



Tactical Security Options Ltd Tool Box Talk

**Subject: Town Head Estate LA12 8NP Windermere (Cumbria) SOPs V4
December 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. 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 cc the email to the following members of management.

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 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.

Key Codes:

SOS start of shift briefing

TOD tour of duty

TSO tactical security options

TBT tool box talks

SOPs standard operating procedures

Ais assignment instructions

POC point of contact

TL team leader

Refs authorised rest break

RVP emergency muster point

SOPs:

When you arrive on site at the above location post code, reverse park into a suitable parking space within the car parking area on the right-hand side upon entry. Proceed towards the shower block to the right side of the parking area, following the gravel path.

When you access the block, in the plant room you will need to collect (3) TSO radios, (1) for both security and (1) for the Duty Manager, ensure a test call is made to ensure radios are fully working and fit for purpose, before your TOD. **TO ACCESS THIS BLOCK YOU MUST TURN THE FOLLOWING NUMBERS TO ACCESS THE KEY BOX, to get the key to unlock the door!!!! READ.... Number is 2020.**



There should be navy blue client's uniform clean logo shirts available, take the appropriate shirt and wear it for the full tour of your shift. **If there are no ironed clean shirts or sizes to fit you, inform the Duty Manager and TSO immediately. Take a photograph of the condition of the uniform or lack of uniform and send to our TSO chats for accountability.** Wear a Navy blue shirt or black it MUST BE ironed.....

Next to the plant room is the shower room, feel free to use these facilities before or after your shift. Just ensure you bring your own towels and toiletries, and leave it in the same condition you found it in.

Arrive in plenty of time to ensure you are **not rushing**, due to travel, weather conditions etc. I should not need to mention this, however we have had staff, not read not do hence the reminders. Your official start time will change accordingly, based on operational requirements, i.e. If your start time is 20.00, be on site and ready to start for that time, **(15) minutes before your TOD should be acceptable.**

You maybe asked to car share, this is not an order but a request. Report to the venue and ask for the duty manager for an SOS induction, walk round and briefing. If you are familiar with the layout and SOPs, still ask the duty manager for an update on the evening's events, structure, programme, special instructions or any other relevant information you need for your TOD, along with what do they want you to do in the event of a fire or evacuation. The RVP MUSTER EVAC POINT, is in the car park, unless relocated by the duty manager due to the dynamics of the evacuation.

Then log it on your final end of shift report in detail, as usual.

After the briefing communicate between each other, who is doing what and how, and confirm understanding between all parties.

Security needs to be covert unless something actually escalates and keep a lower profile unless the situation dictates otherwise. This venue hosts special occasions, so security need to be more customer service, meet and greet. Being more patient and allow the guests to leave in their own time, if not going against SOPs agreed on the night by the duty manager.

A full initial patrol of the site, inside and outside for familiarisation, must take place. There (1) is to be inside the venue or (1) up and (1) down to control people opening the doors for licensing. Venue staff can't always see this area, due to the bar is downstairs.

If there are one or two security use customer service skills and training, as a first option. If you are unable to deal with the situation back off to a safe area, and ring the police for backup. Or deal with it as per your own dynamic personal risk assessment, safely.

No mobile phones are to be on view or used when on site, unless an emergency or TSO business related to the client's business on the night. If the use of mobile phones is required, do it out of sight of guests and staff. If challenged by staff about using mobile phones, politely inform them what you are doing and why. If it's an emergency then risk assess it and use it based on your assessment, common sense adult rules and health & safety apply first. Strictly **NO social media, check ins, private messages or other.**

Security are to politely inform guests **NOT** to smoke under the marquee area, and to ensure the doors are always closed to stop noise pollution or complaints. Security should also keep monitoring upstairs, for any potential issues.

When patrolling security should also look for health & safety hazards or risks and report them accordingly. In addition security are to collect glasses or bottles and put them at the bar area, unless informed otherwise. Regular checks of stairways, toilets and appropriate areas as per the dynamics of the nights TOD.

Outside the marquee there is a gin bar for cocktail service, near the garden area. As you walk into the venue, to the right is the staircase to the first-floor function room. In front of you is the bar area, and to the left is the lounge area and toilets.

Upstairs on the first floor is the main barn function area, and band, DJ entertainment area. To the right is the second half of the function area, with tables, chairs or as per the events special instructions, the layout may change from event to event. Ensure all doors are closed for noise complaints or pollution.

To the rear of the venue there is a seating area and accommodation, and catering parking. First aid kits, torches are located in the kitchen. If you need a refreshment ask the staff and only if authorised to do so, for any clarification on any points you are unsure of. Check the video clip inductions on the TSO WhatsApp link, staff portal, TSO management or clients duty manager, **ITS ALWAYS OK TO ASK, BETTER SAFE THAN SORRY.**

Make the duty manager aware of any occurrences, situations or incidents during your TOD, and complete your end of shift report.

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 15.12.25

Acknowledged:

(For Client)

Date 15.12.25