

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

Risk Assessment – 2025 11.3

Site : Quayside Cellar Bar Glebe Road, Bowness-on-Windermere,
Windermere, Cumbria LA23 3HE

Assessed by: Dave Pattinson/Stacey Vivian Pattinson

Capacity : Total see individual RAMS from client on staff portal 300/150 cellar bar

Date : 17.07.25

Review Date: 17.07.26

Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		

Accidents, incidents of medical assistance.	Physical Injury/ Death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	It should be expected that Supervisors maybe required to deal with first aid or medical incidents at the venue-site. Supervisors MUST call for medical assistance and then 999 where needed. Comply with crowd control and information gathering. No first aid must be given by Supervisors unless you are the nominated first aider on site for the venue, and that you are authorized to give first aid with an up to date first aid certificate that is valid. If you are then you must call for help first then assess and carry out your first aid as per your training and risk assessment, then report as per our reporting procedures, asap after the incident is safely over.	2	3	6	Sub.	The Supervisor should co-operate safely with clients, customers and emergency services, within their duty of responsibility.
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Slipping, Tripping and Falls.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	It should be expected that the floor at times maybe wet or slippy, therefore extra caution should be taken when moving through the venue. The Supervisor should ensure that venue manager, or DPS are made aware of areas that need to be cordoned off and made safe. Areas need to have appropriate signage in place, and should be used to clearly define the area as a hazard, where necessary. All accidents or near miss occurrences MUST be reported asap, where reasonably practicable to do so, to the venue contact and Duty Manager, or DPS. Also an entry made in the reporting logs, accident book, and a copy sent to TSO Office, via the normal reporting procedures, backed up with a record on the TSO Incident chats.	1	2	2	Acc.	The Supervisor should be actively monitoring the condition of the floor throughout the venue, and be aware and observant at all times, of areas where the floor is likely to be hazardous. (e.g. around the storage area, toilets, bar areas, communal areas, passages, stairs, dance floors, changes in floor environments, static or temporary, including stages, pit areas, internal or external flooring, beer gardens and Marques). Supervisors should make the DPS and or Duty Manager or nominated staff aware of the 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, if safe to do so.
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Changes in Floor Levels Uneven Ground, static or temporary.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Through the venue - site there maybe changes in floor levels (not including stairs) and uneven ground, flooring and potentially holes or excavation work, uneven floor fittings and carpets etc. The Supervisors should be aware of; -Outside areas -Suitable sturdy footwear, appropriate for the task and environment, with preferably ankle support boots should be worn at all times if at work on site, on venues suitable protective boots with ankle support. -Steel toe cap footwear, only to be used if requested by client and risk assessed. -Stick to designated walk areas, or authorized safe paths, permanent or temporary.	1	2	2	Acc.	The Supervisors should be fully aware of the venue - site layout, from their induction or walk round tour. Additional diligence should be shown around these raised areas regarding spillages, or hazardous locations, and changes in environment, e.g. poor or temporary lighting, changes in lighting, disco lights, strobes, and changes in natural lighting, daylight, dusk, darkness and weather changes, sun, mist, cloud, rain, snow etc. Supervisors should make the venue-site DPS or 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, with the appropriate PPE for the task. It is imperative that a wet floor or danger area signs are placed where required or cordoned off, until made safe. Supervisors MUST report any issues to the person in charge on site, and in their reporting logs, as per policy and procedure for that venue.
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Wall Fittings, other related objects or furniture, environmental hazards, e.g. fixtures and fittings, static or temporary.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Through the venue - site there are various objects mounted on the walls, fixtures and fittings etc. Inc. poster holders, light or heater fittings, containers, first aid, fire or emergency, covid-19 sanitizer station locations. The Supervisors should be aware where all these objects are and show due diligence in preventing injury to themselves and customers, by being observant and proactive in safe working methods.	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, fatigued, poor lighting, lost or working, not showing due care, or under the influence of liquor, drugs or emotional and confused etc. To prevent accidental injury and/or damage to site property. All occurrences MUST be reported by the Supervisor as per venue and TSO policy and procedures.
Pillars/Corners and pointed sharp edges from venue, site equipment, fencing, stage areas and other etc.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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. All occurrences MUST be reported by the Supervisor as per venue and TSO policy and procedures.

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Stairs/fall from Height, raised areas, stages etc.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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, or guard and venue-site employees or contractors are observed working at height, patrol in safe areas/zones only.	2	3	6	Sub.	A qualified First Aider should be on site at all times, and a Health & Safety Officer or person responsible for H&S issues at the venue-site. 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. Supervisors should read the Assignment Instructions AKA (AIs) Risk Assessments (RAMs) and any other Standard Operating Procedures (SOPs) related to the venue – site, if in doubt ASK!
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Objects Falling from Height, being dropped or thrown as a projectile from a customer or crowd.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should ensure that objects, tools are not left on or around the stairs or places at height. Staff or customers are not leaning over the stairs or places of height, 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, projectiles, over the harris fencing, barriers, pit areas or other by youths, customers or other as per their training and individual dynamic risk assessment of threat. This also includes balcony areas in venues, stages and pit areas, or any area at height permanent or temporary. All incidents MUST be reported as per your AIs.	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 rails to look down from height. Also customers should be asked to keep moving on stairs, rather than stopping and congregating unnecessarily. Always being polite at all times to reduce the risk that it does not cause conflict situations to arise. The Supervisor should be making staff and customers aware of the problem, and asking them to keep the area clear on a regular basis for safety reasons. Failure in compliance should be dealt with in a reasonable way. If staff, then this should be reported to the site Manager, or person responsible for their staff. It should be recommended to the venue-DPs or 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, or regularly checked for compliance or human error.
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Doors, Shutters, Windows and Glass or alternative materials, and furniture.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	If working in 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. If Supervisors are engaged on other venues-sites, the venue-site refs room, staff room, cabin or other welfare unit. All areas, doors, shutters are to remain closed and secure, when not in use and then where possible opened for customers, visitors and staff if authorized. Windows and Glass- Windows around the venue are reinforced to prevent shattering if they are broken.	1	3	3	Mod.	Supervisors should always perform their start of shift (SOS), checks fully. They should also be aware that disgruntled customers, youths and other congregating around the external venue-site, fence/wall who may attempt to throw objects over the fence/wall. 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-site-event. If such an incident does occur, it is classified as criminal damage and the police should be called immediately. All incidents MUST be reported as per our procedures.
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Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		
Furniture or Obstacle's	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be aware of their situational environmental 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 obstacles in the path way, route. Supervisors should put furniture and seating back in its place if safe to do so, i.e. chairs replaced under tables, to create a safe working environment.	1	3	3	Mod.	Supervisors should be actively monitoring obstacles, or plant equipment, when patrolling or moving around the venue-site. They should also ensure that when a table/seating area is vacated, 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, if safe to do so.

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Client's Property Used on Site	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should ensure that all equipment provided by the client, i.e. the Two-Way Radio, Mobile phones, welfare facilities, or other where issued, 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, written permission must be granted.	1	3	3	Mod.	Any faults with equipment, PPE or other should be immediately reported to both, the venue and management so corrective action can immediately be put in place. A record should also be made as per our reporting procedures.
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Emergency Evacuation, Fire, Threat of Terrorism or Bomb Evacuation.	Physical Injury/ Psychological Effects/ Death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	There are a number of emergency exits on and around the site, but we cannot name every eventuality. Supervisors should be aware of where all exits, are and ensure that they are all kept clear and maintained at all times, with observation checks, before during and after duty. 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. Instructions of the evacuation will be issued by senior management in order to ensure security of the procedures.	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. All Supervisors on finding a fire MUST sound the alarm, by the nearest MCP manual call point, and also shout fire get out... Supervisors must then evacuate the area and await instructions from the management and or DPS nominated person in charge on what to do next, carry out these duties if safe to do so, and trained. All other evacuations, instructions will be issued by senior management based on a dynamic risk assessment on site. Supervisors must refresh training and web portal procedures, and take part in fire awareness and or even fire marshal training as per the clients and or company risk assessment. Supervisors to take part in fire, health & safety and counter terror training, as ongoing training.
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Noise Levels	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be made aware that at times music levels may reach a level which could cause long term damage to their hearing if 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. Staff rotation should be implemented and reviewed regularly to reduce the amount of time in an area of noise. Supervisors to ensure PPE supplies never run low or run out, they must inform TSO of any supplies needing to be replaced as soon as possible. In addition the client will have PPE if you run out on the night or shift.	1	2	2	Acc.	Supervisors 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. If there is no supervisor or head door supervisor there, then the Supervisor should use common sense and self rotate with others. However, where there is no manager in place Supervisors should use an adult approach and regularly rotate, and the Site Manager oversee such actions, still ensuring the security of the venue-site-tasks and duties as per the risk assessment or agreement.
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Lone Worker Isolation and Any other related Communication issues,	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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, where applicable. 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, or management. 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, or poor signal equipment failure or other. Along with hand signals and communication verbally face to face between supervisors.	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. Endorse a buddy system and face to face verbal and visual checks with other supervisors.
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Site Patrol/ Toilet and Vulnerable area Checks.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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 is not in place. Also see Lone Worker Isolation notes. Regular checks for safety to be carried out on environments and supervisors. Regular checks on Supervisors SOPs and Staff portal, to check for updates.
Verbal Abuse	Psychological effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should maintain a friendly demeanor at all times whilst performing their duties. Try to discourage verbal abuse from potential or actual customers, and reduce the risks by early intervention using conflict management skills, as per the Supervisors training, knowledge and understanding with experience and guidance. 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.

Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		
Violence towards Supervisors, Client Staff and Customers and use of handcuffs or restraint related devices, or DNA sprays where authorized and used.	Physical Injury/ Psychological effects/Potentially death or life changing affects.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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 ejected or detained (if applicable or safe to do so). Then the police called if the situation warrants it. Regular refresher training in place for supervisors. Only authorized appointed persons to use restraint related devices or sprays, as per their training and authorized by TSO MD only. Use of force risk assessment MUST be read and followed by the Supervisor at all times.	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 holding, restraining, or need other types of assistance, guidance or medical or assistance. 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. Only hand cuffs or restraint related devices, DNA sprays should be applied by a trained supervisor as a last resort, only if their training is still in date, training to be refreshed every 12 months, authorized by the MD only.

Hypodermic Needles, sharps or pointed objects.	Physical Injury/ Psychological effects/Potential death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	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, PPE and if authorized and trained to do so. 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. If Supervisors come in to contact with needles etc, when patrolling the venue-site, same rules apply as above, cordon area off, call for assistance, crowd control till area is made safe.	1	3	3	Mod.	If the Supervisor does accidentally prick them-selves, or their skin is punctured by the object, they should seek medical attention immediately and minimise their contact with other people. Regular training tool box talks and reminder of procedures to be carried out when required. With additional training and development and supervision.
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Suicides or mental health related issues.	Psychological Effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be touring the entire premises on a regular basis and monitoring customers for strange behavioral patterns. If any issues are noticed they MUST report this to the DPS or Manager straight away and act on their guidance if safe to do so, and the emergency services called straight away.	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. Mental health awareness training issued to supervisors.
Searches, searching people, property and premises.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be aware of the potential for sharps and the 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. Additional training and CCTV to be in the area of the search with a witness.	1	3	3	Mod.	When it is necessary to search customers, visitors, contractors 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. 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 latex or needle stick proof gloves during the search procedure. (See notes on 'Hypodermic Needles') All occurrences MUST be risk assessed and reported as per our procedures.

Moving Traffic Crossing Highways, roads, temporary areas used for moving vehicles. I.e. events and parking areas.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should ensure that on potentially busy times, (e.g. start and end of shift times, breaks and delivery slots, or special events) that 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. <u>No vehicle movement should take place when pedestrians are at risk of coming in to contact with them,</u> all site movement should be supervised by a banks man or other. 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.	1	3	3	Mod.	Supervisors should discourage delivery drivers or taxis from pulling up quickly directly outside any pedestrian areas. Also at the end of the shift when the customers, staff are leaving the site, they should be marshaled to minimise the amount of people walking into the road unsafely. Customers may be under the influence of liquor, drugs or other emotional stress. So extra advice and care should be demonstrated by the Supervisor at all times. All occurrences MUST be risk assessed and reported as per our procedures.
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Adverse Cold Weather, Hot Weather conditions inside or outside working environments, breaks, REFS.	Physical Injury/ Psychological effects Chills, cold, hypothermia Sunburn, sun stroke, dehydration, other medical issues.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should take a proactive role in wearing their PPE, wet weather clothing to be available and worn as required, drying rooms or areas available, welfare facilities with heating and hot or cold water available. Long sleeves to be worn at all times, unless relaxed by TSO management only... ensure plenty of fluids are consumed, if conditions are hot or cold, also use sun protection where applicable. Rest breaks to be only taken in line with government guidance, but must be authorized by TSO management and client customer's management first. Breaks must be authorized and taken when where only. No drinks in cups, glass to be consumed on front doors for health & safety reasons and public perceptions.	2	2	4	Mod.	Supervisors should always request medical advice if feeling unwell, due to weather conditions. NB Note, all Supervisors MUST take with them a grab bag, with the appropriate welfare items inside, to be used accordingly if authorized. Suggested items. Wet wipes, sun cream, fluids, and food where applicable depending on the length of the shift. Pen, paper, torch, change of socks, gloves, hat where applicable. If not allergic to, take your own personal and prescribed medication if necessary. Items could include antihistamine, dioralyte, ibuprofen, paracetamol, or sweets or other to keep mouth moist and fresh, even small containers of mouth wash or freshener. Other items could include plasters, knee/ankle/elbow supports. Please assess your needs accordingly prior to each shift. You know what you need.
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Horseplay	Physical Injury/ Psychological effects /Accidents	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Appropriate behaviour at all times, representing the company in a professional manner, make no unnecessary noise, or unprofessional behaviour.	2	2	4	Mod.	Supervisors will have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions. Potential loss of contracts due to unreliable poor behaviour from the Supervisor may result in disciplinary action or no further employment.
Fuel Spill / Oil Leaks, or other fluid or chemicals.	Physical Injury/ Psychological effects /Accidents /Environmental Issues	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of environmental contamination from refueling generators & vehicles being parked on or near site. Spills inside venue to be cordoned off, reported to the person in charge and a record put in our reports logs when area made safe.	2	2	4	Mod.	Supervisors will have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions. Supervisors are not to touch or clean up any spills for health & safety reasons.

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Blood spills, contact with blood or bodily fluids	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be actively aware of any signs of blood or contaminated bodily fluids. They should never directly handle or clean without adequate protection, and if trained to do so. Call trained and equipped staff. If searching is permitted on site, under no circumstances should the Supervisor ever come into contact with blood or bodily fluids. All staff to be trained in the event of coming into contact with such spills, blood or bodily fluids directly or indirectly. Call for medical help if needed, first aider and or 999.	1	3	3	Mod.	Regular training tool box talks and reminder of procedures to be carried out when required. Other related training as an ongoing process.
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Acid Attack or other chemical.	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be actively aware and observant using a dynamic risk assessment. If contact is made, if safe to do so. Report the attack: dial 999. Remove contaminated clothing carefully. Do not inhale fumes. Wear appropriate gloves and overalls. Do not touch with bare hands. Rinse skin immediately in running water. All staff to be trained in the event of coming into contact with such an incident, directly or indirectly. Call for medical help if needed, first aider and or 999.	1	3	3	Mod.	Regular training tool box talks and reminder of procedures to be carried out when required. Ongoing and additional training to be supplied, and as per availability acid attack trained staff with grab bags. All incidents to be reported to the police and TSO as per procedures, and guidance. Secure scene, ensure members of public do not come into contact with acid. Ask pub/club to gather relevant CCTV footage. Ensure ongoing supply of water to rinse victim. If you do not have PPE do not attempt to touch victim or remove clothing. Keep area cordoned off it's now a crime scene, do not touch, remove or clean any items of evidence off the floor. Leave it till police allow area to re-open.
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Fire related incidents.	Physical Injury/ Psychological effects /death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of fire is always going to be a potential high risk in every environment. If a Supervisor detects a fire, they MUST raise the alarm, inform the DPS Manager and evacuate to their RVP. Unless Supervisors have authorized given set roles, for example trained Fire Wardens or Marshals. Then the Supervisor must follow the venue-company police and procedure related to fires and evacuations as per their venue, safely. Supervisors will also be trained to level two certified training in fire awareness, with additional local policies and procedures to assist.	2	3	6	Sub.	Supervisors should always Request up to date information, and also ensure they follow and refresh training and policy guidance. Supervisors to comply and follow local procedures, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only, regarding fire controls. Additional training will be given, as per a risk assessment. If events have open fires, heated displays or heating, or pyrotechnics, the client should have a fire risk assessment and instruct us of what to do. However ensure barriers are in place and nobody can come in contact with heat or flames for safety.
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Modern day slavery issues, domestic abuse and child sex exploitation, and dealing with vulnerable children and adults.	Physical Injury/ Psychological effects /death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	There is potentially a risk of Supervisors dealing with issues, or intelligence gathering around Modern day slavery issues, domestic abuse and child sex exploitation, and dealing with vulnerable children and adults. Supervisors MUST follow procedures and be guided by legislation, recommendations from the local authority, SIA and police with associated other multi working partnership agencies, which you may directly or indirectly be working with. Take lost children or vulnerable adults to a safeguarding point, location. Pass them over to an authorized point of contact if safe to do so. Report all incidents as per policy.	1	3	3	Mod.	Supervisors should always Request up to date information, and also ensure they follow and refresh training and policy guidance issued. Supervisors to comply and follow local procedures, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only, regarding controls. Additional training will be given, as per a risk assessment. Information gathering and passing to the police is mandatory if out of your control or unsafe to do so. Potentially reporting such issues to crime stoppers in addition to the police. Follow all TSO guidance issued on these subjects. Enforce ask for Angela police or other related policies or coded messages or words.
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Covid 19	Physical Injury/ Psychological effects /death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of contamination from customers-staff of covid-19, staff trained in use of PPE where required or by law, guidance. Supervisors also trained to level two certified training in Covid 19 and hand hygiene with additional local policies and procedures to assist.	2	2	4	Mod.	Supervisors should always Request medical advice if feeling unwell, due to Covid-19. Supervisors to comply and follow local procedures, proper hand hygiene, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only. Additional training will be given, as per a risk assessment. PPE will be issued as per guidance and Supervisor and clients requirements, where reasonably practicable.
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Complaints or Equality & Diversity Issues	Physical Injury/ Psychological effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of complaints from staff or customers regarding Employees, should be reported to the management straight away and TSO, and a report recorded in the duty log. You should disclose any instances of discrimination of which they become aware of to the management and TSO HR Department, on dgap@hotmail.co.uk. If you consider that you may have been unfairly treated or subjected to direct or indirect discrimination, you may use the grievance procedure to make a complaint, where every effort will be made to secure a satisfactory resolution by TSO. See 35.1 Equality & Diversity policy. if the allegations are in relation to customers, clients or the public. Inform DPS to see if they want the police to deal with the incident.	2	2	4	Mod.	Supervisors should always have random audits carried out on them from Management. TSO continuously review Policy, together with all of our employment policies and practices to maintain our focus on equality of opportunity. To ensure that this Policy and other procedures are operating effectively, HR will continue to monitor and measure the records of our employees, benchmark our performance as a Company and ensure that any patterns or trends are identified and resolved. Training and development in these areas will be an ongoing process, for compliance.
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Child Sex Exploitation related issues or concerns additional factors	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Child Sexual Exploitation There are a number of factors which can contribute to a child / young adult being exploited. These are some warning signs and factors which can influence the vulnerable – no matter their age, ethnicity or social status. Indicators • Physical signs of abuse - ie bruising or injuries • The child or young person appears to be under the influence of, or being given, alcohol or drugs • Evidence of self-harm or low self-esteem Adults are frequently coming in to venues with different young people. Supervisors MUST try tactfully challenge unusual occurrences, BUT always contact the police or if an emergency 999. See TSO CSE 41.1 policy.	2	2	4	Mod.	Indicators • Seen out late at night, or when they should be at school • Appears to be travelling long distances, or are out of their local area • Is accessing places that are not age appropriate • Is with an older person who doesn't seem to be their parent or carer • Is with an older person, or a group of older people • They have been approached by someone unknown to them • They are given gifts (including food, alcohol, cigarettes, drugs) or are offered a place to stay • Other people are speaking on behalf of the young person when they are being directly spoken to • They may be presenting with volatile or aggressive behaviour, or may be quiet, withdrawn, trying to hide or be secretive • The child or young person may be presenting as anxious or distressed, dishevelled or tired • The child or young person appears to be alone
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Hostile Reconnaissance and suspect packages	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors to be aware of the activity of Hostile Reconnaissance and its nature. This can include people taking pictures of buildings and layouts, CCTV cameras, monitoring staff routines and drive-bys. Reasons for this activity could be terror related or to perform robbery or disruption to venue. See also guidance on TSO portal on: HOW TO RECOGNISE HOSTILE RECONNAISSANCE AND SUSPICIOUS ACTIVITY 42.2 V2 2024	1	3	3	Sub.	Ensure counter terror training is up to date as per company protocol. Online training available - ACT. Report any unusual activity to venue Manager and TSO via chats and to the Police. Door Supervisors to continually monitor for unaccompanied belongings or anything obviously out of place or partially obscured. (HOT technique) contact venue manager and Police as per guidance received. People gathering information in a surreptitious manner and loitering without making a purchase. People changing clothing and coming back to venue to further study layout. Monitor for cars repeatedly passing venue and make a note of licence plate. Pass all information to the Police or Crime Stoppers, if an emergency 999.
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Additional SOPs

See individual RAMS from client on staff portal, or ask your Operations Manager Alan Snelson for a hard copy, or by email.

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.

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Thanks in-advance Dave Pattinson

Glebe Road, Bowness-on-Windermere, Windermere, Cumbria LA23

WILTEL LTD

DO'S:

- **ARRIVE PRESENTABLE AND SMART**
- **BE RESPECTFUL, POLITE AND FRIENDLY TO CUSTOMERS, MANAGERS AND STAFF**
- **RANDOM CHECKS IN THE TOILET**
- **HELP BAR STAFF WHEN POSSIBLE I.E GLASS COLLECTING**
- **SEND ROTA TO THE MANAGER ON WHATS APP GROUP CHAT**
- **IMMEDIATELY INFORM MANAGER OF ANY STAFF ABSENCE ON THE WHATS APP GROUP CHAT**
- **GOOD INTERACTIONS AND COMMUNICATION WITH CUSTOMERS AND STAFF**
- **MAKE SURE THE ENTIRE PREMISE IS CHECKED DURING ARRIVAL AND BEFORE LEAVING THE PREMISES I.E FIRE ESCAPES, TOILETS, AND A VISUAL CHECK AROUND THE BUILDING**
- **PLEASE SEND REPORTS TO MANAGERS OF ANY INCIDENTS**
- **FILL IN ANY PAPERWORK I.E. GUEST REPORT NUMBER SHEET REQUIRED AT ANY OF THE PREMISES**
- **WE PROVIDE HOT DRINKS I.E TEA AND COFFEE AND CORDIALS (ORANGE, LIME, AND BLACKCURRANT)**
- **COMMUNICATE WITH THE MANAGER BEFORE FINISHING WORK**
- **WORK IN A PROFESSIONAL MANNER**
- **BE STRICT WITH THE ID'S AND CHALLENGE 25**

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DON'TS:

- **SMOKING AND VAPING IN THE SIGHT OF CUSTOMERS**
- **USE MOBILE PHONES FOR PERSONAL USE**
- **FREE ADMISSIONS IN THE WHEELHOUSE NIGHTCLUB ARE ONLY FOR THE MEMBERS OF STAFF FOR WITEL LTD NOT GUESTS**
- **DON'T ALLOW CUSTOMERS TO VAPE INDOORS IN ANY OF THE PREMISES**
- **DON'T RUSH CUSTOMERS TO LEAVE THE VENUE UNLESS MANAGER ASKS FOR SUPPORT (ONLY APPLIES TO BODEGA, QUAYSIDE AND CELLAR BAR)**
- **DON'T SHOUT, SWEAR OR MAKE THREATS AND PROVOKE CUSTOMERS**
- **DON'T JUDGE CUSTOMERS BY THEIR SEX ORIENTATION, RELIGION, NATIONALITY OR RACE**

When you arrive go to security office and collect venue log book, internal radios, and community radio. Return them to the office when you finish your shift. When you arrive on site , ask a member of staff to introduce you to the duty manager and ask them for an induction, including what to do in the event of fire alarm activation, first aid or other emergency SOPs.

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

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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 has authorised it, where and when. Do not play on your mobile phones; it gives a bad impression to customer service. Only use mobile phones for emergencies, and checking the pub watch message INTEL chats or passing and exchanging information between TSO and other door supervisors.

At all times there must be one door supervisor inside patrolling and one door supervisor on the front entrance unless dealing with an incident or requested by the head door supervisor or management team.

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. Any issues on site report them to the Head door supervisor or duty manager and log it on incident report 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 and some could be under 18. Also this is a very high profile customer service frontline role.

Uniform is black TSO jacket, Black TSO polo, Black trouser, Black shoes or boots and your appearance MUST be very smart.

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, till told otherwise remain there.

See also RAMS on staff portal for more detailed AIs SOPs

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

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Once you have read and understood the TBT, Please sign and date and return to

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.

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.

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Print / signed by venue manager:

Print / signed by Witness:

Dave Pattinson MD/Stacey Vivian Pattinson Director

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Tel: 07787788811 dgap@hotmail.co.uk www.tacticalsecurityoptions.co.uk dave@tacticalsecurityoptions.co.uk

Date: *17th July 2025*

Print / signed by Witness: *Stacey Vivian Pattinson/Dave Pattinson*

Next Review Date: *17th July 2026*

PERSON OF CONTACT:

NAME– IAN BOND AND DAVID WILSON

PHONE NUMBER-07884071167 AND 07748985589

EMAIL ADDRESS-ianbond75@ymail.com AND davecarlwilson@gmail.com

CAPACITY OF VENUE: QUAYSIDE 300 PEOPLE AND CELLAR BAR 150 PEOPLE

LOCATION OF FIRST AID BOXES: STILL ROOM
