

Tactical Security Options Ltd Tool Box Talk

Subject: The Pub Lancaster V2 2024

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.

Thanks, in-advance Dave Pattinson

TBT The Pub China Street Lancaster

When you arrive on site, go through main entrance towards the right is the bar area. Ask a member of staff to introduce you to the duty manager or person in charge for the night, and ask them for an induction, including what to do in the event of fire alarm activation.

Ask what the manager/POC wants you to do and how they want you to do it, and ask the same question to each manager/POC/or deputy on every shift, in case they have changed their way of working for that shift.

Ask for the venue log book, community radio from behind the bar, this **MUST** be returned at the end of the shift to the Manager or POC and **NOT** left on the bar.

To the right of the bar is a small seating area, fire exit and pool table. To the left of the bar is seating, standing areas and stage for artists to play. Nobody is allowed on the stage, other than staff and artists. To the right of the stage is a stair case, nobody can use them, other than staff and artists. This area leads to small function room, bar area, changing rooms. And external fire exit to the rear yard, beer garden.

The rear yard is a beer garden, or used for external functions or events, this will be policed accordingly as per RAMs.

You are there mainly as a deterrent but you are there for the safety of all staff and customers, and to uphold all licencing objectives for the venue and your licence. You must be vigilant at all times, do not sit down at front of house or have a smoke-break, unless the duty manager/head door has authorised it, where and when.

Do not play on your mobile phones; it gives a bad impression to customer service, and takes your mind away from possible issues. Head doors/deputies/POCs may need to check their phones for local pub watch messages from other venues, only.

You will also be expected to patrol the venue, and also be at front of house meeting and greeting everyone, this will include searching and ID checks, vetting of customers into the venue. Any issues on site report them to the duty manager/head door, and log it on the venue log, and on our TSO incident chats.

Do not chat to staff and take them away from their jobs they have been assigned to do, also be mindful of your language in front of staff and some are under 18. Also this is a very high profile customer service frontline role, so your appearance **MUST** be very smart, at all times. Shirt and tie **MUST** be worn unless relaxed by the MD only.

When patrolling, collect only a couple of glasses and bottles at a time, were necessary and safe to do so, then leave them by the bar for collection by bar staff. Put chairs back under tables and interact with customers with smiles and excellent verbal communication, to make them feel at ease, but also to let them know you are there.

Early intervention at all times, do not allow a situation to escalate were possible, carry out a dynamic risk assessment of the threat, and act accordingly for a safer resolution.

Always use, wear your earpiece, use observation skills, risk assess. Carry out regular patrols of toilets and other areas, as instructed to do so from your head door or deputy, give feedback and be accountable for all your actions, **write everything DOWN** in the venue log.

Ensure if you get a compliance check from the authorities: POLICE, Local Council, HSE, Ambulance Service, SIA, HMRC or Customs, YOU MUST ASK AND CHECK THEIR ID, THEN WRITE THEIR NAMES AND COLLAR NUMBERS IN THE VENUE LOG, WITH DATES AND TIMES ETC. This is mandatory.

On Saturday night there should be one, DS on front door, and randomly patrolling carrying out due diligence checks, were possible. When inside observing inside and outside areas, were possible.

The First Aid kit and acid attack bags are with Bar staff. Collect all paperwork, equipment, radios from behind the bar. **REPLACE ALL RADIOS TURNED OFF AND PUT CORRECTLY IN THE CHARGERS, DON'T LEAVE RADIOS SWITCHED ON AND IN CHARGES, it will damage the radio battery.**

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 and cc the email to the following members of management.

dave@tacticalsecurityoptions.co.uk and stacey@tacticalsecurityoptions.co.uk

Once you have read and understand the TBT, sign and date it, then return to 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.

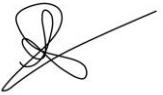
Declaration by Employee and Employer

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 17.02.24