



Tactical Security Options Ltd Tool Box Talk

Subject: Easy Bowness 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 Als, then confirm acceptance of this sop and or information briefing.

Thanks in-advance Dave Pattinson

TBT Easy Breeze Bowness Easy Breeze, 5 Church Street, Bowness-on-Windermere, Cumbria, LA23 3DG

Just before you arrive go to the stags next door first, to collect venue log-book, and a radio. Return them to the stags when you finish your shift. When you arrive on site at Easy Breeze, 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, Fire alarm location and RVP muster point.

Carry out TEST CALLS with internal and community radios, at the start of your shift without fail, this is MANDATORY.

TSO LIMITED

Tactical Security Options Ltd
Door Supervisors Duty Door Register

Tactical Security Options Ltd are committed to a policy of compliance in a planned and controlled approach to the requirements of:

ISO 9001, ISO 14001, ISO 45001
BS 5050, BS 7000, BS 7001, BS 7002, BS 7003

Through a structured and controlled documented
"Business Quality Management System".

For the purpose of:

**The Provision of Security Services
(Inc. Door Supervision-Events Security Guarding)**

Venue Name: _____

Date Issued: _____

Date Closed: _____

Closed By: _____

Tactical Security Options Ltd, Room 704 Cameron House, White Cross Industrial Estate, South Road, Lancaster, Lancashire, LA1 4XF. Registered Company (10391759) Tel: 077877788811

This register will be reviewed annually or prior to significant changes to the business structure, services, and objectives.

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 and customer service, 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.

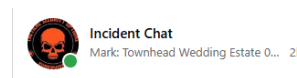
You will also be expected to patrol the venue, and also be at front of house meeting and greeting everyone, including capacity counting using clickers and also carrying out ID check. Any issues on site report them to the duty manager, and log it on our chats.

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 could be under 18. Also this is a very high profile customer service frontline role, so your appearance MUST be very smart.

If the fire alarm is activated assist with the evacuation of the venue, unless the duty manager says otherwise. The RVP for the evacuation is across the road at the church yard, till told otherwise remain there.

See also RAMS on staff portal for more detailed Ais SOPs

Check the bar, eating and seating areas, toilets and all levels of the venue, for any health and safety issues, **if any report to the manager and make a log in the venue log!! And also on our chats TSO Incident chat, this is mandatory!**



If you require support or assistance, call on the radio for support from the Stags next door, or code BLACK for support from other venues in the close area.

Breaks to only be taken if agreed by management, due to the size and nature of the venue. If there is a fire or other evacuation, assist the management and record the incident in the logs!

If any police, authorities, SIA come on site, YOU MUST take their details, name rank number or position and log it in the venue log MANDATORY!

Refusals at the Door for			
Drunk 11111		Disorderly Conduct 11	
Venue or other Violations 11		No ID 1111	
Searches Carried Out 11111111111111		Any Finds 0	
After summary report of incident, a Full Incident Report needs to be completed. In <u>addition</u> a report needs to go on to the incident chats, at the end of your shift.			
Enforcement Visit Log	Time of Visit	Details of Visit/Action	Manager Informed
Police visit	22.00	PC 1234 Smith and PC 5678 Jones	Yes Domanic
Daily Sign Off.		✓	Signature
I confirm that all incidents have been recorded and all information is correct.			Date
(POC) or Head Door Supervisor		yes	D. Pullison
Duty Manager			08.06.24

Print Date: 8-Oct-24 at 1:44 PM

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AF 04-02-05 Issue Date 2nd September 2021

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 08.10.24