

# Airwave

National Guidance

Please be aware that this document has had large amounts of information removed in accordance with the Freedom of Information Act (noted where relevant), specifically Sections 25, 30(c), 35(1)(a)&(b), and 39(1).

## Notice:

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Contents

[Airwave 1](#_Toc123806708)

[Notice: 1](#_Toc123806709)

[1. Purpose/Scope 4](#_Toc123806710)

[2. Common Terminology 4](#_Toc123806711)

[3. Infrastructure 5](#_Toc123806712)

[Coverage 5](#_Toc123806713)

[4. Training 5](#_Toc123806714)

[5. Handheld Terminals 6](#_Toc123806715)

[6. Handheld Terminal Storage 6](#_Toc123806716)

[Equipment Storage – Police Stations 6](#_Toc123806717)

[7. Mobile Terminals 7](#_Toc123806718)

[Motorcycles 7](#_Toc123806719)

[Air Support 7](#_Toc123806720)

[8. Fixed Mobiles / Desktops 8](#_Toc123806721)

[9. Pool Terminals 8](#_Toc123806722)

[Event Issue Pool Terminals 8](#_Toc123806723)

[10. Defective Terminals 9](#_Toc123806724)

[11. Contaminated Terminals 9](#_Toc123806725)

[12. Batteries / Battery Charging 9](#_Toc123806726)

[13. Security 10](#_Toc123806727)

[Security Clearance 10](#_Toc123806728)

[Vetting Responsibilities 10](#_Toc123806729)

[Roles and Responsibilities 10](#_Toc123806730)

[16. Primary Communications on Airwave 14](#_Toc123806731)

[Talk group Practice 14](#_Toc123806732)

[Additional Talk groups 14](#_Toc123806733)

[Nationally Mandated Hailing Talk groups 14](#_Toc123806734)

[Changing 15](#_Toc123806735)

[Radio Discipline 15](#_Toc123806736)

[17. Communications Protocols 15](#_Toc123806737)

[Event Planning 15](#_Toc123806738)

[Airwave Speak 16](#_Toc123806739)

[21. Telephony 16](#_Toc123806740)

[22. Short Messaging Service (SMS) 16](#_Toc123806741)

[25. Asset Management 17](#_Toc123806742)

[26. Movement of Personnel 19](#_Toc123806743)

[Transfer / Secondment of Personnel 19](#_Toc123806744)

[Officers Transferring from Other Forces 20](#_Toc123806745)

[Return of Equipment 20](#_Toc123806746)

[Short Term Suspension 20](#_Toc123806747)

[Maternity / Long-Term Sick Leave 21](#_Toc123806748)

[27. Lost / Stolen Airwave Terminals / Equipment 21](#_Toc123806749)

[Lost / Stolen Ancillary Equipment 22](#_Toc123806750)

[Persons Prosecuted for Theft or Damage to Airwave Equipment 23](#_Toc123806751)

[28. Health and Safety 23](#_Toc123806752)

[29. Airwave Radio Interference 23](#_Toc123806753)

[30. Multi-Agency Partners 23](#_Toc123806754)

[Mountain Rescue Teams 23](#_Toc123806755)

[Appendix ‘A’ 26](#_Toc123806756)

[Appendix ‘B’ 26](#_Toc123806757)

[Appendix ‘C’ 26](#_Toc123806758)

[Appendix ‘D’ 27](#_Toc123806759)

[Ambient Listening 27](#_Toc123806760)

[Appendix ‘E’ 29](#_Toc123806761)

[Airwave Communication Team Contact Details 29](#_Toc123806762)

[Version control table 30](#_Toc123806763)

[Feedback 30](#_Toc123806764)

## Purpose/Scope

This guidance supports the following Police Service of Scotland (hereafter referred to as Police Scotland (PS)) policies:

* Contact, Command and Control
* Information Security

[Links have been removed due to their content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 25, Information otherwise accessible.]

The purpose of this document is to outline the PS practices, procedures and responsibilities in relation to the management and use of the Airwave network and associated assets. It also aims to provide a consistent framework and serve as a reference for Police Officers and Staff on all aspects of the application of the system and its functionalities.

## Common Terminology

It is important that all users of the Airwave application possess a joint understanding of common terminology. For the purpose of this publication the terms below shall have the following associated meanings:

* Airwave Communications Team - Incorporates PS Information Communications Technology (ICT) and ICT Airwave Lifetime Management Teams
* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002. - Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* (PA) Personal Asset Connect - PS Airwave Asset Management system
* Automatic Resource Location System (ARL) - A means by which controllers can see the location of resources on a mapping system within an Area Control Room (ACR)
* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002. - Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002 - Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* Nationally Mandated Hailing Talk group (HG) - Talk group normally used to make initial contact with ACR
* Operational Communications in Policing (OCiP) Home Office Airwave Team - Government agency that is the authority to the core contract and provides professional expertise to Police Forces and Authorities
* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002. - Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* Talk Group (TG) - Airwave Talk group (radio channel)
* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002 - Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* User - Person having access to an Airwave terminal / device

## Infrastructure

### Coverage

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## Training

Under no circumstances will users be issued with or permitted to use any Airwave equipment or terminal until they have successfully completed the appropriate Airwave training course.

Each trained user, authorised to access the Airwave system will be issued with a personal hand held terminal / pool terminal and ancillary equipment specific to their role. Issue will be subject to the completion of User Acknowledgement of Interim Airwave Security Operating Procedures Declaration (Force Form 005-003). [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 25, Information otherwise accessible.]

All non-Police personnel requiring access to Airwave equipment must be subject to a vetting process as described in Security, section 13 of this document.

## 5. Handheld Terminals

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

It is the responsibility of each individual user to report any identified issues / concerns that they may encounter. Any Officer / Police Staff who is experiencing difficulties or feels disadvantaged in any way in using an Airwave device, due to impairment or for any other reason, should notify their Line Manager who may notify the respective Airwave Team to seek appropriate advice. Where required, the Line Manager will then make every effort to establish if any reasonable adjustments can be made and refer the circumstances to the Occupational Health.

All hand held terminals are provided with a seven-digit Individual Short Subscriber Identity (ISSI), which is unique to the particular terminal.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 6. Handheld Terminal Storage

### Equipment Storage – Police Stations

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 7. Mobile Terminals

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

All vehicles are fitted with hands-free devices for use within the vehicle unit.

Terminals must be switched off when the vehicle is unattended.

Police vehicle users will ensure that all communication equipment fitted within a vehicle is kept secure, particularly when a vehicle is left unattended.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

### Motorcycles

Motorcycle terminals are to be fitted on police motorcycles. Hands free facilities will be connected to the Officer’s earpiece to facilitate communications whilst on the move.

No Officer / Police Staff shall use, or attempt to use, any Airwave terminal function whilst riding a motorcycle, unless a suitable hands free facility is available for the function, and the rider is able to maintain full control of the vehicle whilst using it.

### Air Support

Radio equipment fitted to any police aircraft must conform to current air safety regulations. Any other equipment may interfere with aircraft instrumentation and avionics. Officers travelling within the PS helicopter must switch off their hand held terminals prior to embarking the aircraft. The helicopter has been equipped with suitably approved Airwave equipment. No one other than ACR staff (unless with prior pre-arranged consent) may contact the helicopter whilst they are operationally deployed.

## 8. Fixed Mobiles / Desktops

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 9. Pool Terminals

A quantity of pool hand held terminals will be stored at Divisions and Departments in an authorised secure environment and will be issued to authorised users as required, by a local supervisory Officer.

Any user whose personal issue hand held terminal is lost, stolen or defective will be issued with a pool terminal from their Division / Department until their own terminal is returned or replaced. It shall be the responsibility of the issuing supervisory Officer (Duty Officer / Shift Supervisor) to maintain local record of issue and ensure the PA Connect Asset Management System is updated accordingly.

It shall be the responsibility of individual Officers, temporarily issued with a pool terminal, to notify the ACR of the pool handset ISSI number. The ACR will then align the issued Pool terminal to the user on the Command and Control system, ensuring there is no impact to officer safety or normal working practices.

Where a pool terminal is required for more than one consecutive tour of duty, the user must obtain and sign the local record of issue for that terminal on a daily basis. Pool terminals must be returned on completion of each tour of duty so as to be available to other users if required.

All pool terminals must be returned (to the supervisory Officer) immediately, when no longer required by the user.

### Event Issue Pool Terminals

On any such occasion where a terminal is required for the temporary use of officers assisting with the policing of an event, then these terminals will be issued under the authority of a supervisor of that event or business area. This individual will also be responsible for collecting and returning the terminals to / from the secure location and ensuring that local record of issue forms are accurately completed and available for audit if required.

The temporary allocation of an event terminal to an Officer assisting in the policing of an event lasting one day or less, should be recorded by the issuing supervisor on a local record of issue form.

The issue of such a terminal required for an event spanning a period longer than one day, shall be recorded by the supervisor on a locally held record or log and (where available) an update placed on the PA Connect Asset Management System.

## 10. Defective Terminals

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

The PA Connect Asset Management System will be updated (where possible) by the Officer responsible for storage at the collection point to show that the terminal is in-transit.

The PA Connect Asset Management System will be updated to reflect the terminal is with the Airwave Communications Team for repair.

## 11. Contaminated Terminals

* Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.
* Officers should make use of a Pool terminal until their own terminal is either returned or replaced.

## 12. Batteries / Battery Charging

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

Faulty or no longer in service batteries must be disposed of in the correct manner and returned to the local Airwave Communications Team, who will arrange for disposal of same.

## 13. Security

Failure to follow these procedures could lead to a breach of confidentiality, integrity and availability. Audits will be conducted to ensure that the practices and procedures are being followed.

Note:Departure from these rules may lead to disciplinary action**.**

### Security Clearance

Access to the Airwave system and its associated equipment will be authorised to individuals who have a legitimate business requirement only.

All users and associated staff of the PS Airwave system will be vetted to a minimum of Recruitment Vetting (RV) or Non-Police Personnel Vetting level 2 (NPPV2) and where necessary to a higher level - Security Check (SC).

Any queries regarding PS Vetting Procedures should be directed towards the PS Information Security Officer.

### Vetting Responsibilities

PS will ensure that all Service personnel are vetted appropriately:

* Before being granted access to the Airwave system, all users must receive training appropriate to their use of the system.
* Read and sign a copy of the User Acknowledgement of Airwave Security Operating Procedures (Force Form 005-003). [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 25, Information otherwise accessible.]

The Divisional / Departmental Personnel Officer will retain the signed copies of the User Acknowledgement of Airwave SyOPs

### Roles and Responsibilities

All Airwave users are individually responsible for the security of the Airwave equipment, documents and material with which they are issued or to which they have access. They are also responsible for maintaining the security of any information that they have accessed via the Airwave system.

Roles and responsibilities are as follows:

#### Airwave Service Manager(s) / Comms. Team

* Managing the service provided by ASL under the contract including network outages and engineering work.
* Fleet mapping.
* Asset management, security and audit.
* Provision of management information on the use of Airwave within PS.
* Finance and billing.
* Representing PS on national Airwave groups.
* Planning for the introduction of new functionality and network upgrades.
* Reporting loss of Airwave terminals and ancillary equipment to the appropriate national authorities in a timely manner.
* Arranging the repair of the Airwave terminals and ancillary equipment at an appropriate secure facility.

#### Crypto-Custodian(s)

* All encryption material including storage and use of Red Key Material.
* Ensuring adequate physical security of all stored Airwave terminals.
* Maintaining a register of the location of each Airwave terminal.
* Conducting an audit of all the Airwave terminals and ancillary equipment on a regular basis and at a minimum every twelve months.
* Ensuring that all procedures in the Codes of Practice for terminals using Air Interface Encryption are adhered to by users.
* Making spot checks at Divisional / Departmental level to ensure that custodians are meeting their responsibilities.

#### Terminal Custodian(s)

* Ensuring adequate physical security for all centrally stored Airwave terminals.
* Maintaining a register of the location of each Airwave terminal and overseeing the audit of all the Airwave terminals in accordance with the Asset Management Guidance.
* Making spot checks at the Divisional / Departmental level to ensure that Terminal Custodians are meeting their responsibilities.
* Ensuring that the loss of any Airwave service terminal is reported in accordance with the process detailed later in this Section.
* Investigating and reporting incidents where tamper seals on terminals have been broken.
* Reporting loss of Airwave terminals and ancillary equipment to the appropriate national authorities in a timely manner.
* Reporting to the Information Security Officer [Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002] any losses or thefts of Airwave assets or compromise of the Airwave network.
* Arranging the repair of the Airwave terminals and ancillary equipment at an appropriate secure facility.

#### Divisional / Departmental Terminal Custodian

* Ensuring that adequate physical security is maintained for all locally stored Airwave terminals.
* Maintaining PA Connect for each Airwave terminal at this local level.
* Conducting audits of all local Airwave terminals in accordance with the Asset Management Guidance, [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 25, Information otherwise accessible.] recording results on PA Connect.

#### Info Security Officer

* Auditing of the activity logs for the firewalls and network.
* Provide advice as and when required on security, audit and investigations and liaising with other security authorities.
* Review the Airwave Accreditation Document Set (ADS) in conjunction with the Airwave Communications Team.
* Ensure the appropriate security measures are identified and implemented.
* Undertake compliance audits of the Airwave procedures and working practices.
* Conduct investigations when a breach of security is known or suspected.
* Reviewing, signing and submission of Code of Connection to the Home Office annually.

#### Users

* Will be provided with a personal issue hand held terminal for which they are accountable.
* Directly responsible for the security of any and all Airwave service equipment issued to them and must follow the physical, procedural and technical security procedures outlined.
* Must adhere to the procedures on reporting lost, stolen or missing terminals and ancillary equipment or compromise of network security.
* Are required to maintain strict radio discipline when using the Airwave service terminals

#### Supervisors

* Ensure that their staff have read and understood these procedures.
* Ensure that any loss of Airwave service equipment is reported immediately to the relevant personnel.
* Ensure that their staff maintains strict radio discipline.
* Responsible for the monthly PA Connect Audit

#### Div. Commanders / Heads of Departments

* Appointing Divisional/Departmental Terminal Custodians.
* Ensuring that adequate physical security is provided for all locally stored Airwave terminals.
* Ensuring PA Connect is maintained by Divisional / Departmental Terminal Custodians and Supervisors.
* Ensuring monthly audits of all local Airwave terminals are conducted and recorded on PA Connect.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 16. Primary Communications on Airwave

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

### Talk group Practice

Airwave users should monitor their home Primary talk group unless they are required to change talk group. The implications of missing urgent talk group calls are potentially serious and may impact upon officer safety.

In cases where a non-primary talk group is to be used for any operation, risk assessment should be carried out. ACR Supervisors must be notified to ensure that at the very least the talk group is event monitored.

### **Additional Talk groups**

In addition to the above talk groups, a number of other talk groups which allow inter-operability with other Control Areas, Police Forces and sharer organisation for policing events have been created.

### Nationally Mandated Hailing Talk groups

The Service is mandated to monitor its own Hailing Talk group, its Sharers Hailing Talk group and its Point to Point address. These will be monitored within ACRs.

**Note:** A list of all Nationally Mandated Hailing Talk groups can be found within [Appendix](#_APPENDIX_A_–_NATIONAL MANDATED HAIL) ‘A’ – National Mandated Hailing Talk groups**.**

### Changing

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

### Radio Discipline

The proper use of the Airwave communications system is vital to effective operational communication. Airwave is a highly resilient system designed for Emergency Service use, and as such provides coverage in excess of that associated with the mobile phone networks. Talk groups enable a large number of operational Officers to maintain awareness of incidents ongoing, however this requires the use of good radio discipline to prevent congestion.

The use of Airwave Soft Key status updates, good radio discipline and the use of nationally agreed Airwave terminology (Airwave Speak) is imperative to officer safety and operational effectiveness. Communications discipline must be strictly adhered to, therefore all necessary updates must comply with the ABCD Rule, which is:

* Accuracy.
* Brevity.
* Clarity.
* Discipline.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 17. Communications Protocols

### Event Planning

For the purpose of pre-planned events, all talk groups are owned and allocated by Contact, Command and Control Division. No talk group, other than the normal policing area and roamers business talk groups, will be used for any event without the permission or prior knowledge of Contact, Command and Control Division.

Any Officer requiring a talk group for a planned event must notify, the ACR or C3 Operational Planning (where available), in advance.

Contact, Command and Control Division will allocate the appropriate talk groups (and controllers where required) and consult with the Airwave Communications Team in relation to coverage and capacity issues as well as any additional services which may be required from ASL to support the event.

In relation to the planning of any major event, the planning team should make contact with both Contact, Command and Control Division and the Airwave Communications Team at an early stage of the planning process. Any planning group set up should include representatives of both.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

### Airwave Speak

Airwave Speak is a nationally agreed/approved protocol for radio communications. Aide-Memoirs have been issued for guidance and the ongoing management of the use of the protocol will be controlled by ACR Staff.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 21. Telephony

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 22. Short Messaging Service (SMS)

This allows one terminal user to send their own short text messages to another terminal user. This function does not allow a user to send such a message to a mobile phone or communication device out with the Airwave network. Text messages can be sent and received at the same time as voice transmissions. If a text message is sent to a terminal that is switched off or out of coverage, the sender will receive Message Failed on the terminal screen.

**Note:** Inappropriate message content is unacceptable. Users are referred to the content of the Information Security SOP. [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 25, Information otherwise accessible.] The provision of this policy extends to the use of text messaging.

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 25. Asset Management

There is a statutory requirement on the PS to identify its procedures to ensure security of all technical equipment, which must be adopted in the storage, issue and use of the Airwave terminals. The security of the Airwave system must be maintained in order to comply with the requirements of the accreditation process and to remain connected to the Airwave infrastructure.

Technical equipment used by PS as part of the Airwave system must be accounted for at all times and includes:

* All computers
* Software
* Handheld and Mobile terminals.

The Airwave Service National Security Guidelines require user Forces to be able to account for the location and condition of all Airwave assets at any given time and, as a minimum, to carry out an annual audit of all assets held.

To ensure this, Divisions and Departments require to maintain the PA Connect National Asset Management System which will hold data on all Airwave Service assets including:

* Handheld Terminals (Personal and Pool issued).
* Vehicle Terminals.
* Desk top Terminals.
* Security Lockers (where applicable).

PS will carry out audits on Airwave assets as follows:

* Personal issue Handheld, Vehicle, Desktop terminals (security lockers where applicable) will be audited monthly.
* Pool issue terminals will be audited monthly.

Area Commanders / Heads of Departmentwill be responsible for all matters relating to the security and use of Airwave assets held within their respective area. This will include:

* Ensuring that supervisory Officers, under their command, carry out a formal audit (as prescribed below) of all locally held Airwave assets and that the Asset Management System is updated accordingly.
* Liaison where necessary with the Airwave Service Management.
* Where necessary, or at the request of Airwave Service Management, the instigation of random inspections.

Group / Departmental Supervisorswill be responsible for all matters relating to the security and use of Airwave assets held by Officers for whom they have supervisory responsibility. This will include:

* Ensuring that the PA Connect Asset Management System accurately reflects the location and condition of all group / departmental Airwave assets.
* Receiving defective Airwave radio terminals and (where remote access is available) updating fault information on the Asset management System.
* Ensure that ICT are informed of any defective, damaged or contaminated radio terminals.
* Ensure any such terminals are securely and correctly stored whilst awaiting collection or delivery for repair.
* Issuing replacement Pool radio terminals and (where remote access is available) updating Asset Management accordingly.
* Maintaining (where systems permit) an overview of Group / Departmental Airwave terminal lockers, their location, availability, allocation, issue and return of keys and ensuring all changes are timeously recorded on the Asset Management System.
* Carrying out the monthly audit of all Airwave assets relative to their respective group / department.
* Carrying out the monthly audit of all Airwave pool assets, not in operational use. Pool assets, not in operational use, will be centrally stored within offices.

## 26. Movement of Personnel

### Transfer / Secondment of Personnel

Individuals transferring or being seconded to another Control Area (East, West or North) shall surrender their terminal and any ancillary equipment (i.e. earpieces, chargers etc.) to the outgoing Division prior to transfer. Such transferees / secondees will (subject to prior notification by Division) be issued with a new terminal, containing appropriate local TG configuration, by the Control Area they are transferring to. This will enable full integration with local Command and Control systems. Officers transferring in or out of C, D, G and Q Division to any other Division (i.e. transferring to any Division that is not C, D, G or Q) must surrender their terminal and ancillary equipment and be reissued with a new terminal at their new Division. The Departmental / Shift supervisor is responsible for ensuring that Asset Management System is updated to reflect the Officer’s new posting.

Officers issued with MTP6650 devices should return their earpiece upon transfer due to the significant financial cost of these ancillaries. The acoustic tube part will be replaced and the accessory refurbished, allowing the earpiece to be re-issued to another user.

Should there be a requirement to re-programme a user’s terminal either on their transfer to a specialist department or as a result of specialist training, the Airwave Communications Team will re-programme the terminal. Users should arrange with the Airwave Communications Team a suitable time to have their terminal re-programmed.

Note:Such requests should be made by pre-approved Service Request on the IT Connect Online Portal. [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002.]

It is the responsibility of the Division / Department where the transferee is being posted to arrange appropriate training.

### Officers Transferring from Other Forces

When an individual is transferred to PS from another Force, training will be provided for the transferee in relation to the use of the equipment used. The Officer will not be issued with a terminal or allowed to use the Airwave system until they have successfully completed appropriate training.

### Return of Equipment

Personal issue terminals and ancillary equipment require to be retained by an Officer’s immediate supervisor and returned to the Airwave Communications Team in the following circumstance:

* Retirement.
* Transfer Forces.
* Takes a Career Break.
* Resignation.
* Long Term Suspension.

An Airwave Terminal Return (Force Form 005-002) [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002.] should be completed and returned with the terminal. The returns process is documented on the Intranet in the Airwave Terminals Return Process Map. [Link has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002.]

### Short Term Suspension

In this case, any personal issue terminal and ancillary equipment will be retained by a supervisor and secured in the appropriate locker. Supervisors will also ensure that they have possession of the locker key issued to the Officer in question. Should an Officer be suspended for an extended period, their Airwave terminal should be updated on the PA Connect Asset Management System and returned to the Airwave Communications Team for storage.

### Maternity / Long-Term Sick Leave

Staff issued with personal terminals will retain their terminals and equipment for their period of absence. Divisions / Departments will be responsible for ensuring that the individual’s terminal is retained in a secure locker environment at their place of work for the period of absence and audited accordingly. Where a period of absence extends (or is anticipated to extend) beyond 3 months, their Airwave terminal should be returned to the Airwave Communications Team for storage and be updated on the PA Connect Asset Management System.

Terminals withdrawn by supervisors shall be placed in their designated locker space and the key for the locker recovered from the user. The Airwave Communications Team will be informed with the details of the location of the terminal and the reason for withdrawal.

The Airwave Communications Team will co-ordinate the return of all such terminals returned in the above circumstances.

## 27. Lost / Stolen Airwave Terminals / Equipment

The security of the Airwave system must be maintained. Procedures for reporting lost, stolen or missing terminal equipment must be strictly adhered to. Disciplinary action may be instigated against personnel losing or misplacing Airwave equipment or attempting to conceal the loss or theft of Airwave equipment. Failure to report such a loss will be regarded as being more serious than the loss itself.

If a user becomes aware that the terminal equipment issued to them has been lost or is missing, the matter must be reported to a supervisor at their Division or Department immediately, not necessarily their own supervisor / line manager.

Personnel who cannot contact a supervisor within their own Department will report the loss / theft of terminal equipment to the Airwave Communications Team during office hours and outwith to an ACR Duty Officer / Supervisor immediately. The supervisor to whom the loss is reported will ensure that a subject report is submitted to the appropriate Divisional Commander / Head of Department outlining the circumstances. In any case, immediate supervisors should also be informed of the loss / theft of the terminal as soon as is practicable.

After a maximum period of one hour, the ACR Duty Officer / Supervisor must be informed regarding the success or otherwise of the search. If the terminal is not recovered then the ACR Duty Officer Supervisor will immediately arrange for the terminal to be stunned and / or its subscription removed from the Airwave service.

Note:The Airwave Communications Team must be informed of all terminals which are stunned.

Where the circumstances indicate that the terminal has been stolen then the decision to stun the terminal and remove its subscription should be taken immediately. Any use of Ambient Listening to recover a stolen / lost terminal will require to be authorised by the Overview Inspector and may also require additional authorisation under Regulation of Investigatory Powers (Scotland) Act 2000 (RIPSA).

If any terminal is stolen from the user whilst at home or from their own vehicle, they will report the crime to the police responsible for the area where the crime was committed and immediately inform a supervisor at their Division / Department so that appropriate action to stun the terminal can be taken.

The supervisor or ACR supervisor receiving an initial report of theft of terminal equipment will then be responsible for reporting the theft to the Airwave Communications Team as previously outlined above.

### Lost / Stolen Ancillary Equipment

Ancillary equipment is defined as being any equipment other than an Airwave terminal.

Disciplinary action may be instigated against personnel losing or misplacing Airwave ancillary equipment or attempting to conceal the loss or theft of Airwave ancillary equipment. Failure to report such a loss will be regarded as being more serious than the loss itself.

Loss or theft of ancillary equipment does not have to be reported to the service provider but does have to be reported as outlined above.

### Persons Prosecuted for Theft or Damage to Airwave Equipment

If a person is prosecuted for the theft or damage of Airwave Equipment then the Officer responsible for the submission of the Police report must:

* Obtain a damage or loss assessment report / statement from the Airwave Management Team.
* Ensure that an application for compensation is attached to the Standard Police Report.

If the terminal is held as a production, the battery should be removed and returned to Divisional stock if available. An update should be made or arrangements made to have the PA Connect Asset Management System updated to reflect the storage location of the terminal, and the Airwave Communications Team informed.

## 28. Health and Safety

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 29. Airwave Radio Interference

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## 30. Multi-Agency Partners

### Mountain Rescue Teams

PS have a co-ordination responsibility for all land based search and rescue operations, therefore have a requirement to communicate and liaise with Mountain Rescue and Search and Rescue Teams deployed by PS.

In order to communicate efficiently, PS will provide Airwave loan terminals to mountain rescue teams for this purpose. The radios and all associated equipment will remain the property of PS.

The numbers of terminals for each team and associated storage locations will be decided by PS on a needs basis.

Whilst it is recognised that the preferred option for storage is a police station, it is understood that in certain circumstances this may not be appropriate due to the geographical constraints.

Where storage of the Airwave terminals is not at a police station, PS will conduct a Risk Assessment as to the suitability of the identified storage facility. A written agreement between both parties will be signed and kept on record.

Where Airwave radios are stored away from a police station they will be left in a stunned state and only un-stunned by ACR as part of the call-out procedure. At the completion of the incident the ACR will again stun the radios allowing them to be stored once again. Access to that storage facility must be controlled, access by all visitors, workmen and non-vetted Mountain Rescue personnel must be logged and they should never be in a position to handle the terminal.

When operational the ACR coordinating the incident will determine the talk group to be used and inform all partner agencies of that talk group. With exception of the volume control or changing a battery, no other adjustments to the terminals will be allowed unless specifically directly by the ACR. The terminals must not be tampered with in any other way.

When deployed a signed record of which radio is issued to which individual will be kept and the ACR notified of the individual radio ISSI numbers.

The Duty Officer at the appropriate ACR must be contacted immediately in the event of a terminal developing a problem or being damaged, discovery that a terminal is missing or has been stolen.

PS will provide suitable training regarding deployment, usage and storage of police airwave radios for identified and suitably Non Police Personnel Vetting 1 (NPPV1) vetted Mountain Rescue Team members.

PS will carry out monthly audits of the terminals and an inspection of the security procedures and written processes in place.

In the event that these requirements cannot be adhered to a letter or email detailing any non-compliance, with reasons, should be forwarded by the Mountain Rescue Team Leader to PS Airwave Service Coordinator and the Information Security Manager immediately.

Failure to adhere to any of the operating procedures may result in the withdrawal of the radios to that team.

## Appendix ‘A’

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## Appendix ‘B’

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## Appendix ‘C’

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

## Appendix ‘D’

### Ambient Listening

#### Matrix of Uses for Airwave System

**Note:** All users of the Airwave system and any individuals in the vicinity of any transmitting equipment are likely to be affected by the use of ambient listening. It is intended that the individual right to privacy within the bounds of Article 8 of the Human Rights Act 1998 is maintained and protected.

| **Use** | **Regulation** | **Justification** | **Permissible / Not Permissible under this procedure** |
| --- | --- | --- | --- |
| Monitoring confrontational situation to ensure Officer Safety - Overt | Common Law duty of care. Health & Safety legislation Article 2 – ECHR | Articles 2 & 8 Officer Safety | Yes |
| Monitoring confrontational situation for evidence gathering. | RIPSA | N/A | No |
| Locating Officer - Overt | Common Law duty of care  Health & Safety legislation  Article 2 – ECHR | Articles 2 & 8 Officer Safety | Yes |
| Evidence gathering: non-confrontational- Persistent complainant scenario - Overt | None | N/A | No |
| Personal Development / training - Overt | None | N/A | No other methods of Training Development should be used |

**Other / Miscellaneous**

| **Use** | **Regulation** | **Justification** | **Permissible / Not Permissible Under This Policy** |
| --- | --- | --- | --- |
| Alarm | RIPSA | N/A | No |
| Probe | RIPSA | N/A | No |
| Dictaphone | RIPSA | N/A | No |

**Covert Uses**

| **Use** | **Regulation** | **Justification** | **Permissible / Not Permissible Under This Policy** |
| --- | --- | --- | --- |
| Officer Hostage – Officer Safety - Covert | Common law duty of care Health & Safety Legislation Article 2 – ECHR | Articles 2& 8 Officer Safety | Yes |
| Officer Hostage – Evidence gathering - Covert | RIPSA | N/A | No |
| Evidence gathering: non-confrontational – Covert | RIPSA Directed or Intrusive | N/A | No |
| Intelligence gathering: non-confrontational – Covert | RIPSA Directed or Intrusive | N/A | No |
| Discipline – Covert | None | N/A | No |
| Serious Crime – Covert | RIPSA Directed or Intrusive | Monitoring of serious crime | No |
| Regulation of Business Practices - Covert (After Publicity) | None | N/A | No |
| Stolen Terminal - Covert | RIPSA | To locate terminal (NOT to gain evidence against anyone) Collateral intrusion is a major issue | Yes |
| Lost Terminal – Covert | None | N/A | No |

## Appendix ‘E’

### Airwave Communication Team Contact Details

Your regional Airwave team will endeavour to answer any questions you may have, their contact numbers are listed below:

Information has been removed in accordance with the Freedom of Information (Scotland) Act 2002.

Compliance record

EqHIRA completion/review date: 10/03/2021

Information Management Compliant: Yes

Health and Safety Compliant: Yes

## Version control table

| Version | History of amendments | Approval date |
| --- | --- | --- |
| 1.00 | Initial approved version, produced following conversion of the Airwave SOP under parameters of SOP Review. Content fully revised. | 10/06/2021 |
| 2.00 | Update made to contact number for A Division in Appendix E. No other change to content. | 24/06/2022 |

## Feedback

All Police Scotland service delivery Policies, Standard Operating Procedures (SOPs) and National Guidance are subject to regular reviews. It is important that user feedback is taken into account when documents are reviewed.

If any officer / staff member wishes to provide comment, or make suggestions for improvements to this or any associated document, Force Form 066-014 should be used.