

Tactical Security Options Ltd Tool Box Talk

Subject: Garden bar V3 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 Lake view Garden bar Bowness Saint Andrews, Lake Road, Bowness-On-Windermere LA23 3DE

When you arrive on site, The book is collected from the cellar (ground floor), collect the Venue Log-book, an internal radio, pub watch community radio, clickers, from the cellar, if not there ask behind the bar, or from the POC. **Carry out TEST CALLS with internal and community radios, at the start of your shift without fail, this is MANDATORY.** This is your life line. Also to make sure radios are turned off and placed in there docs when shift completed.

Venue Door Register

TSO
LIMITED

Tactical Security Options Ltd
Door Supervisors Duty Door Register

Tactical Security Options Ltd are committed to a policy of continuous improvement and control and approach to the requirements of:

ISO 9001, ISO 14001, ISO 45001
BS 8000, BS 8001, BS 8002, BS 8003, BS 8004

Through a structured and controlled documented "Business Continuity 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: 07787788811
Fax: 01524 442211 Email: dgap@hotmail.co.uk dave@tacticalsecurityoptions.co.uk

This register will be reviewed annually or earlier if significant changes occur, or if circumstances change.

Locations:

Ground floor (lower floor)

1st floor (is upper floor)

3rd floor (is roof terrace)

After signing in, ask a member of staff to introduce you to the duty manager or Head Door if on duty, and ask them for an induction. Also including what to do in the event of fire alarm activation, and the location of it and the RVP.

Ask what the manager wants you to do and how they want you to do it, and ask the same question to each manager or Head Door on every shift, in case they have changed their way of working for that shift.

I didn't know isn't a valid excuse under the health & safety at work act, **YOU HAVE A DUTY OF CARE AND RESPONSIBILITY TO ASK**, or if unsure.

You are there mainly as a deterrent 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 or **Head Door** has authorised this, where and when. Do not play on your mobile phones; it gives a bad impression to customer service, and also distracts you from what's going on around you, situational awareness.

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, along with searches. Any issues on site report them to the duty manager, and log it on our chats.



Incident Chat

Mark: Townhead Wedding Estate 0... 2

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, children. Also this is a very high profile customer service frontline role, so your appearance **MUST be very smart**.

NO SMOKING on front door looks terrible and unprofessional.

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.

N.B. Radio checks must be carried out with internal radios and community radios, any fails must be reported to TSO straight away, HEAD DOOR MUST ENSURE ALL RADIOS ARE TESTED AND REPLACED EVERY SHIFT, this is a mandatory order.

See also RAMS, TBTs on staff portal for more detailed Ais SOPs

Breaks to only be taken if agreed by management, or the HEAD DOOR, 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 addition 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 Domestic
Daily Sign Off. I confirm that all incidents have been recorded and all information is correct.	✓	Signature	Date
(POC) or Head Door Supervisor	yes	D Pallinson	08.06.24
Duty Manager			

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

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Searches:

Anyone who works at Garden Bar at the weekend going forward, when you want to conduct a search of a person(s) after getting their permission you will conduct the search in the designated search area, which is see below notes.

After gaining their permission you will direct them to the search area and contact the head door to supervise the search, and also as a witness.

This procedure will enhance safeguarding for the person(s) and importantly yourself too.

All searches should be authorised by the **head door** when possible and conducted in the designated search area at all times when possible.

If you are unsure of the designated search area please ask the head door of the venue when working and they will be happy to go through the procedure with you, as a refresher.

ANY finds, MUST be given to the Head Door. Who will in turn inform the Duty Manager, and give the find to them. The Duty Manager will also inform you, your actions next. Ejection from the venue, or detail till police arrive.

ALL SEARCHES MUST BE, entered into the venue log without fail. Along with any police details, name, rank and number.

Search area for the Garden Bar:

Upstairs Area 2 Entry Exit area to the Toilets,

Wide area, customer used area, Camera in place.

place to put belongings and Exit provided on leaving through the side door (turn right to the side

door)

Pic 123



Downstairs: Area1

Disabled Toilet area

Pic 4 and 5

Front of house Facing area

EXIT Available through disabled entrance and Exit Door Pic in Pic 4



Upstairs roof top area 3



Search area.

Near to the Stairs, public, view of cameras and accessible areas in case of person trying to dispose of anything.

Accessible up the stairs from upstairs area 2



Head Doors, Supervision: Note most venues have a head door supervisor in Bowness so when

working they are your POC, and you must follow their instructions as they are acting on my behalf of TSO Management.

For those that don't know who the head doors are, ASK TSO Management Mr Alan Snelson.

See also RAMS on staff portal for more detailed Ais SOPs

House Rules:

- Smoking is not permitted anywhere in our venue. ● Smoking areas are located outside our premises. ● Vaping is permitted on the terrace and ground floor only, outside areas. Conservatory excluded. ● Dogs are allowed all throughout the premises during daytime and Nighttime ● Large groups are permitted in accordance with space limitations. ● Try to sit people on appropriate tables. Ie if it's a couple direct them to a table of 2. If it's 4 people direct them to a table with 4 chairs. Maximizing covers at all times. ● Children until 9 pm 7 days a week. 30 min leeway can be given if you feel it's appropriate and depending on the age of the children. ● Over 25's ID checks are to be followed after food service.

REQUIREMENTS OF SECURITY TEAM IN SEASON

- 3 door staff located in 3 separate areas ● 1 at the front entrance, 1 at the top of stairs monitoring the 1st-floor terrace, and conservatory, and doing toilet checks. 1 monitoring and welcoming guests at the main house side entrance of the house. ● The door supervisor should be stood up and waiting for and welcoming guests at all times. ● Personal Snacks and drinks are to be hidden from view so the entrances always look presentable and tidy. ● A professional, smiley, and welcoming presence should be adhered to at all times. ● Communicating when necessary with management. Confrontational exchanges between management and door staff will not be acceptable. A calm and professional manner must always be adhered to. ● The management reserves the right to override the security decision if someone has been refused entry (unless there is a clear reason explained by the security why they have been refused entry). ● Showing presence when able to walk the levels, collect the odd glass, and engage with guests. This will help with groups to build rapport. ● A well-established communication relationship between Tactical Staff and Lake View Garden Bar Staff. ● Phones are to be used for work-related purposes only, focus on duties while on shift is mandatory. ● Groups are welcome subject to space. ● Security to assess for signs of drugs, intoxication, etc on guest entry. ● Bar watch banned people to not being allowed in at any time

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 cc the email to the following members of management.

dave@tacticalsecurityoptions.co.uk and stacey@tacticalsecurityoptions.co.uk

Once you have read and understood the TBT, please sign and return dave@tacticalsecurityoptions.co.uk if you do not sign it, we will think you have agreed to it, and confirm automatically that you agree. If you don't agree, you have seven working days in writing to contact TSO.

I confirm I 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 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:..... current date



Acknowledged: (For Employer) Date 28.05.25