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Tactical Security Options Ltd

Generic Assignment Instructions for Taxi Marshals & Door Supervisors V1 2024 12.32

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

- 1 Discharge their duties in accordance with the instructions laid down in the Company Handbook.
- 2 Comply with these Assignment Instructions, which have been signed by both parties to signify that they have been agreed formally, and will be carried out appropriately.
- 3 Advise their TSO immediate/designated supervisor where conflict between points 1 and 2 arises, so that this may be resolved immediately, this MUST be in written format ONLY, to dave@tacticalsecurityoptions.co.uk .
- 4 Take instruction from the designated supervisor, or person in authority or charge at the Taxi office.
- 5 Keep confidential all security arrangements and keep informed of any changes.
- 6 Maintain good order at the premises/rank to ensure the safety of the public and client staff, by awareness of fire, emergency equipment and evacuation procedures, first aid inc CT – ACT, or other acts deemed as an emergency, or serious occurrence.
- 7 Sign on, off correctly to the times when they attend their tour of duty, in the TSO Log book, which will be situated in the office to the left on a shelf, unless told otherwise from the Taxi office staff.
- 8 Report incidents, hazards encountered whilst on duty, from very minor to serious to the client, our office via TSO chat, and log EVERYTHING in the TSO Log book, THIS IS MANDATORY.
- 9 Co-operate with the Company, the customer, local authorities, SIA and emergency services, as necessary. Log their visit in the Log book, name, rank number this is MANDATORY.
- 10 Meet & Greet ALL visitors, customers, clients to the premises, rank in a friendly and courteous manner, even if they are upset, angry or under the influence of alcohol or other. Ensure every one is greeted and encouraged to line up, till their taxi has arrived and ready to take them. Ask the taxi driver who they are taking, check the customer is ready, and open close the taxi door for them, without fail.
- 11 Use moderate language, tact and diplomacy at all times when dealing with members of public/staff or other. DO NOT fraternise with staff, or take them away from their job or duties.
- 12 Use minimum force when tact and diplomacy do not work, if lawful to do so and the law has been broken, or inline with your training and legal duties.
- 13 Act fairly and without discrimination against any person at the premises or rank.
- 14 Not fraternise with customers or friends while on duty, or in the work place, or play on your mobile phones.
- 15 Comply with the Company's Alcohol, Drugs and Substance Abuse Policy.
- 16 Not abuse their position of authority and trust, and you MUST NOT use the clients' computers or telephones. Telephones maybe used, if they agree the use of the telephone in an emergency ONLY. Use of their Community radio and internal radios is permitted, if the taxi office authorise it on the night. They MUST BE returned to the taxi office staff, at the end of the shift.



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17 Wear their valid SIA licence prominently on the outside of their clothing on VIEW! Picture showing At all times, it's THE LAW.

NB: All staff May take their breaks, ONLY when the taxi office authorise it. Then you MUST ask them where you can take it and for how long, you are legally allowed 20 minutes, Do NOT abuse this.

- 1 Follow these Assignment Instructions and advise their immediate/designated supervisor where conflict between points 1 and 2 (above) arises, so that this may be resolved immediately.
- 2 Do not play on mobile phones, or vending machines or other means of entertainment, be alert and aware, to stop any potential issues arising before they do, STAY SWITCHED ON!.
- 3 Do not smoke or drink on the front door, all breaks MUST be authorised by the client or person in charge.
- 4 Ensure you are aware of all emergency, fire or other procedures related to the premises, rank, if not ASK!
- 5 Ensure you are aware and have checked the location of all fire exits, fire equipment, emergency stations, first aid points, welfare facilities, radios and have read and signed the site risk assessment.
- 6 Always read and sign the front cover of all site instructions on every site.
Professional Taxi Marshals are a valuable asset to any town centre operation and duties include:
Ensuring the safety of passengers and their property whilst queuing and on entering taxis.
Ensuring the safety of taxi drivers and prevention of damage to vehicles by physical methods or by soiling from food and drink

Signed: _____
(Customer/Venue Manager)

Date: _____

Signed: _____
(Company representative) **Member of TSO staff**

Date: _____

* In the event that the customer does not agree with these instructions, a copy should be sent to them with a note that they will be in force until the customer confirms alternative arrangements.