

# Tactical Security Options Ltd Tool Box Talk

## Subject: The Tap House Lancaster V1 Feb 2025

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 The Tap House 2 Gage Street, Lancaster LA1 1UH 01524 587431

When you arrive on site, go through main entrance towards the bar area. Ask a member of staff to introduce you to the duty manager or person in charge for the night, and ask them for an induction, including what to do in the event of fire alarm activation, location of fire panel, RVP and your role if an evacuation is required. **THIS IS MANDATORY!**



Ask what the manager/POC wants you to do and how they want you to do it and ask the same question to each manager/POC/or deputy on every shift, in case they have changed their way of working for that shift, or the dynamics of the clientele is different than normal.

DPS is Mr William Johnston, informed on the 22.02.25 that the capacity is 100, liaise with DPs on the night.

The fire alarm is a local alarm, so no alarm monitoring or fire rescue response, unless 999 is called. However first of all ask the DPS or POC on shift what do they want you to do, if safe and legal to do so.

Ask for the venue log-book, community radio from behind the bar, which is charged by USB this, along with the two internal TSO radios and chargers **MUST** be returned at the end of the shift to the Manager or POC and **NOT** left on the bar.

Internal radios x 2



Community radio x 1 charger x 1



There are two first aid boxes under the counter of the bar on view.



To the left and right of the bar area, there are seating areas, or spaces for live entertainment depending on how many people are in the act, the floor space will be laid out in different ways pending the performers.

There is a fire exit to the right corner of the venue, front facing leading on to the street, this is to be used in an emergency, if appropriate and safe to do so, unless directed otherwise by management or POC on the night.



There is another fire exit to the left on the bar entrance area, leading to a small alley and gate, avoid using if possible, unless no other options and safe to do so, or directed by management or POC on the night.



You are there mainly as a deterrent but you are there for the safety of all staff and customers, and to uphold all licencing objectives for the venue and your licence. You must be vigilant at all times, do not sit down at front of house or have a smoke-break, unless the duty manager or POC has authorised it, where and when. This is MANDATORY.

Do not play on your mobile phones; it gives a bad impression to customer service, and takes your mind away from possible issues. You or POCs may need to check their phones for local pub watch messages from other venues, only. This is MANDATORY.

You will also be expected to patrol the venue and also be at front of house meeting and greeting everyone, this will include searching and ID checks, vetting of customers into the venue.

Regular random checks of inside the venue, on client's staff, customers etc in addition to regular patrols.

Any issues on site report them to the duty manager/POC, and log it on the venue log, and on our TSO incident 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. Also, this is a very high profile customer service frontline role, so your appearance **MUST** be very smart, at all times. Black polo TSO Top, black trousers or combats **MUST** be worn unless relaxed by the TSO MD only, if agreed with clients wishes.

When patrolling, collect only a couple of glasses and bottles at a time, were necessary and safe to do so, then leave them by the bar for collection by bar staff. Put chairs back under tables and interact with customers with smiles and excellent verbal communication, to make them feel at ease, but also to let them know you are there to help or assist.

Open and close the main door for **EVERYONE** entering or leaving the venue, in a polite, professional and positive way.

Early intervention at all times, do not allow a situation to escalate were possible, carry out a dynamic risk assessment of the threat, and act accordingly for a safer resolution.

Always use, wear your earpiece, use observation skills, risk assess. Carry out regular patrols of toilets and other areas, as instructed to do so from your management or POC or deputy, give feedback and be accountable for all your actions, **write everything DOWN** in the venue log, **MANDATORY**.

Ensure if you get a compliance check from the authorities: POLICE, Local Council, HSE, Ambulance Service, SIA, HMRC or Customs, **YOU MUST IN A POLITE RESPECTFUL MANNER, REQUEST TO SEE AND CHECK THEIR ID, THEN WRITE THEIR NAMES AND COLLAR NUMBERS IN THE VENUE LOG, WITH DATES AND TIMES ETC.** This is mandatory, even if you get a negative response, be nice, polite and professional.

On Saturday night there should be one, DS on front door, and randomly patrolling carrying out due diligence checks, were possible. When inside observing inside and outside areas, were possible.

The First Aid kit are with Bar staff, under the counter. Collect all paperwork, equipment, radios from behind the bar. **REPLACE ALL RADIOS TURNED OFF AND PUT CORRECTLY IN THE CHARGERS, DON'T LEAVE RADIOS SWITCHED ON AND IN CHARGES,** it will damage the radio battery, they are your safety line.



### 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.

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 22.02.25