

Tactical Security Options Ltd Tool Box Talk

Subject: Auditors and being recorded in public V1 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 agreed with by TSO. Please read and acknowledge this instruction as part of your AIs, then confirm acceptance of this sop and or information briefing. In addition, you should have regular TBTs, updates and SOS briefing off the client's duty manager or POC on site, every shift. If you do not receive an onsite SOS briefing off the client, you must ask for one and all information put in writing to TSO on the appropriate reporting systems, for accountability.

Thanks, in-advance Dave Pattinson

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 toolbox 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 also cc the email to 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 presume you have agreed with it and confirm automatically that you agree. If you **don't** agree, you have seven working days to contact TSO, in writing ONLY.

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, or the clients duty manager.

Guidance:

This is guidance for Security Operatives when at work if they find that they are being recorded in a public place, or by auditors.

Security MUST be Polite, Positive, Professional & accountable at all times, in the current climate when dealing with members of the public, or auditors.

These days most people have a camera, or mobile phone that has a recording facility within it. Hence it has increasingly become common, or the norm, for members of the public to record security, when interactions between security are taking place.

If you are in a public place with five CCTV cameras, and sixty members of the public in that area, you may as well say there are sixty-five CCTV cameras watching or recording you, in simple terms.

Why do people record security?

This is mainly with the intention of provoking a reaction, by the security operative. Unfortunately, this happens on many occasions due to security not risk assessing a situation and allowing a human response to take over. This also allows the recorder to be able to try discredit the security operatives abilities, and that of the company you work for.

Most auditors record you for the footage of the incident, with a view to either make money or create hate on a variety of social media platforms.

It is important to remember that your response to a recorder or auditor is crucial —not only to protect your personal reputation and safety, but also to turn the situation into an opportunity to showcase professionalism.

This TBT guide outlines the key principles to follow if you find yourself being recorded in a public space, or a space members of the public have access to.

A few basics to try to follow

- Be aware of **your attitude**. Your attitude sets the tone for your behaviour. If you approach the situation with a defensive, angry and I know it all attitude, it is VERY likely to escalate out of control, and you look to be the person in the wrong.

- Remember to dynamic risk assess every situation. This will help you in a bad situation. Try to adopt a mindset of calm, assertive, customer-service confidence.
- The camera is NOT your enemy; you are your own enemy if you do not follow SOPs. See the camera as an opportunity to demonstrate your professionalism, and your side of the story, rather than as a threat.
- Try to stay as calm and composed as possible, with a clear head. Engage your rational thinking rather than your emotional thinking, everything goes back to your basic training. Take a moment and a breath before responding. Why? It gives oxygen to your brain to help it think more quickly and helps to assess and respond more SAFELY and constructively.
- Avoid reacting emotionally, even if you feel upset, angry or provoked.

Points to note or remember

- A lot of the recordings, are often edited (possibly with AI) to highlight dramatic moments — don't give them any excuses to make you look bad or unprofessional. Manage your personal safety, by keeping a good safe distance, between you and the person recording you.
- Always try to respect personal and professional boundaries. Maintain a safe and respectful distance from the person recording. Avoid sudden, quick unexpected movements, or getting too close. This can be easily misrepresented on video as threats towards the person recording you.
- Control the tone of your voice and your language towards the recorder. Always try to speak in a calm, clear and even, friendly tone. Avoid where possible raising your voice. If you need to decline to engage, do so politely and without confrontation.
- Be very mindful of your Body Language. Non-verbal cues are powerful. Keep an open, neutral stance — avoid crossed arms, aggressive gestures, or pointing. Maintain appropriate normal eye contact without appearing confrontational. Smile where appropriate — a warm demeanour could neutralise tension on camera or CCTV.
- Kill Them with Kindness, a very old saying.

Respond with customer service, politeness and professionalism, at ALL times. Even if provoked, be nice, be respectful, show courtesy. It's a disarming skill and makes it harder for the recorder to portray you negatively, or as the bad guy.

Verbal communication is King, just simple, rational quotes or statements like, "Sir (etc) I'm very happy to answer your questions, to the best of my ability" this may help reduce or defuse angry responses or hostility.

Every recorded clip or interaction can be seen by hundreds and thousands, or even millions of people. Use the moment to demonstrate integrity, professionalism, leadership and control.

Stop, Think, Pause: "How would I/you/me want this video to look if it were shown on the evening news? If all they did was paint you in a bad light, when were you keeping people safe?

Just a few little reminders, you are not just responding to one individual — you are responding to the audience who may watch the video later, on social media or other.

Assume that everything you do or say, may or could be shared publicly.

Professionalism as a security operative, under pressure and tasking situations, earns respect and protects both your personal and organisational reputation.

Declaration by Employee, Employer and Client

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:.....(TSO employee) Date:.....

Acknowledged:  (For Employer TSO) Date 15.05.25