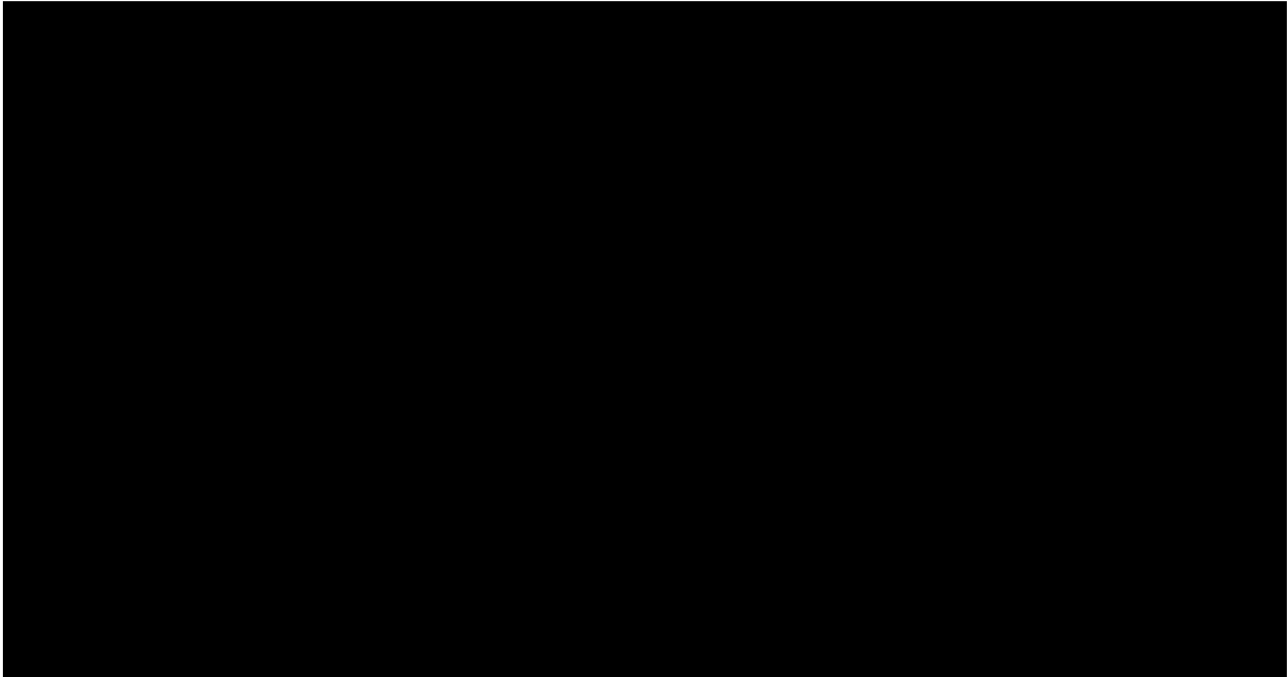




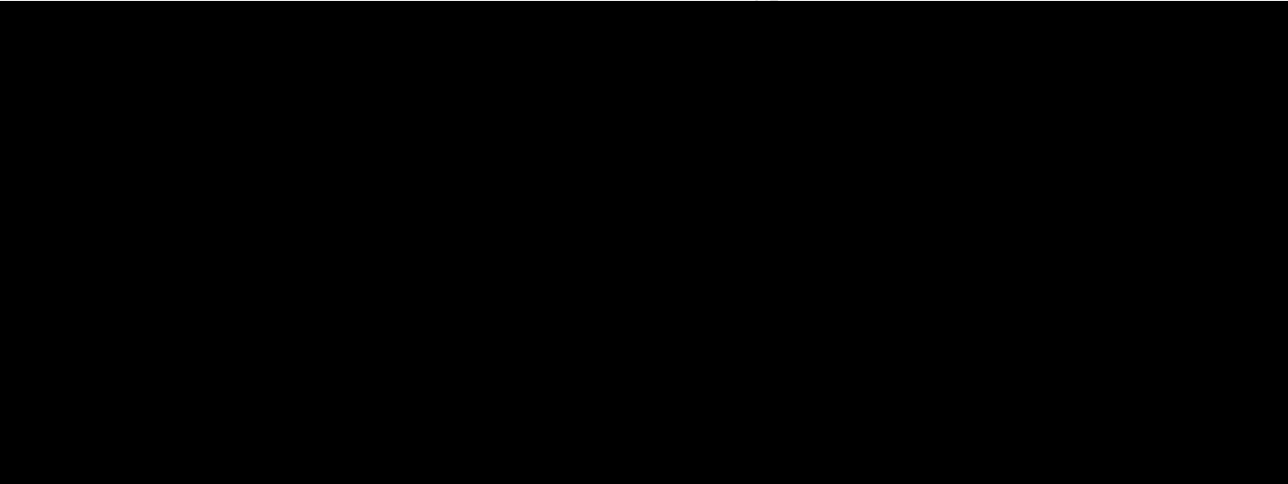
STANDARD OPERATING PROCEDURE

HOLDING ROOM SOP 03 Detainees' Care and Welfare in Holding Rooms

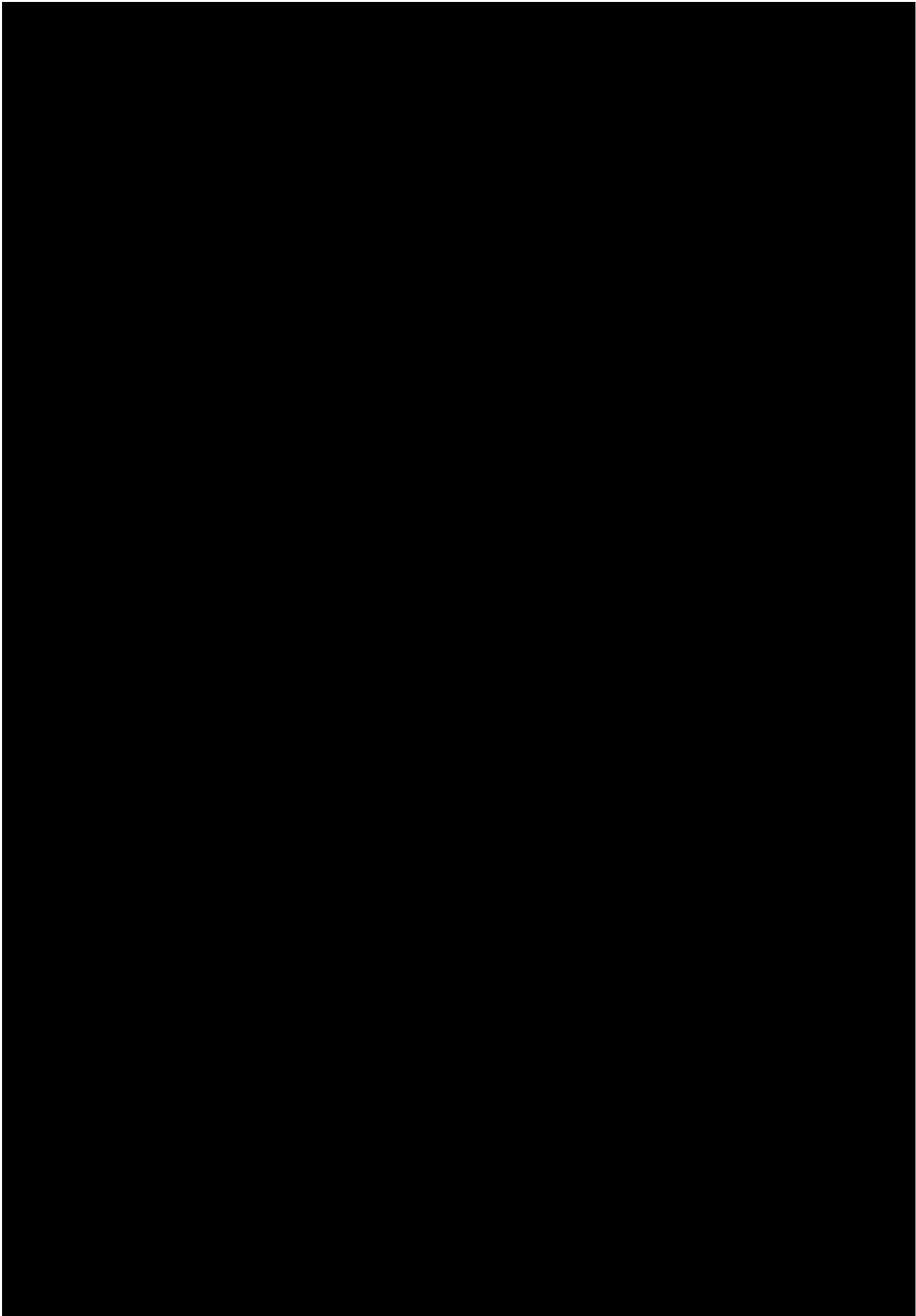
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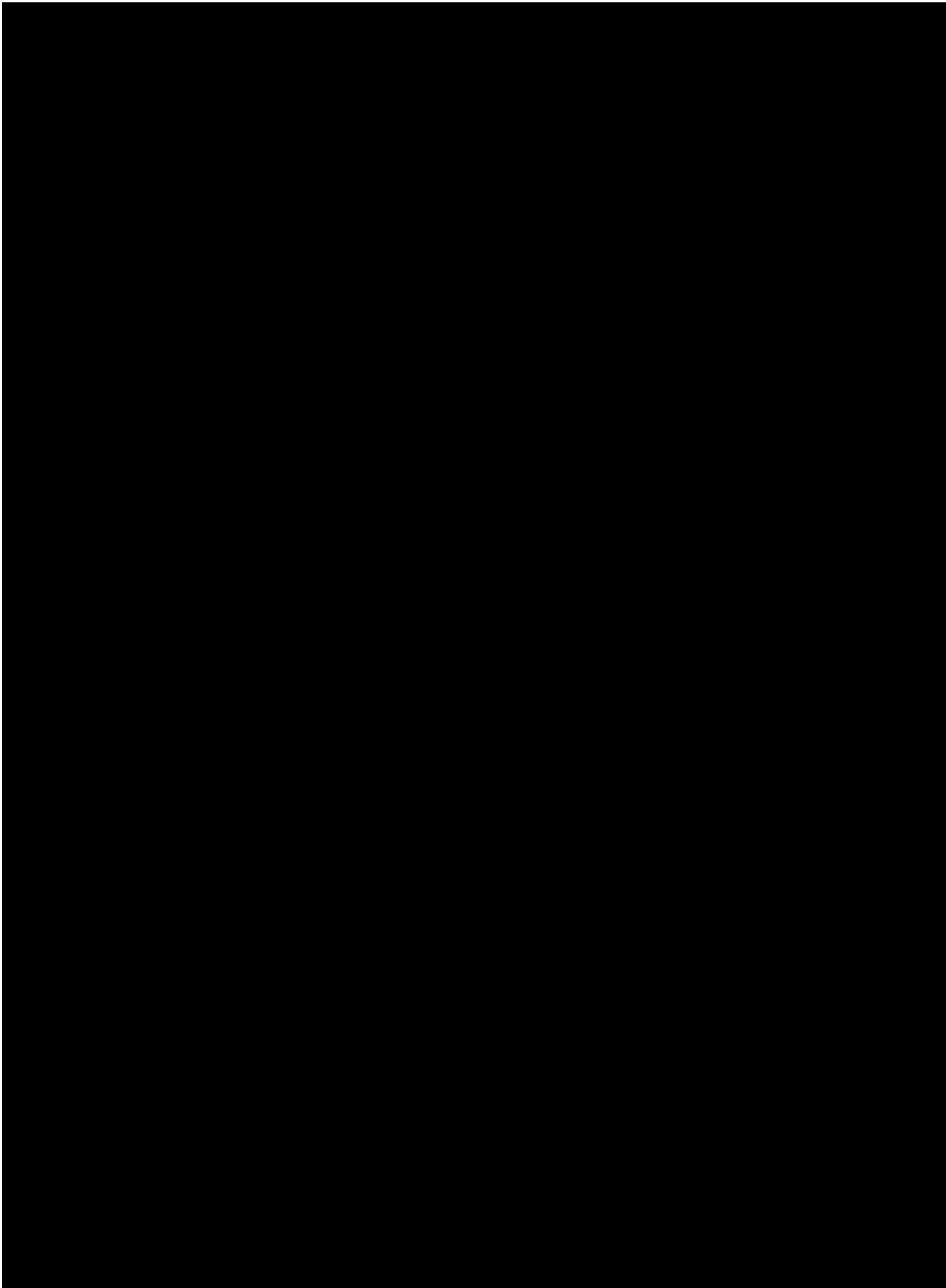


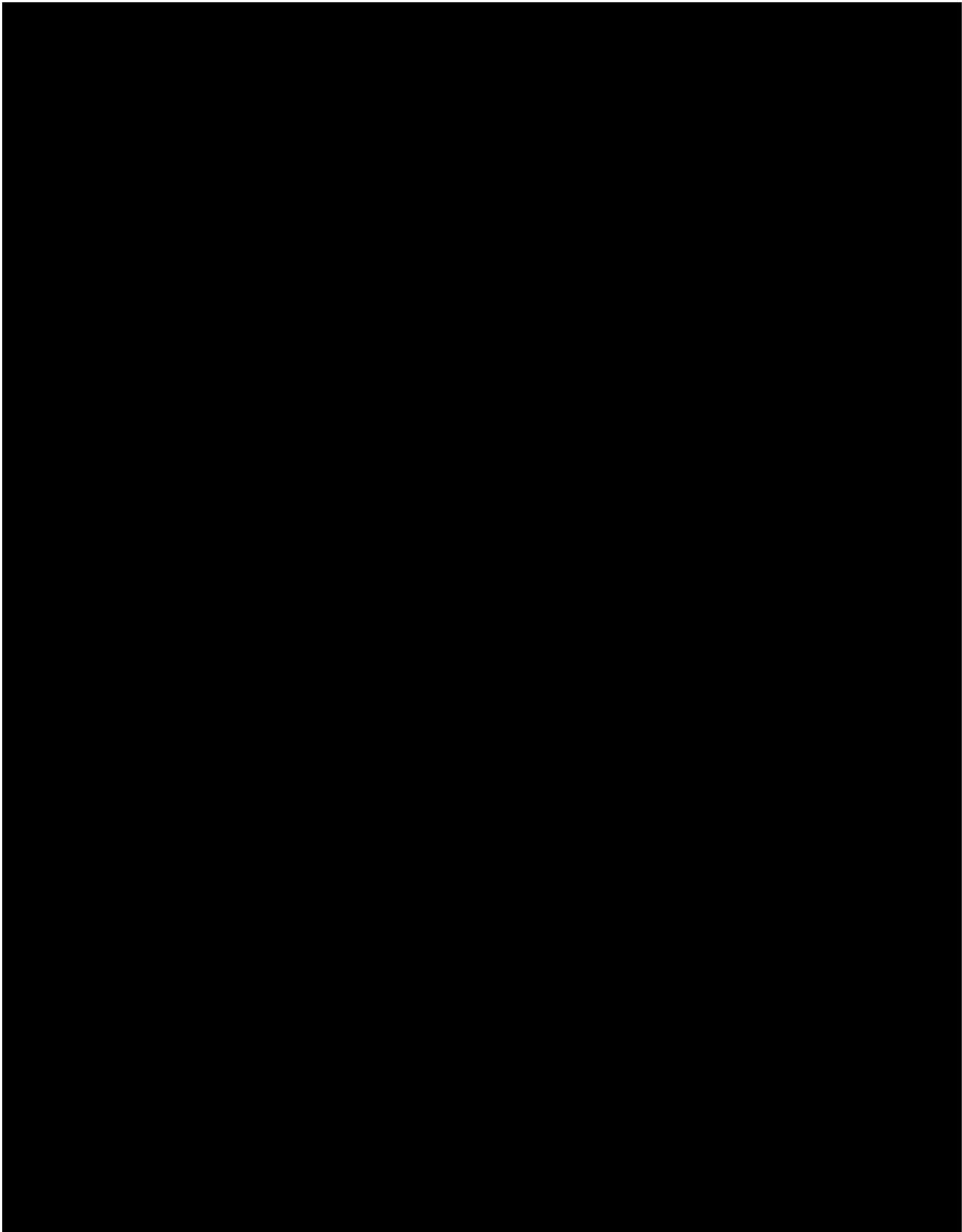
4.3.4 Provision of Telephones6

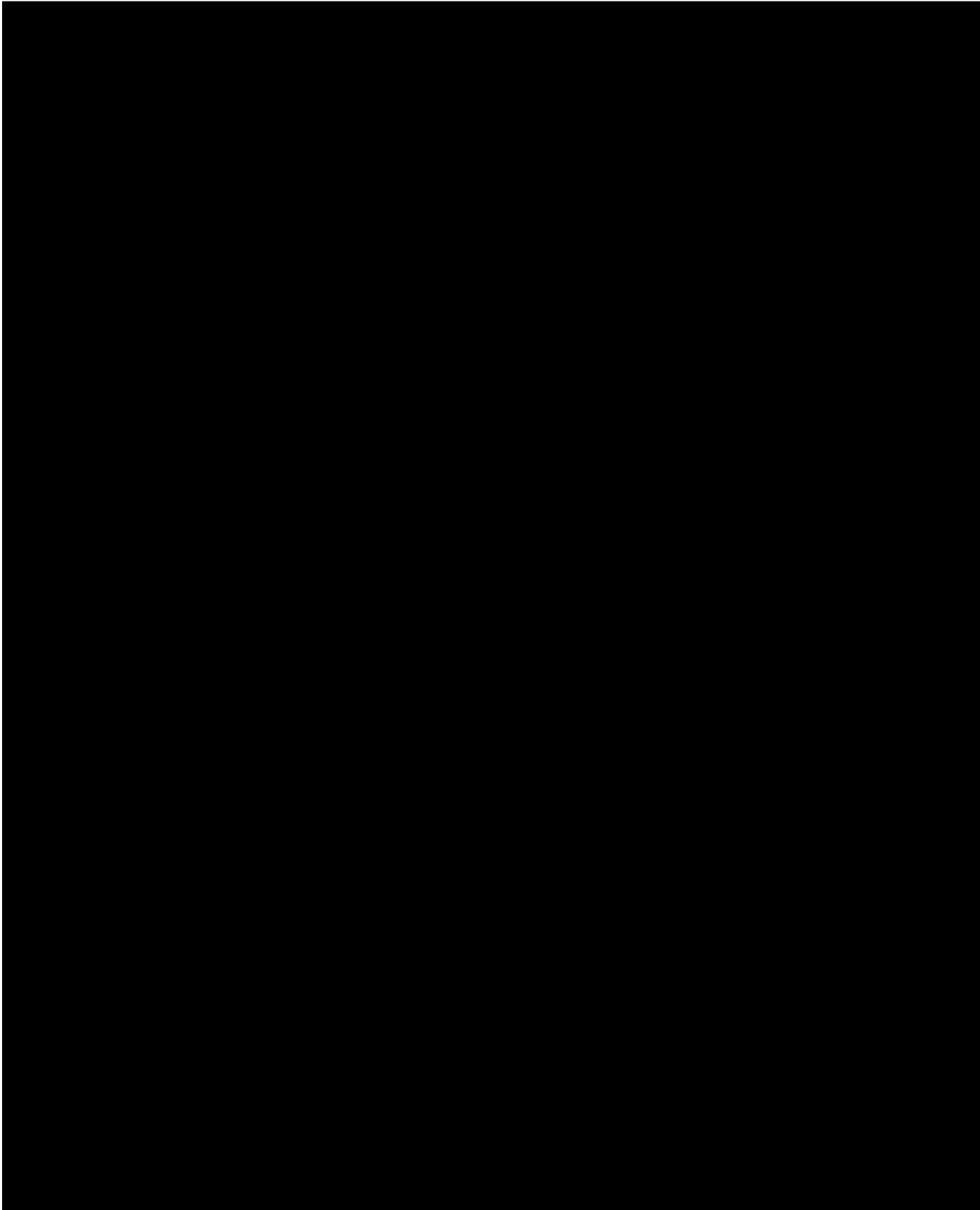


7. RECORDING AND REPORTING ACCOUNTABILITY MEASURES 11









4.3.4 Provision of Telephones

Detainees will be entitled to a free phone call on arrival. Those without the funds to make phone calls will be offered free calls for the duration of their time in the Holding Room. DCOs will maintain records in accordance with paragraph 7

Recording and Reporting Accountability Measure HOLD 03/05 each time the Detainee is offered/uses the Holding Room phone, noting date, time, and location.

Detainees who have mobile phones without camera capability will be permitted to carry their phone into the facility. Detainees who have mobile phones with camera capability will be offered the use of a Holding Room mobile phone, to be used in conjunction with the Detainee's own SIM card. Where a Holding Room mobile phone is provided, DCOs will maintain records in accordance with paragraph 7 **Recording and Reporting Accountability Measure HOLD 03/06**, which will include an entry on the Detainee Mobile Phone Exchange Record (TF037).

