

Tactical Security Options Ltd Tool Box Talk

Subject: Greens Lancaster V1 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 Greens 63 North Road, Lancaster LA1 1LU

01524 844347

We provided the following for door staff while on shift

- **Radios** - (channel 1) if there is any changes to the channel the Duty manager will let you know – please ensure radios are returned and put on charge at the end of the night, there is 12 available.
- **Body cams** – we have two body cams if they are used please return to charge after use
- **Knife wants** – we have 2 knife wands please ensure they are left on site after use
- **First aid kits** – the door staff have their own first aid kit that is to be kept at the door while there on shift – if any thing is used from it please let the duty manager know so it can be restocked
- **Community radio** – we have our own community radio please ensure it goes back on charge at the end of the night.

Conduct while on the door

- **Drinks** - the door staff may use the coffee machine located behind the bar while at work, we also provided free soft drinks and bottled water (soft drinks are from the guns – Pepsi max and lemonade) there may be occasions when we are low on stock of a certain item so its not available for staff but the duty manager will make the door staff aware – no galls at the front door there is plastic available and please return any used cups at the

end of the night. If you have sugar in your hot drink please use the bag of sugar not the sachets as the sachets are for customer use.

- **Smoking and vaping** – please don't smoke or vape directly on the front door, there is a bin opposite the front door please smoke there, where you can see the front door.
- **Mobile phones** – please limit the use of mobile phones while on the doors
- **Contacting emergency services** – if emergency services are needed please contact the duty manager who will call them unless its critical please pass to our duty manager our managers are advance first aid trained and this is to ensure no unnecessary call outs.
- **Eating** – Please don't eat at the front door
- **Bag searches** – we complete non-invasive bag searches when people come into the venue, we are checking that no drugs or outside alcohol is being brought in, we have a drug safe should anything be found the duty manger will fill out the form and put it in there, outside alcohol is not allowed – if found it can be kept by the door and returned upon leaving the premises
- **Drugs** – we have a zero tolerance drug policy if you suspect drugs are in use and they are freely handed over to you discretion can be used to allow them in the venue, if drugs are found concealed on persons they are not to be admitted.
- **Refusals or removals** – the managers word is final on this, if they want someone removed or refused please respect their decision, as too they will respect yours if you decide to refuse entry or remove persons.
- **Fake ID's** – we are not allowed to take persons fake ID of them, if you suspect ID to be fake simply refuse entry.

Information while working on the door

- **Incidents** - for major incidents please utilise the radio to inform the duty manager, for minor incidents please let the manager know so we can complete an incident form
- **Barred persons** – we are active members of pub watch, we also have our own people we ban all the information on banned persons is available in the back office area. If an incident occurs and a ban is needed we can easily obtain CCTV images
- **Visits by Police or licencing** – If police or licensing visit please inform a member of management
- **Walk rounds** – please complete a walk round at least every 30 minutes, the manager also completes a walk round every 30 minutes please discuss with the duty manager these times and try and space them 15 mins apart – if you are working alone on the door and need to leave it unattended, please let the manager know who will cover it while you walk round.
- **Toilet checks** – Toilet checks are completed by staff every hours at a minimum please periodically check toilets throughout your shift.

- **Dress code** – we do not enforce a dress code however if someone is wearing a hat or there face is covered please ask them to remove it as they enter the premises so the door camera can catch there face, once inside they can keep it on.
- **Under 18's** – we don't allow under 18's in the venue after 9pm and refuse entry after 8pm – there may be exception to this during sporting events but the duty manager will inform you of any changes on the day. In the pool hall if persons under 18 are playing pool or dart at 8pm the staff or yourself may inform the young person to finish up there game or time they have left and leave. Most young people in the pool hall are aware of this and leave by them selves.
- **Under 16's** - We do not allow any one under the age of 16 inside the main greens bar without a suitable adult over the age of 18, persons aged 16 years and over may use the pool hall until 8pm.
- **Challenge 25** – we operate a challenge 25 policy, if you need any info on this please let the duty manager know.
- **Fire alarm** – if the fire alarm goes off please assist in evacuating the building the duty manager is the fire marshal and will be the last person out of the building after checking the toilets. The duty manager will confirm if the fire alarm is false in the first instance.
- Capacity as a fire record is 800 for the whole building, however we limit to 400 we have only to capacity twice and that was during the music festival and when England got to the semi finals of the euros.
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- When we know we have a busy event on we have individual risk assessments and staff accordingly for them.
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- The pool hall and functions have never gone over 100 people.
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- Vinos next door has a capacity for 150 people for an event.
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- When we know we have a busy event on we have individual risk assessments and staff accordingly for them.
- The pool hall and functions have never gone over 100 people.
- Vinos next door has a capacity for 150 people for an event.

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.

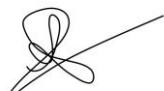
Declaration by Employee and Employer

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 30.05.24