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Tactical Security Options Ltd

Grand Theatre Lancaster Assignment Instructions for Door Supervisors V3 12.32 2024

All Door Supervisors MUST carry out the following instructions in addition to site specific instructions.

- 1 Go to the side door to the left on the main door, in the small car park. To the right you will see a fire exit, knock hard on the door and when the stewards answer the door, let them know you are the security for the night. Ask for and find the Duty Manager and collect DOB, Radio, carry out radio checks then ask for an induction tour. When completed report to the main door to carry out bag searches.
- 2 Sign on duty with the correct times when they attend their tour of duty, in the DOB.
- 3 Advise their immediate/designated supervisor or POC/staff that they are on duty at the venue, and ready to be tasked with jobs.
- 4 Take instruction from the designated premises supervisor, or person in authority or charge, its normally the assigned Duty Manager.
- 5 Carry out an initial FULL patrol of the venue, checking for any licensing violations or health & safety concerns, if any report them straight away to the client and make a note in the DOB.
- 6 Maintain good order at the premises/event to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedure, inc CT – ACT.
- 7 Stand at the front door and carry out bag searches on all customers entering the venue. There are numbered tickets duplicated at the front of house. If you find any alcohol in customer's bags, take it off them, give them a number and put the duplicated number on the goods, and leave with staff behind the coffee snacks bar on the front of house, for the customer to collect at the end of the night.

When the show starts the main doors will be closed, and you will be required position yourself with a view point of all areas, carry out random customer service patrols of the venue, on both floors. Use of tally counters are not used the duty manager knows how many are in the building due to the ticket sales. Record them in the DOB every hour. Along with toilet, fire exits and stair case checks.

- 8 Report incidents and hazards encountered whilst on duty, to the client, our office via TSO chat.
- 9 Co-operate with the Company, the customer, local authorities and emergency services, as necessary. Ensure you record in the DOB the authorities names and collar numbers MANDATORY.
- 10 Greet visitors to the premises in a friendly and courteous manner, and open close door for them were required. Ask any elderly or people who may need assistance, if they need your assistance with stairs. Ensure no food or drinks enter the building or leave the building, under any circumstances.
- 11 Use moderate language, tact and diplomacy at all times when dealing with members of public/staff.
- 12 Use minimum force when tact and diplomacy do not work, if lawful to do so and the law has been broken. Where possible try to use verbal prompts rather than a physical option.
- 13 Act fairly and without discrimination against any person at the premises. Ensure searches are carried out and logged in DOB.
- 14 Not fraternise with customers or friends while on duty, or in the work place.
- 15 Comply with the Company's Alcohol, Drugs and Substance Abuse Policy. Searching at the venue MUST be recorded in the DOB.
- 16 Wear their valid SIA licence prominently on the outside of their clothing on VIEW! Picture showing At



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all times, it's THE LAW.

- 17 Uniform for this venue is Shirt and Tie, ONLY relaxation exemptions will only be authorised by a Senior Manager ONLY from TSO.

- 18 Do not play on mobile phones, or vending machines or other means of entertainment.
- 19 Do not smoke or drink on the front door, all breaks MUST be authorised by the client then the Head Door Person or person in charge.
- 20 Ensure you are aware of all emergency, fire or other procedures related to the venue. If the fire alarm is activated, assist with the fire evacuation of the venue, and confirm with the Manager/DPS/POC what action is needed from you, then carry out if safe to do so and lawful.
- 21 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, every shift in-case of change or any hazards.
- 22 Always read and sign the front cover of all site instructions on every site.
- 23 When the show has a break, just before the break. Go to the front door and monitor any potential customers bringing in drinks, so bag searches are required again.
- 24 Assist with emptying of the venue, final check of all points, exits and toilets.
- 25 Always inform the Manager that you are leaving and do they need you to do anything else.
- 26 Take DOB and radio back to the Duty Manager and log off duty.
- 27 Always take a photo of your DOB log time sheet and make a report on the messenger chat straight after your shift, not the next day MANDATORY.
- 28 MANDATORY, note this is a highly CUSTOMER FREINDLY SERVICE ROLE, not your typical security task.

Signed: _____

(Customer/Venue Manager)

Signed: _____

(Company representative) Member of staff

Date: _____

Date: _____

* In the event that staff do not agree with these instructions, a written email to the Director MUST be sent to him within 24 hours of you reading it. And he will re-assess, if found to stay the same all staff must agree to the order, or they may be in breach of their T&Cs and risk assessments along with SLAs with the client.