

# Tactical Security Options Ltd Tool Box Talk

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## Subject: Squires Lancaster V3 2024

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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 Squires Lancaster

When you arrive on site, ask a member of staff to introduce you to the duty manager and ask them for an induction, including what to do in the event of fire alarm activation. The fire alarm panel is located downstairs at the front door to the left of the main entrance as you enter.

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

You are there mainly as a deterrent, but you are there for the safety of all staff and customers. You must be vigilant at all times, do not sit down at front of house or have a break, unless the duty manager has authorised it, where and when. **Do not play on your mobile phones**; it gives a bad impression to customer service.

There is a community radio at Bier & Twist, collect it and test it then return to Squires. When the shift is over, return the community radio back to Bier & Twist. The DOB venue log, is behind the bar, collect at start of shift and return to the bar at the end of the shift, it must be handed to a member of staff not just left on the bar.

You will also be expected to patrol the venue regularly, and also be at front of house meeting and greeting everyone. **NO** drinks, Bottles, Glass are to **ENTER** the venue or **LEAVE** the venue.

Any issues on site report them to the duty manager on site, and log it on our online incident chats.

Regularly ask bar staff if they need you to do anything or check anything, this could include asking members to not sit on pool tables or put drinks on them.

Toilet checks, pool room areas and function rooms are to be checked regularly for any breaches. ID checks **MUST** be carried out at front of house, or internally if you think they look under 25, and have no authority to be there, ask management if unsure, and ensure all venue rules are followed at all times.

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 the end of the shift, help staff remove customers and members from the building. Check toilets are clear, report any issues and take photographs for our chats.

### **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](mailto:alan@tacticalsecurityoptions.co.uk) and cc the email to the following members of management.

[dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) and [stacey@tacticalsecurityoptions.co.uk](mailto:stacey@tacticalsecurityoptions.co.uk)

Once you have read and understand the TBT, sign and date it, then return to [dave@tacticalsecurityoptions.co.uk](mailto: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, SOP.

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 10.09.24