



Tactical Security Options Ltd, Room 704 Cameron House, White Cross Industrial Estate, South Road, Lancaster, Lancashire, LA1 4XF. Tel: 07787788811 dgap@hotmail.co.uk 12.32

Tactical Security Options Ltd

Generic Assignment Instructions for Door Supervisors V3 Dec 2025 12.32

All Door Supervisors **MUST** carry out the following instructions in addition to site specific instructions.

- 1 Discharge their duties in accordance with the instructions laid down in the Company Handbook, and other site documentation, SOPs, TBTs, staff portal, WhatsApp or messenger groups.
- 2 Comply with these Assignment Instructions, which have been agreed by both parties to signify that they have been agreed formally, with the client and TSO.
- 3 Advise their immediate/designated supervisor where conflict between points 1 and 2 arises, so that this may be resolved immediately, and also inform TSO POC ASAP. Within 7 days in writing ONLY to dave@tacticalsecurityoptions.co.uk
- 4 Take instruction from the designated premises supervisor, or person in authority or charge, at the time of instruction. POC, HD, or TSO Management.
- 5 Keep confidential ALL security or information regarding TSO, its staff or Clients directly or indirectly and or other arrangements, or information.
- 6 Maintain good order at the premises/event to ensure the safety of you, other staff, client's staff, and the public by awareness of fire and emergency equipment and evacuation procedures. If in doubt ASK! Or check SOPs, TBTs, staff portal, WhatsApp or messenger groups.
- 7 Sign on and off correctly to the times when they attend their tour of duty, as agreed by TSO and the client.
- 8 Report ALL occurrences, incidents and hazards encountered whilst on duty, to the client and our Duty Manager and office, via the company reporting systems in place at the time of recording. SOPs, TBTs, staff portal, WhatsApp or messenger groups.
- 9 Co-operate with the Company, the customer, SIA, local authorities and emergency services, as necessary, were reasonably practicable, as per guidance, training SOPs, TBTs, staff portal, WhatsApp or messenger groups.
- 10 Greet ALL visitors, contractors or other to the premises in a friendly and courteous safe manner.
- 11 Use moderate language, tact and diplomacy at all times when dealing with other staff, members of public, clients staff, or others.
- 12 ONLY use reasonable and necessary force when tact and diplomacy do not, or will NOT work, if lawful to do so and the law has been broken, and there is NO OTHER option other than to use force. If unsafe to deal with call back up or the police, do not engage if unsafe to do so.
- 13 Act fairly and without discrimination against any person at the premises, directly or indirectly.
- 14 Not fraternise with customers or friends while on duty, and accepting any form of gifts, free, directly or indirectly, during the course of your duty.
- 15 Comply with the Company's Alcohol, Drugs and Substance Abuse Policy, at ALL TIMES.
- 16 Not abuse their position of authority and trust.
- 17 Wear their valid SIA licence prominently on the outside of their clothing on VIEW! At all times, unless under cover or CP, SD. Will picture facing forward, and NO information covered or obscured.

- 1 Follow these Assignment Instructions and advise their immediate/designated supervisor where conflict between points 1 and 2 (above) arises, so that this may be resolved immediately.
- 2 Do not play on mobile phones, or vending machines or other means of entertainment.
- 3 Do not smoke or drink on the front door, all breaks MUST be authorised by the client then the Head Door Person or person in charge, or TSO Duty Manager.
- 4 Ensure you are aware of all emergency, fire or other procedures related to the venue, if NOT ASK!. Or check SOPs, TBTs, staff portal, WhatsApp or messenger groups.
- 5 Ensure you are aware and have checked the location of all fire exits, fire equipment, emergency stations, first aid points, welfare facilities and have read and signed the site risk assessment.
- 6 Always read and sign the front cover of all site instructions on every site.



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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

Acknowledged:

(For Client)

Date 15.05.25