



Tactical Security Options Ltd, Room 704 Cameron House, White Cross Industrial Estate, South Road, Lancaster, Lancashire, LA1 4XF. Tel: 07787788811 dave@tacticalsecurityoptions.co.uk
dgap@hotmail.co.uk 12.32

Tactical Security Options Ltd

Squires 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 There is a DOB behind the bar, a community radio, Go to the Bier and Twist pub and collect and return it at end of shift. DON'T Leave on site. Carry out radio checks then report to Squires.
- 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.
- 4 Take instruction from the designated premises supervisor, or person in authority or charge.
- 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 top of the stairs with a view point of all areas, carry out random customer service patrols of the venue, use tally counters and 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. 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 ID checks and 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 all times, it's THE LAW.



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- 17 Uniform for this venue is Shirt and Tie, 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. Alarm is located at main entrance on the wall.
- 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 Assist with emptying of the venue, final check of all points, exits and toilets.
- 24 Always inform the Manager that you are leaving and do they need you to do anything else.
- 25 Take DOB and radio back to the corner house and log off duty.
- 26 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.

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.