

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

Risk Assessment – 2025 11.3

Site : **BURGER KING LANCASTER 7 Cheapside |Lancaster|LA1 1LY**

Assessed by: Dave Pattinson

Capacity : Total 17 seated 15 standing  
Total Staff  
Employed  
15 with a  
maximum  
staff of 6 at  
any one  
time.

Date : 14<sup>th</sup> May 2025  
Review Date: 14<sup>th</sup> May 2026

Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		
Slipping, Tripping and Falls	Physical Injury	Employees, Customers	It should be expected that the floor at times will be wet and slippy, therefore extra caution should be taken when moving through the site. The Supervisor should ensure that site manager are made aware of areas that need to be made safe, and appropriate signs should be used to clearly define the area as a hazard. All accidents MUST be reported asap, to the site contact and Line Manager. Also an entry made in the reporting logs, and a copy sent to CPsm Office.	1	2	2	Acc.	The Supervisor should be actively monitoring the condition of the floor though out the site and be aware of areas where the floor is likely to be hazardous (e.g. around the storage areas and toilets). Supervisors should make the site manager or staff aware if there is a spillage so the floor can be made safe. If necessary the Supervisor should move people away from the spillage, danger area until a member of staff arrives and makes the area safe.

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<b>Changes in Floor Levels Uneven Ground</b>	Physical Injury	Employees, Customers	Through the venue - site there maybe changes in floor levels (not including stairs) and uneven ground and potentially holes or excavation work. Or uneven floor fittings and carpets etc. The Supervisors should be aware of; -Outside areas -Suitable sturdy footwear, steel toe cap ankle support boots are to be worn at all times if on sites, on venues suitable protective boots with ankle support. -Stick to designated walk areas, or paths.	1	2	2	Acc.	The Supervisors should be fully aware of the site layout. Additional diligence should be shown around these raised area regarding spillages, or hazardous locations. Supervisors should make the site manager aware if there is a spillage so the floor can be made safe etc. If necessary, the Supervisor should move people away from the spillage until a member of trained staff arrives. It is imperative that wet floor or danger area signs are placed where required or cordoned off.  Supervisors MUST report any issues to the person in charge on site, and in their reporting logs.
<b>Wall Fittings</b>	Physical Injury	Employees, Customers	Through the venue - site there are various objects mounted on the walls, cabins etc. Inc. poster holders, light or heater fittings, containers, first aid or emergency station locations. The Supervisors should be aware where these objects are and show due diligence in preventing injury to themselves and customers.	1	1	1	Tri.	Supervisors should inform staff or customers if they get too close to these objects whilst their awareness maybe impaired through being too busy, poor lighting, lost or working, not showing due care etc. to prevent accidental injury and/or damage to site property.

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<b>Pillars/Corners and pointed sharp edges from site/plant equipment, fencing</b>	Physical Injury	Employees, Customers	Supervisors should be aware of the shelving areas around the walls and pillars, sharp edges from fencing or plant equipment throughout the venue - site and any pointed edges they may have. Care should be taken at all times, and good observation and concentration to avoid any incidents or accidents.	1	2	2	Acc.	See 'Wall Fittings'. In addition to this Supervisors should attempt to ensure that these areas have any unwanted equipment or plant removed on a regular basis, to reduce any risks.
<b>Stairs/ Falls from Height</b>	Physical Injury	Employees, Customers	Supervisors should ensure that customers or themselves are not positioned at the top of stairs or place themselves in vulnerable positions which may allow them to be knocked over or fall a considerable distance. Supervisors must not work above ground level at height, or stand on or use ladders or platforms, if not trained to do so and authorized. If on patrol and site staff are working at height, patrol in safe areas/zones only.	2	3	6	Sub.	<p>A qualified First Aider should be on site at all times, and a Health &amp; Safety Officer or person responsible for H&amp;S issues.</p> <p>Supervisors must be aware when working in a stage pit area, and be mindful and observant when working these areas, and manual handling and person handling.</p> <p>Supervisors should read the AIs and RAMs and any other SOPs related to the venue – site, if in doubt ASK!</p>

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<b>Objects Falling from Height</b>	Physical Injury	Employees, Customers	Supervisors should ensure that objects or tools are not left on or around the stairs or places at height. Or staff or customers are not leaning over the stairs with any objects that are not safely secured. Supervisors are to deal with any signs of violence with the throwing of bottles or other items from height over the harass fencing by youths, as per their training and individual dynamic risk assessment of threat. This also includes balcony areas in venues, stages and pit areas. All incidents MUST be reported as per your Als.	1	3	3	Mod.	Supervisors should NOT be removing items from the potential hazard areas unless safe and authorized to do so, Supervisors should be instructing customers to not lean over the rail to look down the stairs or from height, if this does not cause conflict situations to arise. The Supervisor should be making staff aware of the problem and asking them to keep the area clear on a regular basis, failure in compliance this should be reported to the site manager. It should be recommended to the site manager, through the correct channels that shelving areas around the stairs are modified so they are angled to discourage staff or workers from leaving items there. Have enough Site Security Supervisors to deal with any such actions safely.
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<b>Doors, Shutters, Windows and Glass</b>	Physical Injury	Employees, Customers	<p>If working licensed premises, venue or event, Supervisors are to be aware of their environmental surroundings, such as doors, windows and glassed areas etc. when working, ejecting customers or dealing with violence internally or externally.</p> <p>If Supervisors are engaged on other sites, the site cabin or welfare unit doors, shutters are to remain closed when not in use and then where possible opened for customers, visitors and staff.</p> <p>Windows and Glass- Windows around the venue are reinforced to prevent shattering if they are broken.</p>	1	3	3	Mod.	<p>Supervisors should always perform their start of SOS, checks fully. They should also be aware that disgruntled youths congregating around the external fence/wall who may attempt to throw objects over the fence/wall.</p> <p>If working in licensed premises Supervisors MUST be aware of potential bottles or objects being thrown through the windows or glassed areas, during any acts of violence at the venue.</p> <p>If such an incident does occur, it is classified as criminal damage and the police should be called immediately.</p>
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<b>Furniture or Obstacle's</b>	Physical Injury	Employees, Customers	Supervisors should be aware of their situational surroundings, as any injury caused by these could cause a major incident in the event of a full venue - site evacuation. This also minimises the potential for Supervisors or People tripping over and becoming injured or crushed. Supervisors are to be mindful and observant when ejecting people and furniture or obstacle's in the path way, route.	1	3	3	Mod.	Supervisors should be actively monitoring obstacles or plant equipment, when patrolling or moving around the site. They should also ensure that when a table/ seating area is vacated, say in the staff welfare units or cabins that all the chairs are placed back in the correct position, and housekeeping is adhered to at all times, and the removal of rubbish on a regular basis.
<b>Client's Property Used on Site</b>	Physical Injury	Employees	Supervisors should ensure that all equipment provided by the client, i.e. the Two-Way Radio, Mobile phones, welfare facilities, are in full operational and working order at the start of every shift, SOS. Under no circumstances should Supervisors use any IT or computers unless authorized to do so by the company and the client.	1	3	3	Mod.	Any faults with equipment should be immediately reported to both the venue and management so corrective action can immediately be put in place.

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<b>Emergency Evacuation</b>	Physical Injury/ Psychological Effects	Employees, Client, Client Staff, Customers	There are a number of emergency exits on and around the site. Supervisors should be aware of where these exits are and ensure that they are all kept clear and maintained at all times. Supervisors must ensure that they are familiar with the premise's layout and be aware of potential fall areas in the event of an evacuation.	1	3	3	Mod.	All Supervisors should be aware of and understand the fire evacuation plan, be fully aware of the venue layout and know what role that they, and other team members, play in the event of an evacuation.
<b>Noise Levels</b>	Physical Injury	Employees	Supervisors should be made aware that at times that plant equipment and drilling may reach a level that could cause long term damage to their hearing if persistently exposed to it for a prolonged duration. PPE must be worn at all times, especially if working in the pit area and another area where they are exposed to loud noise.	1	2	2	Acc.	Supervisor should be provided the option of having their own ear protectors. In addition to this the Site Manager or Supervisor should rotate their positions so that during the shift they all have a period where they are stationed away from excessive noise. However, where there is no manager in place Supervisors should use an adult approach and regularly rotate, and the Site Manager oversee such actions.

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<b>Lone Worker Isolation and Any Communication issues</b>	Physical Injury	Employees	The Supervisor must ensure that they have the community radio with them at all times during the shift especially if he/she is the only Supervisor on duty for the shift. All Supervisors must use internal radios for communication due to blind spots throughout the site or breaks in the line of sight between team members. Regular radio checks and SOS checks should be made in addition, also the use of mobile phones should be used if no radios are in operation.	2	3	6	Sub.	All Supervisors to be fully trained in radio operation procedure (both internal and community) and ensure that the correct checks are performed on the radios before the shift starts. They should also be made aware of where blind spots are and circumstances where they could become isolated for a period of time.
<b>Site Patrol/ Toilet and Vulnerable area Checks</b>	Physical Injury	Employees, Customers	The Supervisors should remain vigilant at all times whilst conducting tours of the site internally & externally, and checking the toilets and all other sensitive areas. The Supervisor should aim to avoid unnecessary confrontations with customers, if assistance is required it should be called for immediately (see notes on lone worker communication).	2	3	6	Sub.	Supervisors to ensure they are familiar with the premise's layout and the available points of ejection, escape or evacuation. They should also be aware that lighting levels will be low in areas of the site, if tower lighting, static or mobile are not in place. Also see Lone Worker Isolation notes.

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Verbal Abuse	Psychological effects	Employees	Supervisors should maintain a friendly demeanor at all times whilst performing their duties. Try to discourage verbal abuse from potential/ actual customers. However, it must be accepted that this may often occur when the Supervisor is performing their duties.	3	1	3	Mod.	Supervisors should not respond in a manner to antagonise situations further causing them to escalate. Conflict management training is mandatory for all Security Supervisors, and they should act as per their training, using good communication skills, and conflict management. All incidents of verbal abuse no matter how minor MUST be reported in written form in your report logs, and to a line manager, if serious to the police.
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<b>Violence towards Supervisors, Client Staff and Customers</b>	Physical Injury/ Psychological effects	Employees, Client's Staff and Customers	Supervisors should take a proactive role in stopping situations escalating into physical confrontation/ violence. If the Supervisor witness's physical altercation/ assault the customers or staff workers, if safe to do so the aggressor involved should be detained (if applicable or safe to do so). Then the police called if the situation warrants it.	2	3	6	Sub.	Supervisors should always request assistance when ejecting a person from the site and be aware that the person to be ejected may require restraining. See Lone Worker Isolation and Site Patrol/ Toilet Check notes. All ejections must be documented on the relevant forms and given to the site manager to counter sign. Conflict and Physical intervention training will be provided by the company when applicable. In addition to the above a qualified First Aider should be on site at all times. Or you may have to call the emergency services. All incidents MUST be reported in your report logs and to a line manager asap.

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<b>Hypodermic Needles</b>	Physical Injury/ Psychological effects	Employees	Supervisors should be actively aware of any signs of drug use around the site externally in some deprived areas. They should never directly handle hypodermic needles without adequate protection. If searching is permitted on site, under no circumstances should the Supervisor ever place their hand into an area they cannot see into. For example, the bottom of a customer's bag, compartments of a wallet/ purse, down the side of a cushion/ seat. Also if vehicles are being searched the same principals apply.	1	3	3	Mod.	If the Supervisor does accidentally prick themselves, they should seek medical attention immediately and minimise their contact with other people.
<b>Suicides</b>	Psychological Effects	Employees	Supervisors should be touring the entire premises on a regular basis and customers for strange behavioral patterns.	1	3	3	Mod.	A qualified First Aider should be on site at all times to administer immediate medical attention. In this situation the emergency services should always be called.

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<b>Searches</b>	Physical Injury	Employees	Supervisors should be aware of the potential sharps and contamination hazard that can result due to a search not being performed correctly (see notes on 'Hypodermic Needles'). Only if searching is allowed, then safety should be observed at all times, when performing such actions.	1	3	3	Mod.	When it is necessary to search customers, visitors, contracts or staff workers, Supervisors should always ensure that the customer (self-search) fully empties their pockets/ wallet/bag/purse, this also applies to vehicle searching etc. themselves. Under no circumstances should the Supervisor take unnecessary risks by placing their own hand into anything that they cannot see clearly into and/or not wearing laytex or needle stick proof gloves during the search procedure. (See notes on 'Hypodermic Needles')
<b>Moving Traffic Crossing Highways</b>	Physical Injury	Employees, Customers	Supervisors should ensure that on potentially busy times, (e.g. start and end of shift times, breaks and delivery slots, or special events. They are aware of the road and attempt to direct customers away from it. This is to stop people traveling onto the road and potentially injuring themselves. No vehicle movement should take place when pedestrians are at risk of coming in to contact with them, all site movement should be supervised by a banksman.	1	3	3	Mod.	Supervisors should discourage deliver drivers from pulling up quickly directly outside any pedestrian areas. Also at the end of the shift when the customers or staff are leaving the site they should be marshaled to minimise the amount of people walking into the road unsafely.

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			Cross only at points with clear line of site in each direction, only cross when clear to do so. Use pedestrian crossing points where available Risk of serious or even fatal injuries from moving vehicles on site – particularly when reversing.					
<b>Adverse Cold Weather or Hot Weather</b>	Physical Injury/ Psychological effects Chills, cold, hypothermia Sunburn, sun stroke, dehydration	Employees, Client's Staff and Customers	Supervisors should take a proactive role in wearing their PPE, wet weather clothing to be available and worn as required, drying rooms available, welfare facilities with heating and hot water available.  Long sleeves to be worn at all times, ensure plenty of fluids are consumed, if conditions are hot, also use sun protection where applicable.	2	2	4	Mod.	Supervisors should always request medical advice if feeling unwell, due to weather conditions.
<b>Horseplay</b>	Physical Injury/ Psychological effects /Accidents	Employees, Client's Staff and Customers	Appropriate behaviour at all times, representing the company in a professional manner, make no unnecessary noise.	2	2	4	Mod.	Supervisors should always have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions.

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<b>Fuel Spill / Oil Leaks</b>	Physical Injury/ Psychological effects /Accidents /Environmental Issues	Employees, Client's Staff and Customers Environment	Risk of environmental contamination from refueling generators & vehicles being parked on site. Spill Response kit on site, staff trained in use Drip trays used under vehicles. Refueling procedure in place on site.	2	2	4	Mod.	Supervisors should always have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions.
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Risk Assessment & Assignment Instructions RAMs Acknowledgement: I/We the venue management nominated person, acknowledge receipt of the above risk assessment, if there are any changes the venue will put any amendments in writing to us. If the venue client does not read sign and agree this risk assessment, then we will take it that they agree to this unless the client provides us with their risk assessment.

Additional TBTs

Lancaster Late Night basic Information:

**No children from 8pm under the age of 18 without a responsible adult.** All toilets are closed from 9:00pm. Including upstairs: Upstairs door must be closed and always locked, no members of public upstairs after 8pm. **First aid boxes are in the office through the kitchen on the top shelf. (Three first aid kits in total) - All Managers are basic First aid trained for staff only.** Blue is basic first aid, yellow is body fluid and sharps and orange container is for burns. **No vaping or smoking in the building. Zero tolerance as it sets fire alarms off.** Chairs are removed from dining area around 9pm as it is take-out only, kiosks will reflect this— no sitting on tables or in corner booth. (unable to remove tables and booth seating) Front doors: Only one door can be opened this can remain opened too— other door must always remain closed (this one is already locked.) No access out back, staff only – backfire door must always remain closed. No drugs or alcohol – no open bottles/cans etc...

SECURITY must not play on phones, watch films, take concentration off ever MOP or staff who is on site, or close to the site, MANDATORY. SECURITY must wear TSO reflective vests without fail MANDATORY. Monitor internal and external radios, take requests or orders off duty managers only or TSO management only.

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Premises licence summary: - - - - - Minimum of 1 door staff on from 2000 till 0500 CCTV footage available retained unedited for 31 Days, CCTV is in the office through the kitchen. CCTV must cover entry/exit points of the premises and is recording when the premises is open to the public SIA Door staff that work this venue must wear a high visibility jacket. An incident book that includes: all incidents of crime and disorder, a record of any person asked to leave the premises, a record of persons searched on suspicion that drugs are being carried and the reason for such suspicion. The book is available for police inspection. The premises operates on a takeaway policy from midnight till 5am. All table and chairs are closed off. Numbers in store is kept to a manageable limit.

**Fire alarm summary.** We phone fire department if there is a fire in the building – does not automatically send to emergency services. - Fire box is located at front of store behind a glass case. Upon hearing the alarm, the following procedures will commence: Staff will immediately evacuate the building using the nearest fire exit and go to out fire meeting point (The Beer Store) where a roll call will take place by a senior member of staff. (Do not collect personal belongings). Senior manager will assess the situation and call 999, or in case of a fake alarm will thoroughly check the building before asking staff to come back in. Senior manager will check staff room, kitchen, both dining areas and all toilets. Before making there exit using the nearest fire point and reporting to another senior staff member that building is clear of all staff and customers from the building. Staff and customers will only be allowed to enter the building once it is cleared by management or by chief fire officer on scene. Building will remain closed when staff are allowed back in to follow opening equipment procedures and when manager is ready to reopen or make a decision on situation depending on all information given. Contact RM or ROM to provide an update on the situation. (This is for our staff) Turning alarm off Fire zones on panel show where fire is 1. Turn red key to access panel 2. Press white to silence 3. Then red to restart alarm 4. Then green to restart all panel and alarms 5. Go into kitchen and to the extraction fan. 6. Press/hold the fan trip button. 7. Turn off all panel switches and the turn back on 8. Take 4/5 mins to restart all equipment.

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Small take away, one security to monitor safety and access control.

Print / signed by venue manager: \_\_\_\_\_

Date: \_\_\_\_\_

Print / signed by Witness: \_\_\_\_\_