



Operations Company's Policies

SFS Staff are inducted with regards to their job role and acknowledge the importance of protecting the public. The Company is committed to:

- Promote friendly and customer focused services
- Understand the client's needs and help growing their business
- Offer professional, non-violent dealing with incidents/issues

Admission

Admission Policies will be following the client's request and applied according to the existing legal provisions. This will include, without being exhaustive:

- At licensed premises:
 - Challenge 21 (checking for proof of age over 18 years, for anyone who is believed to be under 21) or where applied as part of the operating procedures
 - Challenge 25 (checking for proof of age over 18 years, for anyone who is believed to be under 25)
 - Consideration and refusal of anyone who is thought to be too intoxicated to enter the venue without breaking the law and consuming or purchasing alcohol on the premises whilst drunk, or abusing alcohol or drugs in the premises whilst intoxicated
 - At venues frequented by football fans, the admission of only 1 team (normally the home team) fans, or the exclusion of children for safety reasons, or if requested by the police, the admission of fans from one team and the exclusion of fans from the other team.
- At venues where there is a risk of drugs or weapons being brought onto the premises, a search could be requested of customers either randomly or a general search of everyone. Should an illegal item be found, the specific policy based on information from the police and local council is then implemented.
- At venues where the management have requested specific policies to be implemented to assist with reducing the number of people trying to gain access to the venue, who are unsuitable to enter the venue, these policies will be agreed upon firstly with the venue manager, and then with the area manager.
- At venues where the use of CCTV footage to identify potential problem customers is required, the request within reason of customers having to remove their headwear (as long as this does not discriminate against them on religious or medical grounds)

Admission to any venue will be the responsibility of the Security team to control and manage. Only in cases where the duty manager accepts responsibility for over-riding the Security decisions, will admissions be allowed which might seem contradictory to the above policy points.

Covid 19 special admission rules would be considered, in accordance to each venue's operating procedures.

Ejection

Where Staff have been trained in Physical Intervention Techniques, they will be required to implement where necessary their training as required.

The use of any eviction or escorting techniques must at all-time take into consideration:

- A dynamic risk assessment of the impact of using such techniques will be done at the time by the Security Staff
- If the assessment of risk concludes that the safety of other customers, staff or security members will be placed at unnecessary risk, then alternative options will be considered by the Security Staff, in the interests of Public Safety and the Prevention of Crime and Disorder. One of these options will be an immediate request for Police assistance.
- Where there is a credible threat to the life of any customer, such as a violent attack by another customer, the Security Staff will request any possible assistance, and consider any reasonable defence measures that can be taken to prevent the loss of life.
- No use of choking techniques such as a choke hold will be permitted



Intoxication/ Drunkenness/ Disorderly Behaviour

Any disorderly behaviour recognised by a Security Staff, should be dealt with immediately, with the aim to diffuse the situation without escalating it. Any assessment determining that an action by a Security Staff will escalate the situation should be communicated to the duty manager and alternative options will be pursued.

In licensed premises, the following policy will be applied by all staff working on behalf of the Company:

- Escorting off the premises any person found to be intoxicated (by alcohol or drugs)
- Where the intoxicated person is incapable of reasonably looking after their own personal safety, the duty manager of the venue is to be informed immediately, to discuss options that can be taken, to assist with the four licensing objectives.
- Where required, the Door Supervisor will ask the duty manager to contact either the Police or the Emergency Services to assist.
- Where the level of intoxication results in disorderly behaviour, the Door Supervisor will be required to implement Conflict Management and, as a last resort, to make use of SIA approved physical intervention techniques to escort the person from the premises.

Any venue which allows the sale or consumption of alcohol by an intoxicated person within the premises can be prosecuted for breaking the law. This also applies to any Door Supervisor that knowingly allows such a breach of the law to continue.

Searching/ Seizure/ Confiscation of items

When carrying out a search door supervisors should always remember to take care for own personal safety!

The following applies:

- Searching someone without consent / permission is against the law!
- Strip searching is illegal.
- If searching a bag:
 - The person should be asked to open the bag. It is preferable to get the owner of the bag to open it and show what is inside
 - Someone else should be a witness to the search
 - Needles and sharp objects can result in injury
- Body search is to be done only of someone of the same sex.
- Security Staff should always confirm the searching policies of the venue before you start to search customers

When searching someone, a controlled drug / substance or weapon can be possibly found. These items could also be found hidden away on the premises or even left somewhere to be collected later. The steps below will help with the correct documentation, storage and handing over, as these actions could later be called into question in court:

- Venues should have self-seal property bags and plastic weapons / sharps containers. These can also be requested from the local police. They are also used to reduce risks in terms of Health & Safety issues.
- If an item is seized then the following information should be captured into the incident report book:
 - Date & Time found
 - Where it was found
 - Witness details
 - Details of who found the item/s
 - Item/s description
 - Seal NUMBER of the evidence bag / container
 - Signature of the person who seized the item
 - Signature of the Venue Manager / DPS etc.
 - Details of the person who was searched
- For Health & Safety and also evidence reasons, the handling of any item should be kept to a minimum.

- Any confiscated item should be placed in one of the numbered self-seal bags / plastic containers / tubes as soon as practical. Any offensive weapons or knives should be placed immediately into one of the plastic tubes / containers, which should be then secured and placed into one of the numbered self-seal bags. The evidence should be sealed and signed where available, in the presence of the person from whom the item was confiscated.
- It is good practice to bring to attention the finding of any item/s, to a colleague or manager of the venue.
- CS sprays should be treated with extreme care and immediately placed in a safe and secure area. They should not be handled further nor left unattended, and police should be called immediately. Should any firearms or suspected firearms be discovered, police should be called immediately.
- If in exceptional circumstances, firearms are seized, the firearm must be placed in a secure area and no attempt will be made to unload or tamper with the firearm. Police must be called immediately and the bag should be placed in a secure place pending collection by the police.
- Management and staff should keep notebooks in which to record the circumstances of any incidents. These “original notes” can be used to provide statements at a later date should any proceedings arise from seizures. A note should be made of the Police Officer’s badge number (usually on their shoulders) to whom any evidence or items is handed over, or who deals with the incident.
- All staff should be made aware that providing written statements is an integral part of these procedures.

Arresting

- A Power of arrest exists for staff in respect of anyone whom they have reasonable grounds for suspecting to be committing an indictable offence. Consideration should be given to exercise of this power.
- Please note that only use reasonable and minimal force must be used to detain an arrested person.
- Evidence for such an arrest cannot be based on hunches or third hand accounts and must be proportionate, legal and necessary.
- If door staffs have any doubt as to their power of arrest, police should be called.

Lone worker

The ability to deal effectively with extremely challenging behaviour is difficult in any situation, and is never without risk. Where an individual is required to work alone, any health and safety risks must be carefully considered, so control measures will be implemented and reviewed through periodical risk assessments.

A lone door supervisor will perform tasks such as:

- Patrolling, monitoring, reporting
- Assisting the Police in evidence gathering

Control measures for a lone door supervisor include:

- Instruction and training
- Job limitations, as following:
 - General security requirements are to be acted upon **only when considered fully safely**, i.e.:
 - Managing flow of customers and screening the suitability of people entering into the premises;
 - Acting to prevent injury to others;
 - Challenging if law or rule are broken and dealing with conflict arising within the premises;
 - Any situation is to be dealt with as per Conflict Management Training. No physical intervention shall be attempted, as per SIA training. The company will conduct due diligence with regards of the client’s management/staff SIA licences, as they have their own key functions to deliver. However, they must be seen as ancillary to requirements, as haven’t been trained with regards to SFS policies.

Due to the limited ability of a lone worker to effectively and safely apply admission/ ejection/ searching/ arresting policies, client’s managers need to acknowledge that a lone door supervisor MUST follow the above guidance.