

# Tactical Security Options Ltd Tool Box Talk

## Subject: Burger King (Lancaster) SOPs

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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. 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](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 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.

**N.B**

This role is a customer focused role, and requires excellent customer service skills and communication. Excellent hygiene and good uniform presentation at ALL times. SIA Badge MUST be in view picture facing towards the public.

The main role will be vetting children and customers entering the store, and monitoring their behaviour at all times. Regular patrols of the store when needed, and assisting customers with enquiries and the food ordering machines, so you need to get staff to show you have they work, in order to be able to assist customers.

On the start of every duty, collect your venue log and sign in, log numbers of customers, check fire exits and stairs, toilets, spillages every hour and log it in the log, without fail. If the police, Local Authority, SIA arrive on site you MUST WRITE DOWN THEIR NAME RANK NUMBER without fail.

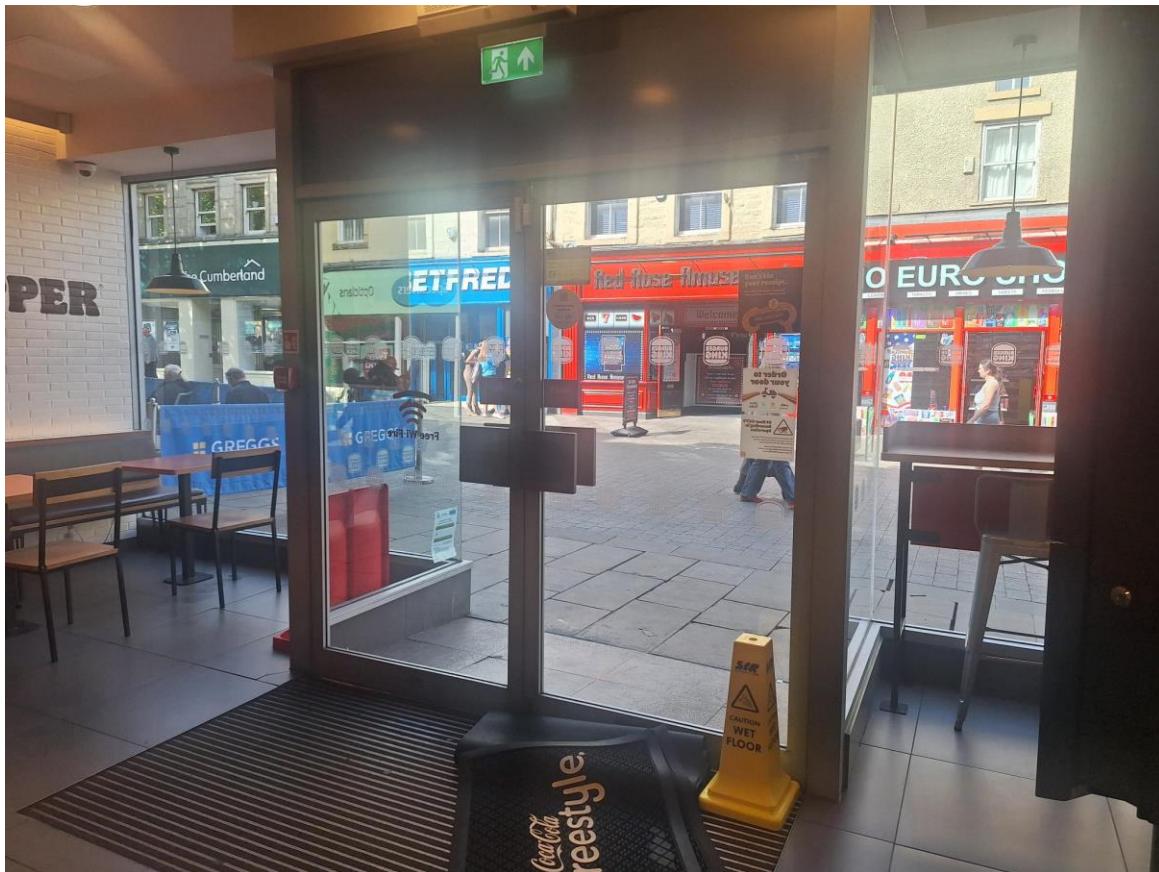
When dealing with any form of confrontation, remember your SIA training, de-escalation techniques, hands off approach unless legally and morally acceptable to use force within the guidelines of the LAW.

Any antisocial behaviour will not be tolerated, and the incident must be challenged by security being polite, positive and professional.

There will be two internal TSO radios behind the counter, one for BK staff, one for security. There will also be community radio for security. All radios must be tested at start, during and end of shift. Return all radios TURNED OFF and placed in to the chargers.

The venue log must be shown to the manager to read, check and sign the book.

Main door area.

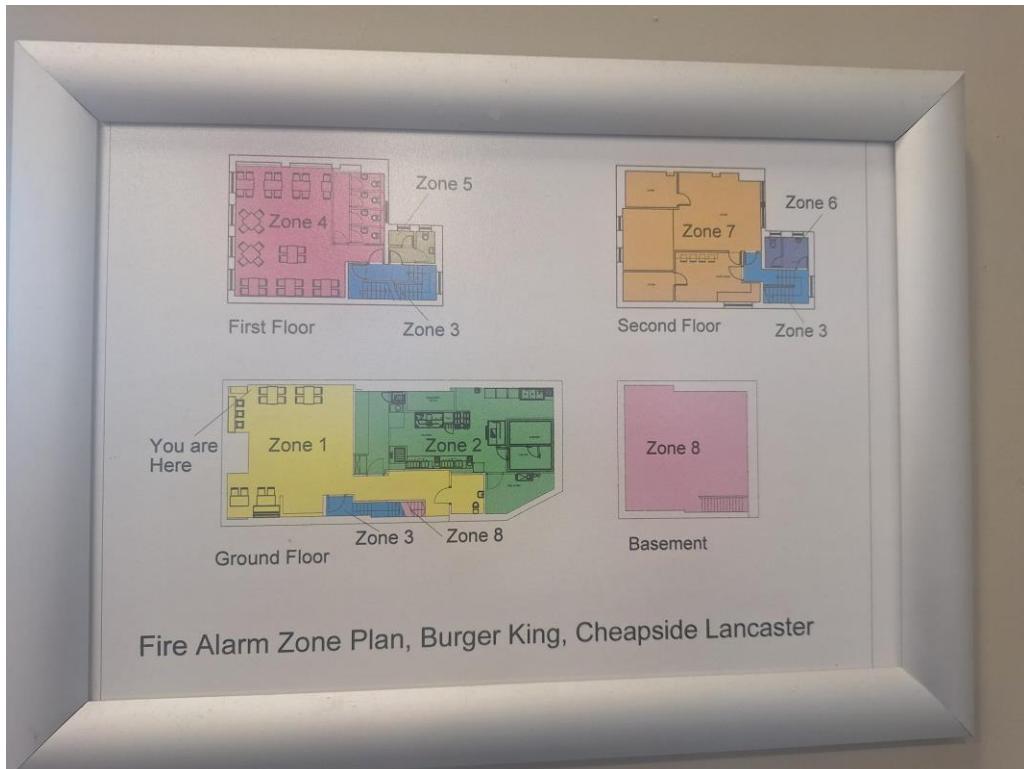


To the right of the door, fire alarm internal panel. Fire plan and MCP.



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## Fire Plan



If the building fire alarm goes off, the Duty Manager will assess if the building should be evacuated, if so the RVP is at the beer store, see notice.



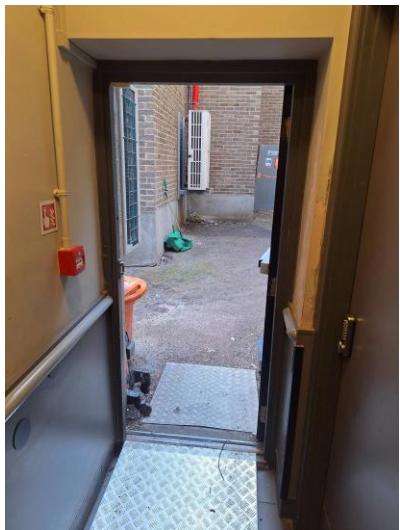
To the left of the door, are fire extinguishers and an MCP.



To the right of the counter, toilets and fire exit to rear yard.



Rear yard fire exit.



Rear yard



First floor toilet area



Eating area



Security may check their telephones for work related issues, pub incident watch, but not to play on them or watch movies, this is strictly forbidden. If found you will be removed from site, and payment withheld, due to a breach in T&Cs.

#### Additional Notes.

##### 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.

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.

#### **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 30.04.25

Acknowledged:

(For Client)

Date