

Additional Conditions:

- 1) Update Clubscan Condition: in the Hearing it said that the teenager used a fake ID and this wasn't picked up on the system. Is there a better system they could offer?

An ID scanning system approved of in writing by the Licensing Authority must be operated at the premises at all times it is open to the public. All persons entering the premises must provide verifiable ID and record their details on the system.

- 2) Random searches will take place for those entering or re-entering the premises. A Notice will be displayed at the entrance notifying customers that this takes place. All searches must be monitored by bodycam and/or CCTV.
- 3) A record must be kept of the SIA registration number of the Door Supervisor and the ID of the bodycam worn by them.
- 4) Bodycam images must be stored so that they are retrievable and accessible for replay and viewing, and kept in an environment that will not be detrimental to the quality or capacity for future viewing. They should be appropriately labelled to enable identification and retrieval and kept for a minimum of 28 days.
- 5) The Premises Licence holder must ensure that there are members of trained staff at the premises during the operating hours able to provide viewable copies on request to Police or an authorised Officer of the Local Authority as soon as it is reasonably practicable in accordance with the Data Protection Act 1998 (or any replacement legislation).
- 6) There shall be a lockable 'drugs box' at the premises to which no member of staff (apart from the DPS) shall have access. All controlled drugs (or items suspected to be, or containing controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all its contents must be handed over to Greater Manchester Police for appropriate disposal.
- 7) There will be regular toilet checks (at least every 30 minutes) by a member of staff.

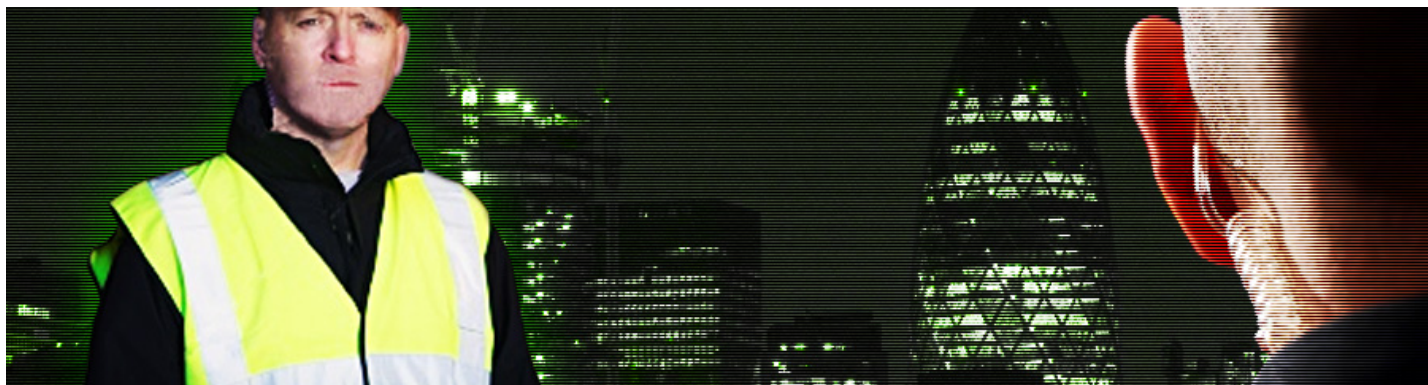


Industry Security UK LTD

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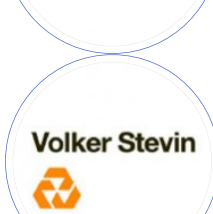


Clients

IndustryUK with hard work is based on a strong clientele. Here are just a few of our customers.











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Why Industry UK

Industry UK has vast knowledge of all security aspects and provision. The directors all have extensive experience in the security sector. A high proportion of the managers and supervisors have over 10 years of experience. Thus Industry UK is very confident of meeting your requirements irrespective of how challenging they may be.

We offer the highest level of proactive security and service to our clients. To achieve our aim we develop the strongest of relationships with our customers. Such relationships allow us to deliver our mission,

"Industry UK is committed to continual improvement of its security services. We endeavor to setting higher standards of practice and proactively working with our customers to ensure the safety of our clients, the public and our employees."





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Mission Statement

Industry Security UK Limited aim to provide all of our clients with the option to receive all support services they require from one innovative and effective supplier.

Industry Security UK Limited promotes training and development and emphasises the value of active customer service as a vital tool to both gain competitive advantage and exceed client expectations.

Professional and Personal Integrity

To achieve this mission Industry Security UK Limited will embrace the following values and work ethics within our organisation:

- Strive for quality and excellence in everything that we do
- Foster a "we can do" culture by working with commitment and enthusiasm
- Have a clear view of the high standards expected of us and strive to maintain them
- Take personal and team ownership for our work

Management team will ensure those who operate within the business understand this statement and how they contribute to its effective implementation and achievement.

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Company Profile

Industry UK has built a strong client base with a proactive approach focused on developing customer understanding & relationships. The directors are a close team which has been in place since the formation of Industry UK. The management team have extensive knowledge and expertise in the security sector. The Industry UK directors are committed to maintaining close working relationship with our clients since this enables us to provide a continual improvement on our services.

We believe in attention to detail in all aspects, ranging from documentation at our head office to the uniform of our personnel on site. Such factors contribute to ensuring the skilled and professional day to day running of our company.

Industry UK provide all the security services nationwide to meet your requirements including,

- Static guarding
- Retail guarding
- Door supervision
- Event security
- Key holding
- Mobile patrols
- Training
- Close protection services
- K9 search teams

All staff are screened and vetted to BS7858 in line with current British standards which includes

- Suitability to work check
- CRB check
- Full reference check alongside the applicants 10 year work history

Once all licensing and vetting procedures have been undertaken all personnel receive on and off site training specific to each individual client. We at Industry UK pride ourselves on the spick and span presentation of all our security personnel. We can tailor the security operator's uniform to suit your requirement and ensure that all personal protective equipment is in line with current health and safety regulations.





HOSPITALITY, LICENSING
SAFETY & SECURITY

BLOOM NIGHTCLUB MANCHESTER

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Venue

Designated Premises Supervisor –

I-Guard Security Area Manager –

Maximum occupancy is stated at 330 on the ground floor and 250 persons on the first floor.

Fire assembly point – Car Park opposite in Abington St.

Specific risks & controls

The following points are to be adopted and adhered to by the door team without exception:-

- The Door Supervisor team deployed will have the authority to make decisions on persons allowed admission & as such the Management cannot be “blamed” for refusals.
- Any known “Faces” and their entourage will be refused admission
- Hats and Man Bags must be refused from entrance to the premises.

- A random search policy will be adopted. All searches will be undertaken in a discreet manner and in the presence of a duty manager
- The business operates a zero tolerance to drug use, possession or dealing within the venue .
- All seizures will be handed into a member of management to be put in the drug safe.
- All seized items will be noted as an incident and the relevant incident report form completed
- All persons deemed as “drunk” or under the influence of substance will not be permitted entry to the venue
- Dress code will be smart casual; Tracksuits and or Man bags, etc. will not be permitted into the venue.
- Door supervisors will undertake regular “walk rounds” within the venue, to provide a deterrent, establish any risks and the condition of the customers
- Any customer deemed to be drunk must be removed from the premises to the risk of them purchasing or consuming more alcohol
- Toilet checks to be undertaken every 20-30 minutes within the venue
- In case of an emergency (such as a fire alarm activation) one door supervisor will cease allowing entry and clear the path outside the venue, the other supervisors will be responsible for clearing all public areas including the toilets
- Door Supervisors will wear High Visibility armbands with SIA licensed displayed and High visibility Vests whilst on duty.

Manning Positions & Responsibilities

Front Door

- Door supervisors will be positioned at the front door to manage entries, searching, initial ID checks, drunkenness, refusals, vetting of undesirables etc.
- This venue operates a strict challenge 25’s and over policy.
- Also to manage the queue outside to ensure persons not meeting the admission policy and removed early and ensure the pathway is kept clear.
- Door supervisor will also adopt the 25 and overs policy established on this venue and make sure it is fully enforced.
- Doors will be closed as per licencing hours, there are **NO** exceptions to this rule.
- Door supervisors will ensure no glasses are to be taken outside front entrance.

Internal

- Door supervisors will carry out toilet checks every 20-30 minutes ensuring there are no illegal activities being carried out, and that there is no more than one person to each toilet cubical.

- To ensure the coat and hat policy is enforced, there will be a member of staff at the cloak room desk by the main doors.
- Door supervisors will make sure the safety of the public is always taken in to account any customer seen to be aggressive or violent in any way will be ejected from the premises immediately, and any disputes the customer are to be resolved once they have left the premises as customer care is important.
- Door supervisors will take health and safety very seriously as intoxicated customers forget how important safety is, it is our job to remind them. e.g.: Customers taking their footwear off in case they cut their feet. Customers picking each other up or putting them on one another's shoulders, as they could fall or lose balance and seriously injure themselves.
- Door supervisors will ensure fire exits and other private areas are not blocked by any objects, or are used by anybody unauthorised to do so.
- At the end of the night Door Supervisors will ensure customers are polite and ensure a smooth exit of the venue. whilst checking toilets to make sure there are no customers, and a final check and fire exits and other areas within the venue.
- Door Supervisors must not leave the premises until everybody is out and the premises is locked and secure.

Hospitality

As Door Supervisors we often forget that customers are simply visiting the venue to have a good time and not to cause trouble. An escalation of emotion can be triggered by many things within the licensed premises but often we find that Door Supervisors, through poor customer skills or awareness, can force the escalation rather than resolving the problem.

Customer Care

Initial Response:

You are often the first person a customer will see and as such the first 20 seconds of our customers experience are crucially important.

Customers will make assumptions within that very short period of time about your ability, the quality of service and safety that you can deliver and indeed if they like you or not.

This Initial Response also impacts massively upon the venue because customers will assume that if you have low standards, then so does the venue & the company you work for.

Top 10 Tips;

- **Smile**
- **Eye Contact**
- **Positive Attitude**
- **Be calm & Aware**
- **Meet & Greet**
- **Clean & Smart in appearance**
- **Good relaxed stance**
- **Be Fair but Assertive**
- **Fair and equal to all**
- **Open the Door and Give information where required**

Remember these points and it will make you look professional, approachable and effective to achieve a good first impression or as we call it "Initial Response".

Behaviour Cycle

An important thing to remember is that how you act will affect everybody you deal with. If you are negative in your attitude and behaviour then that's what you will receive. If you are happy, helpful, positive and calm then the customers will have a much more enhanced and enjoyable experience.

An easy philosophy to adopt;

Enjoy – The job, 95% of the time, is very social. Get involved with the customers, be part of their social event and fun.

Be There – Concentrate on the job in hand, pay attention to the customer's needs and be aware of the service and expectation.

Choose your Attitude - A positive attitude towards the job, the venue and your customers will make you stand out and above the crowd and enhance the customer's experience. Make a choice, choose a positive attitude.

Make Their Day – Go the extra mile, offer to help & assistance pro-actively and if they want a photo taking then do it, be part of their experience.

Expectations

The customer often expects "bouncers", but we are going to give them "Door supervisors". Our goal is to ensure that customers have an **enjoyable experience in a safe environment** and that's what you will have to achieve.

When you act professional, polite & positive then you will exceed the customer's expectations and by implementing the above philosophy into your work ethics you will become an ambassador for I-Guard Security and for the venue you work at.

The Gap

In the hospitality sector there is always a gap when we talk about service delivery. The gap is simply the difference between what the customer expects and what we can deliver.

It's important we understand this and manage the gap effectively.

Customers don't like queuing, being searched, having ID checked and being refused entry due to dress code etc. This is the gap.

Managing the Gap

Walk the queue and pull out anyone who;

- Isn't dressed correctly
- Is drunk
- Looks underage and hasn't got required ID
- Is undesirable

Give information proactively, don't wait to be asked

- How much is the entry fee
- What's on tonight
- Is it busy
- Where are the taxi ranks
- Food in the area
- Where can I go dressed like this

When pulling people out of the queue remain positive, assertive, calm and helpful.

Leaving these people in the queue is not an option, because knocking them back at the front door after they have queued for an hour, will obviously cause conflict. Try and involve the customer in the solution whenever possible.

Licensing

Every Premises Licence has specific conditions attached, such as children on licensed premises and occupancy levels, but all premises licenses in England & Wales have four **Licensing Objectives**.

It is the responsibility of the premises Licence holder or their representatives (Duty Manager, Door Supervisors) to uphold and promote these objectives, failure to do so could result in the premise license being put before the authorities for review or ultimately revocation.

By doing so we strive to achieve our goal of giving our customers an enjoyable experience in a safe environment.

Licensable Activity

For a premises to undertake one or more of the following activities then a premise licence must be held and the attached conditions & objectives must be enforced & upheld.

- The sale of Alcohol by retail
- The provision of regulated entertainment

Late night refreshments (sale of food between 11pm – 5am)

Authority powers

Right of entry & Inspection

A Police officer or authorities (such as EHO, Fire, SIA) can enter licensed venues at any time if they believe a licensable activity is taking place, to check the activity is licensed and to establish the effects upon the licensed objectives .

A Police officer may enter and search licensed venues at any time if they believe an offence under the licensing act is being (or is about to be) committed. A search warrant is not needed.

Closure Orders

A senior Police officer (inspector or above) has the power to close the licensed venue if they believe a crime or disorder are taking place, or if disorder is imminent and such closure would be in the public's interest to ensure safety.

An environment Health officer has the same powers but this will be based upon Public Nuisance (noise coming from within or outside of the venue).

Partnership Approach

The security industry authority has established a body of key players whose objectives is to "reduce crime & disorder in and around licensed venues".

The key players are the SIA, the police, local authorities, other licensed venues & security companies. That means that each individual including the Door Supervisors are deemed as key players hence must work towards this goal.

Drunken Persons

It is an offence for a drunken person to attempt to purchase alcohol or for another person to purchase alcohol on their behalf.

It is also an offence for a venue to sell alcohol to a drunken person.

Also you need to be constantly monitoring behaviour inside the venue and drunken persons should be escorted out of the venue.

Remember we have a "duty of care" to all persons regardless of cause or condition so we must take care of a drunken person even if we reject them.

Challenge 21/25

I-Guard Security adopts a challenge 21/25 policy within the venues held. If a person who is under 18 is not permitted into the venue then this eliminates the risk of them being served.

If a person appears to look under the challenge age then ask them to prove they are 18 +

Acceptable proof is:-

- A passport
- A photo driving licence

There are **NO** exceptions to this rule, if they can't prove their age then simply refuse admission.

Remember test purchasing may take place by the police or trading standards, no ID then no entry.

ID Interrogation

We cannot simply accept ID at face value, Checks that must be adopted:-

- Is it real?
- Is it them? – driving licenses or passports can often have photos taken out some time ago
- Ask D.O.B – mix it up, what month? What year? And how old are you?

- If still in doubt request an example signature
- If still in doubt then refuse entry / service

Remember to look for official logos, crests, and holographic logo's when checking foreign passports, driving licenses, ID cards. The rules above still apply – if you can't understand it, or are in any doubt then refuse entry.

Dispersal

The issue of dispersal is far more than emptying the venue quickly. Dispersal relates to clearing a particular area of town efficiently, safety, quietly and promptly, to where possible reduce the risks to people, the venue and the local community.

The end of a trading session can be a high – risk time if not handled correctly. People are often tired and past their peak after an evening's entertainment which means there is a risk of aggression.

The objective is to move people away from the area, efficiently and in a controlled manner which will prevent noise or troubles in the immediate area.

Dispersal Action

- People should be removed from the venue by controlled exits only
- Door Supervisors will be present throughout the venue and at the exit doors during the close down
- The team at the exit doors are to be made aware of their responsibilities that covers the outside of the venue
- All people leaving the venues should be asked to do so quietly and promptly

The above points being implemented along with a close working relationship with the local authorities will aid dispersal.

Priority is to public safety and by addressing the above points risks will be considerably reduced.

Safety

Pre – opening & on – going checks

The venue management or authorised personnel are responsible for ensuring that the premises are safe for the public to enter and that ongoing safety checks are in place.

Door Supervisors are instrumental in assisting the venue to achieve the Public Safety Licensing Objective.

- The first DS on duty will check all fire exits are free from obstructions & clear to route end
- Constant checks of all fire exits must be undertaken
- Head Door Supervisor or Assistant will undertake a half hourly walk of the venue, to identify any issues or hot spots
- Toilet checks to be undertaken every half hour as a minimum
- Any broken glass etc., will be reported immediately for clean up
- Occupancy levels will be recorded every 30 minutes and increased to every 15 minutes as maximum occupancy is neared
- Incident report forms must be completed as soon as possible following an incident taking place within the venue

Emergency & Evacuation Procedures

Door Supervisors will be a vital asset in the case of an emergency and must be clear on what their specific responsibilities are in an emergency situation.

All staff must attend the site specific training programme and walk the floor with the I-Guard Security Area Manager to confirm fire equipment and exit locations.

DS must also familiarise themselves with the assembly point location, all alarm call points and maximum occupancy levels.

Use of Force

Any use of force must be reasonable, necessary & proportionate to the problem and should be avoided if at all possible.

Whatever the provocation a Door Supervisor **MUST NEVER** take the physical initiative as its unlikely this will be deemed reasonable, however a Door Supervisor is entitled to protect themselves if assaulted or attacked but again must use only reasonable & proportionate force.
Door Supervisor must always call for back up before any use of force, to provide a witness, to protect the customer and themselves.

Accident & First Aid

Each venue will have a clear accident procedure and will have suitable and adequate first aid equipment in designated areas.

Any injuries must be reported immediately to management and noted on the companies incident report form with the relevant information.

First aid can only be given by a first aid trained member of staff; if you are not trained then your responsibility is to know who is and to coordinate their attendance to any and all injured parties.

Duty of care

Every person in the workplace, regardless of employment status must show a duty of care.

The term 'Duty of Care' means that 'a person must never knowingly put themselves or others at risk in the workplace by their acts or omissions'.

Walking the floor and being vigilant and aware is a perfect example of showing duty of care, it's about informal risk assessment.

People who are intoxicated do not risk assess; hence they do not show a duty of care.

Remember to always adopt **A SAFER** approach to any problem; you must take care of yourselves first.

- **S** tep back (don't rush in)
- **A** ssess the Threat (what's happening – gather info)
- **F** ind help (get assistance)
- **E** valuate your options (what are you going to do?)
- **R** espond (act on it)
-

When you respond you may find you don't get the calm reaction you expected. If this is the case the process will start again by you stepping.

When you are assessing the threat consider person (or people) – Object – Place, this is the threat, from the threat comes the risk.

CCTV

CCTV has two functions, to act as a deterrent and to record evidence of any crime, disorder or unacceptable behaviour.

DS must walk around prior to working at the venue to establish the positions of cameras and any likely vulnerable areas that may need additional monitoring.

Whenever possible the cameras should be used as a witness, particularly when ejecting or searching customers.

Access & Egress

The venue is responsible for ensuring that its customers get safe entry and exit to and from the venue and that traffic is adequately managed particularly on stairways.

The DS must also ensure that the venue is not in breach of the localised overcrowding statement, and that any areas which are found to be overcrowded are monitored and managed.

Security

Drugs

I-Guard Security operates a policy of zero tolerance with regards to drugs. The Door Supervisors must be vigilant in this area and provide each other with the support to maintain this initiative. It is a condition of employment that all Door Supervisors are willing to provide truthful statements to the police on request and attend court in support of these if required to do so.

Door Supervisors must follow the venue guidelines with regards to drug issues; customer searches etc., must be vigilant, aware of potential problems and high-risk areas. These high risk areas will be regularly checked during the 'walk around' and toilet checks.

All confiscated drugs must be witnessed, logged and handed over to the venue management, who will secure them before handing them over to the police. **UNDER NO CIRCUMSTANCES** must a Door Supervisor put seized items in pockets, no matter what the situation.

We will operate a random search policy to eliminate drugs from the venue. If drug issues are identified then a general search policy will be enforced. Specific searches will take place based on information received by Door Supervisor, management or CCTV.

Searches

Searching is used mainly as a deterrent to prevent crime & disorder but also to give out client's confidence in our ability to ensure the venue is safe.

However a percentage of the guests may feel uncomfortable or even that the need to search them is in some way accusing them hence is confrontational.

With this in mind we should always strive to implement the 4 P's:-

- Permission
- Positive
- Polite
- Professional

Keep the customers informed every step of the way, tell them what you are doing. If a customer refuses to be searched it's not your job to argue with them or try and force a search. Simply advise them its company policy and ask them why they are refusing a search (it may be they are embarrassed in front of their friends).

If they still refuse a search then refuse them admission but remember refusal is not an indication of guilt.

Searches must be restricted to non-intimate areas and same sex searches only.

Door Supervisors are not allowed to put their hands in a handbag/pocket or empty it themselves; the person must empty their bag or pockets themselves. This is to prevent allegations of planting and to protect the Door Supervisor.

NEVER put your hands anywhere you can't see.

You cannot ask a person to remove their shoes and socks.

All door supervisors will be trained on and must comply with the venue drug prevention strategy. Any local authority run drugs strategies/partnership will be entered into by the venue and I-Guard Security.

Seizures

In the event of items being seized, the following must be recorded on an incident report form.

- Date/time found
- Where they were found
- Details of the person who found the seized item
- Details of the person seized from
- Description of the item
- Any action taken (Person detained, police called etc.)
- Signature of person seizing
- Signature of the venue or duty manager

Remember 'duty of care' to all and use that **SAFER** approach

Arrest

Arresting a person is a serious matter because it takes away a person's liberty of freedom. We will only use our power of arrest, which is simply a citizen's arrest as a last resort because of the legal implications.

If you do arrest someone then follow these guidelines:-

- You may use reasonable, necessary & proportionate force
- Always get back up
- You cannot lock them up
- Tell them who you are & why you have arrested them
- Watch them at all times to prevent them from collusion with accomplices, destruction of evidence and the possibility of hurting themselves
- Hand them over to the police explaining what you have done and why
- Complete an incident form

Responding to Incidents

When responding to a 'shout' you must still take care of yourself and other innocent parties in the immediate area or on the route to the incident.

It may be a serious matter that requires immediate attention but knocking people over or injuring innocent people is a real possibility.

Ejections

Ejections will always be via a controlled exit if the person you are ejecting is a lone female, a drunken person underage or any other vulnerable person.

On certain occasions, if a person is particularly troublesome or aggressive, it may be prudent to eject them through the nearest exit, rather than walk them the entire length of the venue where other people may get involved or injured.

However this may leave the ejected person vulnerable, particularly if ejected to a non-public area such as a remote car park. Take management advice to establish the procedure.

Incident reporting

Incident reports are an important process within the licensed to provide an account of what happened, to provide evidence to the police or in a court and to enable all of us to learn from what happened.

It is crucial that these reports are completed promptly (after an incident) and completed in the correct way to ensure that they are admissible as evidence.

Golden rules are:-

- Use only open questions when completing (who, what, where, when, why, and how).
- Write in pen only
- Print clearly
- If you make a mistake put a single line through it and initial at the end
- Never use tipex
- Never rip out pages (all pages are numbered, if one is missing the **WHOLE** book is inadmissible)
- State only what you know (if you have been told info then state you were told and by whom)

All incident report forms must be discussed (Door Team and Venue Management) and witnessed (counter signed) by the manager.

Two types of report:-

MINOR – Minor reports are designed to be used for simple ejections or refusals where no aggression, force or any other action was required. A drunken or underage person being refused admission should be logged on a minor to provide the venue with a record of refusals and reasons, and to prove to the authorities we are indeed doing our jobs.

MAJOR – Any incident which involves authority action, first aid or ambulance attendance, weapons, drugs, aggression, threat etc. in fact any incident which is not deemed a minor as above.

If authorities visit (SIA, Police, Fire Officer, EHO, Licensing Officer etc.) then a major incident report must be completed even if there were no issues.

Theft & lost Property

Often theft occurs because clear lost property procedures are not implemented or trained in to staff. For instance persons leaving property unattended whilst going to the bar or dance floor can often find it gone when they return, staff should treat any unaccompanied property as lost property and follow the in house procedure to secure.

All lost property found or handed in will become the responsibility of the venue manager.

Once the lost property procedure has been implemented then it should be seen through – if you find something and whilst you are on your way to hand it over to the manager a person claims it is theirs, then take the person with you to the manager to establish ownership before handing it over.

Valuable items should be reported to the property office at the local police station in case the owner reports direct to the police.

Radio Call Sign System

There are set procedures for radio use, laid down by the radio standards agency.

The first thing you need to be aware of is the phonetic alphabet, which is used by the military, emergency services and other agencies using radio telephony systems.

It is a tried and tested method of communicating over the radio network and should be adopted by all security personnel.

A Alpha	F Foxtrot	K Kilo	P Papa	U Uniform	Z Zulu
B Bravo	G Gulf	L Lima	Q Quebec	V Victor	
C Charlie	H Hotel	M Mike	R Romeo	W Whiskey	
D Delta	I India	N November	S Sierra	X X-ray	
E Echo	J Juliet	O Oscar	T Tango	Y Yankee	

Crime scene Preservation

It is the venues responsibility to ensure that any crime scene and evidence are protected until Police or forensic investigators arrive at the scene.

The location of any major incident, which will be deemed as a crime scene, must be cleared of people and cordoned off to ensure preservation of evidence.

Any persons entering this scene will disturb and potentially destroy evidence so any persons entering must have a justifiable reason for doing so, such as giving first aid. Anybody who doesn't have a justifiable reason must be excluded from entering; this may include yourself and your team or even the venue manager.

Key points

- Cordon the area
- Do not allow unauthorised access to the crime scene
- If anyone was given access note who, why and when they entered
- Do not allow any cleaning to take place
- Hand the scene to the police and advise of any persons who entered and why

Security Manager Duties

The security managers (SM) will be responsible for managing the door team (to adhere to all the above points, procedures and policies) and the following list of checks must be undertaken on a daily basis.

- Fire escapes checked and unlocked and clear to route end
- Pre-opening checks completed and signed off
- Door supers signed in correctly
- Door badge reviewed for each team member?
- Door team in correct uniform
- Report to the duty manager for any special instructions and brief the team
- Radios issued
- Occupancy level documented upon starting the shift then every 30 – 15 mins
- Toilet checks every 30 mins
- Venue floor walk undertaken every 20 – 30 mins
- Incident reports reviewed to confirm correct completion
- All issues discussed with the team after an incident has taken place
- Close down checks completed at the end of each shift

