to closure and stand-down.

The guidelines should be applied during 9-5 office hours and out of hours.

#### **Scenario A: In the event that an employee, having been seen on campus, goes absent unexpectedly from their workplace:**

For the purpose of these guidelines, the incident lead is the line manager or a manager nominated by the Head of Department.

#### **Immediate actions**

- I. Inform the employee's line manager immediately.
- II. Ask surrounding colleagues where the employee was last seen and if anyone is aware of their whereabouts.
- III. Line manager should attempt telephone contact with the employee to establish their whereabouts (**If a reasonable and genuine explanation for absence is provided please follow the RVC [Leave and Absence Policy and Procedures](#)** ).
- IV. Local work, rest and changing room areas should be checked including known 'safe' / 'favourite' areas of the employee including their car or accommodation on campus if applicable.
- V. Liaise with Security to check ID card swipe access and CCTV footage.
- VI. In the event that the employee still cannot be contacted:
  - a. During the hours of 9am-5pm contact Human Resources - Deputy Director of HR on (0)1707 666400, or the Director of HR on (0)1707 666378. HR will contact the employee's emergency contact to try and locate the employee.
- VII. If the missing employee is deemed to be vulnerable i.e., at risk of harm to themselves or others follow the guidance for vulnerable missing employees in section (3).
- VIII. If contact with the missing employee is not established and the individual is not deemed to be vulnerable the Police must be contacted after 24 hours to report the employee missing. This must be carried out by the line manager.

### 2. Out Of Hours (OOH)

If an employee is reported missing outside of 9 – 5 office hours.

- I. Inform the employee's line manager immediately.
- II. Ask surrounding colleagues where the employee was last seen and if anyone is aware of their whereabouts.

- III. Local work, rest and changing room areas should be checked including known 'safe' / 'favourite' areas of the employee including their car or accommodation on campus if applicable.
- IV. Line manager should attempt telephone contact with the employee to establish their whereabouts (**If a reasonable and genuine explanation for absence is provided please follow the RVC [Leave and Absence Policy and Procedures](#)** ).
- V. Liaise with Security to check ID card swipe access and CCTV footage.

Contact Security on **01707 666 258 (Hawkshead)** or **0207 468 5121 (Camden)** to report the employee missing providing their full name and job role. Security will follow their local 'rule of command' for informing Infrastructure On-Call Management and Human Resources On-Call Management.

### **3. Vulnerable missing employees**

- In addition to carrying out the above immediate action points, if, after consulting HR it is decided that the missing employee is vulnerable (i.e. possibly a risk to themselves or others) the police should be called after all reasonable checks and searches have been concluded on campus and emergency contacts have been contacted. Keep all informed of progress including relevant Head of Department (HoD).

### **4. Contacting the Police**

**When contacting the Police the line manager should be able to provide them with the following information:**

- Name and address of the employee.
- Time and location they were last seen.
- Reason for concern (why you consider them at risk).
- Which areas have been searched.
- Name of the person to contact when they arrive on campus – this should be either the most senior person involved in the incident or the designated lead for the incident.
- Location to meet on arrival to campus. This should be the Security Hut at Hawkshead or Reception Desk at Camden.
- When the police arrive on campus, campus security staff will be able to provide grab bags containing floor plans, access cards and local hazard plans for relevant buildings which should be provided..

***(Refer to RVC flowchart for a missing employee for further guidance)***

### **5. Scenario B: In the event an employee fails to report for work unexpectedly without notice you should:**

- Inform the employee's line manager immediately.

- The line manager should attempt telephone contact with the employee to establish their whereabouts.
  - If a reasonable and genuine explanation for absence is provided, please follow the RVC [Leave and Absence Policy and Procedures](#) ).
  - If contact is made but you are worried that the absence is related to mental health issues:
    - offer them the support resources available on the RVC intranet: [Optima Health EAP](#) (formerly Care First), Togetherall – Online mental health support: [Mental Health Support](#),
    - advise them to speak to their mental health support worker (*if the employee has a support worker*) or an independent support provider e.g., GP, VetLine, Samaritans if not already done so.
  - If the line manager is worried at all about the employee’s mental welfare and believe they may harm themselves you should ascertain the persons location, do your best to keep the employee on the telephone to maintain contact and request Police assistance to the employee’s location.
    - Provide the Police with the employee’s full name, contact telephone number and address if different from current location.
    - Inform Security that the police have been contacted and ensure that the Police have the contact details of the person on site dealing with the incident.
- If contact is not possible - consult HR so that Emergency contact details will be retrieved.
- If the employee who has not reported for work or study is deemed to be a vulnerable employee, the line manager should:
  - Inform Security – as above
  - Inform the Police – see section 3
- If contact is not established and the individual is not deemed to be vulnerable the Police must be contacted after 24 hours to report the employee missing.

## 6. End of the incident

It is the responsibility of the Incident Lead or senior manager taking responsibility for co-ordinating the incident to ensure that all involved are informed when the incident has ended and that they can ‘stand-down.’

The Incident Lead should liaise with the HR to organise support (e.g., Counselling) for any member of staff involved in the incident.

As soon as possible, submit the initial details onto the SafetyNet incident reporting system. A full investigation report should be produced with contributions from all involved, including any lessons learnt.

- ***If at any point in the above process you have genuine reason to believe the employee’s wellbeing and welfare are in jeopardy do not hesitate to contact the police***

**Contact numbers**

<b>Key Contacts</b>	<b>Site</b>	<b>Telephone number</b>
Security	Hawkshead	01707 666 258
Security	Camden	020 7468 5121
Head of Campus services	Hawkshead/Camden	01707 666 309
HR Director	Hawkshead/Camden	01707 666 378
HR Deputy Director	Hawkshead/Camden	01707 666 400

**Appendix:** RVC flowchart for dealing with a missing employee