

# Tactical Security Options Ltd Tool Box Talk

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**Subject: TBT Ais Empiric Student Property plc**

**77-81 Penny Street, Lancaster LA1 1XN**

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This TBT is a refresher on the stated subject, SOPs, when working for TSO and or any other role, employed by TSO, subcontracted to, or on behalf of our customers and clients as agree with by TSO. Please read and acknowledge this instruction as part of your Ais, then confirm acceptance of this sop and or information briefing.

When you are working on the above stated site, your main role as per client's instructions are, to carry out light cleaning duties: such as emptying the bins in the communal kitchens, wiping down touch points and the insides of the lifts. Making sure the office and student lounge is clean.

Then the client request that all security caretakers, carry out patrols every two (2) hours approx., and ensure that security then deal with anything that arises in the night or shift, such as lock outs, (students locked out of their rooms, or related areas) fire alarm activations, ensuring the safety of everyone. Noise complaints from other residents.

In addition, security are expected to ensure the following are adhered to at all times when on duty:

Discharge their duties in accordance with the instructions laid down in the Company Handbook and agreed by TSO and the client, SOPs, Ais and TBTs. This also includes takeover handover requests and messages.

Comply with these and any other related Assignment Instructions, which have been signed by both parties to signify that they have been agreed formally.

Advise your immediate/designated supervisor where conflict between the above-mentioned points arises, so that this may be resolved immediately, for a happy resolution.

Take instruction from TSO management or the designated premises point of contact, at the time of request, or person in authority on or off site, face to face, written or verbally directly or indirectly by telephone as agreed.

Keep confidential all security arrangements and keep informed of any operational changes. Do not put any information on social media of your location, place of work or information accessed on site, including photographs or film footage.

Maintain good order at the premises to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures, at all times. Report any issues in writing and verbally if more serious and needing urgent attention.

Sign on and off correctly to the times when you attend your tour of duty, as per the agreed procedure in the appropriate logs, take photo evidence of your shift, and send it to our TSO chats.

Report ALL occurrences, incidents and hazards trivial, minor or serious encountered whilst on duty, to the client and our office, verbally and written as per agreed instructions.

Co-operate with the Company TSO, the customer, local authorities and emergency services, as necessary.

Meet and greet all customers, visitors to the premises in a friendly and courteous professional manner, without exceptions even if they are displaying conflict towards you.

Use moderate language, tact and diplomacy at ALL times when dealing with members of public, staff or customers, **DO NOT give opinions or take sides.**

Use reasonable force when tact and diplomacy do not work, if lawful and safe to do so ONLY.

Act fairly and without discrimination against any person at any time in on or around the premises.

Do Not fraternise with staff, customers, students, contractors or friends or accept any gifts while on duty.

Comply with the Company's Alcohol, Drugs and Substance Abuse and Confidentiality Policy, at all times.

Adhere to the ASK for Angela policy, when dealing with students on site.

Ensure that you Do Not abuse your position of authority and trust, when at work or on site.

Always wear your SIA licence prominently on the outside of your clothing on VIEW! At all times, it's the LAW.

Do not play on mobile phones, or vending machines or other means of entertainment, when on duty.

Do not smoke or drink on the front door, all breaks MUST be authorised and facilitated by the client then the person in charge or TSO Management.

Ensure you are aware of all emergency, fire or other procedures related to the venue, if NOT ASK and note it down.

Ensure you are aware and have checked the location of all fire exits, fire equipment, emergency stations, first aid points, welfare facilities and have read and signed the site risk assessment, RAMs.

Always read and sign the front induction cover of all site instructions on every venue, event or site.

Read all hello student RAMs on site and also on our staff portal, alongside this TBT.

Thanks in-advance Dave Pattinson



## **Training TBT Programme**

Tactical Security Options Ltd is a responsible employer and we take our obligations to our staff very seriously. This is why we have set out this tool box talk for the above subject. Please ensure you read and understand this TBT, any questions ask your line manager and put it in writing by the use of email to [alan@tacticalsecurityoptions.co.uk](mailto:alan@tacticalsecurityoptions.co.uk) and cc the email to the following members of management.

[dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) and [stacey@tacticalsecurityoptions.co.uk](mailto:stacey@tacticalsecurityoptions.co.uk)

Once you have read and understand the TBT, sign and date it, then return to [dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) if you do not sign it, we will think you have agreed by it, and confirm automatically that you agree. If you don't agree, you have seven working days in writing to contact TSO.

I/we confirm I/we have read and understand this TBT sop, and will agree to follow these instructions until told otherwise by the management of TSO in writing.

## **Declaration by Employee and Employer**

I certify that I agree with the above TBT.

I certify that the above information will assist me in my role, and I will carry out unless informed otherwise by a member of the management from TSO.

I acknowledge that if I do not carry out or follow these instructions within my role, it may result in disciplinary action being taken against me. I give my employer permission to verify the above information.

Signed:.....(employee) Date:.....

Acknowledged:



(For Employer)

Date 25.10.23