

Security & Event Solutions

Staff Handbook

Carol Kingan - Office
Manager

Liam Stockford – Duty
Manager

Security and Event Solutions LTD

01273 423521

office@securityandeventsolutions.co.uk

Introduction

Security and Event Solutions began operating over 9 years ago and are the South Coast's leading Security and Event Management Provider. For further information on the company please visit:

www.securityandeventsolutions.co.uk

You can also find SES on facebook as – Security and Event Solutions

The purpose of this document is to give you some of the basic information that you need to fulfil your role as a Steward and/or Security operative. It is not meant to be an exhaustive account of your role whilst working for Security and Event Solutions but aims to give an idea of what you can expect.

Although you may have worked for the company for some time you should regularly read this document to refresh your memory on the topics it covers.

It is important to realise whilst working at events and venues that you are representing not only Security and Event Solutions but also the client, promoter, and anyone else associated with the event. We have a professional working relationship with these clients, which we are keen to work on and develop with help of SES employees, which we can build upon and keep up the high standards for years to come.

Please take the time to read this guide and do not hesitate to contact us if there is anything you do not understand or if you have any questions based on its contents.

Communications Structure

The contact details below are the members of the management team. Although you may contact these individuals, be mindful that they may not always be working and therefore you may not receive an immediate response.

Should you require an immediate response, you should always contact the office during office hours or the 24/7 duty phone.

Office (09:00-17:00 Mon-Fri *Except bank holidays*)	01273 423521
24/7 Duty Phone	07432 202701
Carol Kingan – Office Manager	07494 583139
Mark Beard – Duty Manager	07494 583141
Liam Stockford – Duty Manager	07852 558179
Daniel Chadburn – Duty Manager	07940 222408
Peter Chadburn – Duty Supervisor	07444 289427
Michael Mulheran – Training Manager	07399 342876

You can also contact using email using the following email addresses.

Office – Carol Kingan	Office@Securityandeventsolutions.co.uk
Duty Management Team	Dutymanagers@Securityandeventsolutions.co.uk
Training – Michael Mulheran	Training@Securityandeventsolutions.co.uk
Mark Beard – Duty Manager	Mark@Securityandeventsolutions.co.uk
Liam Stockford – Duty Manager	Liam@Securityandeventsolutions.co.uk
Daniel Chadburn – Duty Manager	Dan@Securityandeventsolutions.co.uk
Peter Chadburn – Duty Supervisor	Pete@Securityandeventsolutions.co.uk

If you query or issue is important or urgent, you should always contact the office or 24/7 duty phone.

Find My Shift

Find My Shift (FMS) is the rota app used by SES. You can find a guide for this in the uploads section of the app.

If you have any issues with using the app or need assistance, contact the office or duty management team, they will be happy to help.

Social Media

While it might not appear as obvious, due to the nature of our business, you should limit or refrain from posting on social media about job sites, locations, shift times and anything else that could be used by hostile parties.

You should also be careful about anything you post, that could cause harm or breach of the law, as this can lead to disciplinary action.

For more information on social media use regarding your job role, please refer to the social media policy found on Find My Shift (FMS) in uploads.

Office open times

Monday – Friday **09:00 – 17:00 (Except bank holidays)**

Please call **01273 423 521** this is charged at local rate.

Outside of office hours please call the 24/7 Duty Phone **07432 202 701**

Please only call outside of office hours if it is an emergency.

If it is **not an emergency**, please call the office within normal office hours.

If you need to cancel a shift you can do this on Find My Shift **if it is 14 days before the shift start time.**

If you need to cancel a shift between 14-7 days, you can email Office@Securityandeventsolutions.co.uk

If you need to cancel a shift with less than 7 days notice, you must call either the office or the 24/7 duty phone.

Other Useful Contacts

If you need to discuss **HR** or **Payroll** issues, please contact Office@Securityandeventsolutions.co.uk

You can also use this email for recruitment purposes.

If you have any questions about training you can contact Training@Securityandeventsolutions.co.uk

Customer Service

- Excellent Communication Skills
- Focus on Customer Service
- Solution driven – put yourselves in the shoes of the Customer/Client.
- If you don't know the answer to a question, ask Someone. The clue is in our name, we provide solutions, even if that is in the form of someone who knows the answer.
- Enhancement of the Visitor Experience
- Be careful what you say to people, you never know who you are talking to.

Image and Appearance

Your uniform will depend on the site or event you are working. This will usually be stated on your rota tile on Find My Shift (FMS)

The different types of uniform are as follows:

- 1) Grey SES polo shirt – Black combat/cargo trousers – Black boots or shoes
- 2) Grey SES polo shirt – **Smart** black trousers – Black boots or shoes
- 3) White or black shirt – Black SES branded clip-on tie – **Smart** black trousers – Black boots or shoes
- 4) Full suit, this comprises of the same as #3 but you would also be required to wear a suit jacket or waistcoat (weather dependent)

Alongside the above uniform types, you should have:

- Black SES fleece
- Black SES softshell outer jacket
- Black SES baseball cap and beanie

If you do not have these, or require a replacement, please contact the office and this can be arranged.

Good self-hygiene should always be practiced, this includes but is not limited to:

- Clean nails
- Clean and tidy hair
- Clean and tidy uniform and footwear

Breaks

You will be entitled to breaks while working. It is important to remember that while you are on break, you are still a representative of SES.

Therefore you should remain professional, you can do this by:

- Not smoking in view of the public, using designated areas and removing hi-vis vests.
- Not eating while **not** on break
- Be mindful of what you are saying and who can hear you, for example, swearing when talking to a colleague could be overheard by children or someone who could take offence.

Basic Code of Conduct



Arriving 15 minutes early to shift for handover and signing in



Ensuring smart personal appearance including:

- ✓ Clean hair & nails
- ✓ Full & correct uniform – Contact office or duty managers if more/new required
- ✓ No hats worn indoors
- ✓ Hats worn outdoors to be plain black - no logo other than SES
- ✓ No trousers tucked into boots on corporate sites



Prominently displaying registration badge at all times whilst on duty, using either an SES lanyard or in your hi visibility vest as required



Only using mobile telephones in an emergency or when on your break. Not posting Company-related business to social media



Greeting Clients, Customers and the Public in a friendly and courteous manner and using moderate language at all times

Security & Event Solutions



Never drinking alcohol during or prior to a shift or under the influence of alcohol or any illegal substance when on duty



Acting fairly and lawfully. Not discriminating against any person on the grounds of colour, race, religion, sex or disability (be prepared to justify your actions)



Smoking only during breaks and in areas designated by the Client. Not wearing Company high vis whilst smoking



Not eating any food whilst on duty unless on a break, in the appropriate area or specific permission given



Giving assistance to any person on the premises who is injured or distressed, unless it conflicts with immediate duties



Never accepting any bribes or other considerations from any person, nor failing to report any money or property received during work



Never carrying an offensive weapon



Being aware of the site emergency evacuation procedures, nearest call points and fire exits

Staff Duties (Do's and Don'ts)

Do

- Welcome customers as they enter and say goodnight as they leave.
- Ensure the safety of customers and staff on the premises and encourage / maintain good order within the premises and in the immediate vicinity outside the front doors. This will include all emergency evacuation procedures.
- General observation to ensure that the environment is a positive one and, where problems arise, take precautionary action as appropriate.
- Ensure the fixtures and fittings of the venue are not damaged or vandalized.
- Control access to the premises and to certain areas of the venue for the customers so that performances are not interfered with.
- Patrol certain parts of the building, e.g. Toilets, Fire Exits, Bars
- Assist professionally in clearing the premises or certain areas of the venue.
- Assist in body searching, if and when required.
- Assist other staff in the performance of their duties where this does not conflict with the main purposes of your security job.
- Undertake other tasks and responsibilities in keeping with the nature of the post as required by the Duty Manager of the event, Head of Security or Supervisor from time to time.
- Handle complaints quickly and politely, inform the customer of how the problem is going to be dealt with and always pass it on to the supervisor who will notify the venue if necessary.
- Static positions should remain in position at all times, unless directed to move by your supervisor.
- Sweeps of the building must be done at the end of the event in this order, first is an initial sweep, then a secondary sweep and then a supervisor's sweep before standing down from your supervisor is given.

**Remember we are all a team, including bar staff,
venue staff, promoters and more.**

Don't

- Intimidate or embarrass people or ignore them when they speak to you.
- Offer any opinions about the event or the venue.
- Be rude or aggressive to customers or other staff.
- Swear in front of guests, even if they are swearing at you.
- Be unhelpful or apathetic to the needs of the customer.
- Keep people waiting longer than is necessary, if there is a queue then inform customers of the reason and apologize – chat to customers to try and take their mind off the wait.
- Search customers on your own, with no other person present or without consent.
- Search customers once they have entered the venue unless specified by the Head of Security or the Venue Manager.
- Lean on any fixtures, fittings or walls.
- Go behind bars or in cellars unless asked to do so by a manager.

Assignment instructions

Assignment instructions have been created for all sites; they are clear instructions of what you are expected to do.

You can find these onsite in physical form but also on Find My Shift (FMS) uploads as a digital download.

If you are asked to do something that is not on the Assignment instructions, please contact the office or Duty phone. If the instructions are unclear or incorrect, please email Dutymanagers@securityandeventsolutions.co.uk

Reporting

Please make sure all reports are sent to reports@securityandeventsolutions.co.uk

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Security Reporting Procedures

ALL persons on shift are responsible for ensuring reports are written

Every Shift	
<p>Record the following: (noting time)</p> <ul style="list-style-type: none"> • Time In (all SES staff members) • Patrols • All incidents / accidents (even if also recorded in other book) • Anything unusual • Time Out (all SES staff members) 	<p>Record in: Daily Occurrence Report Book</p>
<p>END OF SHIFT ACTION REQUIRED: Take picture of completed report and email to reports@securityandeventsolutions.co.uk then delete from your phone</p>	
Incidents and Near-Misses	
<p>Record the following:</p> <ul style="list-style-type: none"> • Significant issues / concerns • Anything that caused harm • Anything that <u>could</u> have caused harm even if no harm occurred (near-miss) 	<p>Record in: Incident Report Book</p>
<p>END OF SHIFT ACTION REQUIRED: Take picture of completed report and email to reports@securityandeventsolutions.co.uk then delete from your phone</p>	
Accidents	
<p>Record the following:</p> <ul style="list-style-type: none"> • All Accident details and action taken (complete all sections in book) 	<p>Record in: Accident Book</p>
<p>END OF SHIFT ACTION REQUIRED: Take picture of completed report and email to reports@securityandeventsolutions.co.uk then delete from your phone</p>	

ALL incidents and accidents **MUST** **ALSO** be called in to the Duty Phone during the shift it occurred

Completing Incident report forms

Report must have:

- **Who** – Who was involved?
- **When** – When did it happen?
 - **What** – What happened?
- **Where** – Where did it happen?
- **Why** – If you know, why did it happen?

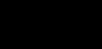
Radio Procedures

Radios that have been supplied by Security and Event Solutions are **your** responsibility while in your possession and need to be signed out and back in at the start and end of each shift. Please make sure the radios have been switched off when handed back in when signing out.

Make sure that you give frequent radio checks to your supervisor or supervisor, especially if your radio has been quiet for a long period.

Radio Etiquette

- **Received** – means that you have understood and comply.
- **Over** – means you are passing the communication over to the other person so that they can speak.
- **Out** – Means that the conversation has finished, the person who starts the conversation always finishes with OK Out to acknowledge that you have heard your colleague and have nothing more to say.
- Always say the name of the person you are calling twice when you initiate communication. It may take a second for someone to register what he or she is hearing through an earpiece especially if they are talking to someone else.
- You should always communicate with control and not to whoever you like. This is to prevent you and your colleagues from accidentally talking over each other.

Fire	Code Red	
Suspect package	Code Black	
Fight or disorder	Code Yellow	
Weapon	Code Silver	
Sexual Nature	Code Blue	
Vomit	Ice Cream	

Search Procedures

If you are carrying out Body search, Male must search male and Female must search female. Always ask permission before searching.

Weapons and Offensive Items

Security and Event Solutions have a duty of care over its customers, clients and anyone using services or venues and event spaces, including near to our workplaces. All door supervisors must be mindful that the following items do not make their way into the venue where they will threaten the safety of staff and customers.

- Items that are designed to cause injury or harm or death.
- Items that have been adapted to cause injury or harm or death.

Door supervisors **MUST** carry out searches on anybody they suspect to be carrying an offensive weapon. The door supervisor should **ALWAYS** ensure that a witness is present when carrying out a search; the following procedure must be applied:

Ask permission to search, if permission refused then the individual should be refused entry and if believed to be carrying an offensive weapon the police should be notified.

The individual should be taken to the designated search area and a search carried out, always ensuring a witness is present and you are covered by CCTV.

If an offensive weapon is found, the individual should be detained for carrying an offensive weapon and informed that the police are being called.

The offensive weapon is to be confiscated and placed into an evidence bag and passed directly to the Duty manager. The offensive weapon must then be taken to a secured safe in a lockable office.

A written report/notes need to be created including details such as time and date the object was confiscated, who confiscated the item including SIA number, the location of the search, the name of any witnesses to the search, what was done with the item and a description of the item.

First Aid Procedures

First aid is what is given to an injured or ill person before a doctor, or an ambulance crew arrives on the scene. First aid is a very serious matter, and you must know the following procedures, it could save a life.

Do not give First Aid unless you are trained to do so and hold a valid first aid certificate issued by a Health and Safety Executive (HSE) accredited organization.

Scene Preservation

Security and Event Solutions staff will always ensure that after any incident has occurred and a crime has been committed that we follow the following guidelines for scene preservation. There will be times that door supervisors have to detain people until the police arrive. Sussex Police have had our assurances that Security and Event Solutions will work in partnership with them and help assist with the correct procedure that is set by the local police for the following crimes.

- Criminal Damage
- Assault
- Theft
- Possession of firearms of offensive weapons
- Possession of drugs

What to do

Upon arrival at the scene of the crime, the first door supervisor must record the time, date and weather conditions and take action to preserve and secure the area to the maximum extent possible.

The Police need to be called to the venue or site via 999. If the situation is such that it is not possible to get to a phone as door staff attend to the situation, then the Town radio should be used to summon the emergency services to the venue if applicable.

Note in the event of an assault, the attacker needs to be detained until the Police arrive and the two parties kept separate from each other.

The administering of first aid to victims on the crime scene takes priority although any unauthorized access must not be allowed as any individual present poses the risk of contaminating or destroying physical evidence. Ensure that you always know who the duty first aid is and how you will be able to contact them, whether they are part of the security team or contractor or venue staff member.

Once the scene has been secured, the door security team must secure the area and keep it clear from anyone interfering.

Immediate action must be taken to protect items of evidence which may be destroyed by weather conditions or persons looking to move, remove or destroy any evidence. Any persons present at the scene of the crime who may be witnesses should be removed and their details taken. It is also necessary to record all movements at the scene and any items moved or touched by individuals.

If that in the event of any of the evidence being a danger to anyone else, maybe due to its location, it may be essential for the security team to have to move things. If so, physical evidence must then be properly packaged and labelled before being handed over to the police.

On their arrival, the police will need to be told exactly what has been said, what has happened and informed of any items of evidence that may have been handled by security.

The security team must take and keep accurate written records in their personal notebook and in the venue incident logbook of exactly what happened and what action was taken.

All Security and Event Solutions operatives need to be clear on the scene preservation and ensure that they all work towards this.

Suspect Package Procedure

Bombers and bomb hoaxers often telephone their threats; you might be the person who receives the call or be on duty when a bomb threat is made.

You must make sure you are prepared.

If you take a call, here are five things you must do:

- Make careful note of what is said, getting as much information as possible.
- Note any accent or any unusual aspects of the caller's voice.
- Listen in to any background noise, this might give away their location.
- Note any code words.
- Dial 1471, which may give you the number of the caller.
- Inform your supervisor and the venue manager immediately.

If you discover a suspect package then immediately contact your supervisor, only use your radio at least 10m from the package.

Note: code word for a suspect package / bomb is **CODE BLACK** [REDACTED]

The difference between a fire evacuation and a suspect package evacuation is:

- You need to encourage customers to take their bags and belongings with them.

You should not use the Rendezvous point.

UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H

Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O

Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



T

Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate

If after applying the HOT protocol you still believe the item is suspicious, notify your line manager immediately and using the railway telephone network call 999.

If you do not have access to the railway telephone network call 0300 123 9102



Fire Evacuation Procedure

In the event of fire or any other evacuation, it is the responsibility of the security team to ensure that all fire exit doors are open and remain unobstructed. If any disabled customers enter the venue make sure that you inform the event manager /supervisor, again informing them when the disabled persons leave.

In the event of the fire alarm sounding, you can consider this automatic confirmation of evacuation. The alarm has an unmistakable loud siren noise, the music will switch off and the main lights will switch on.

Note: Code word for fire is **CODE RED** ████████

Make your way to your designated exit; all the exits should be opened immediately. Your primary role is to ensure that the customers are evacuated as quickly and safely as possible.

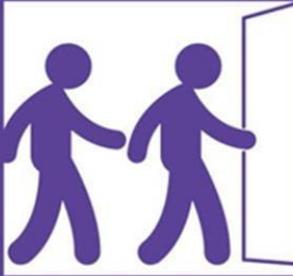
Do this by staying near the fire exit doors ensuring they are clear and enthusiastically encourage customers to walk through the doors quickly and calmly, move customers outside away from the exits so they remain unobstructed for those that do want to leave rather than those that don't.

Once the venue is clear, close the remaining doors then all security to make their way towards their designated exits. Do not let customers back into the venue until given all clear from the Supervisor.

If unclear about procedures, ask your supervisor for clarification. Supervisors will regularly question staff to ensure their knowledge.

The meeting point of the will be given at the pre-event brief.

If you think someone has been exposed to a **HAZARDOUS SUBSTANCE**



**REMOVE
THEMSELVES...**



**REMOVE
OUTER CLOTHING...**



**REMOVE
THE SUBSTANCE...**



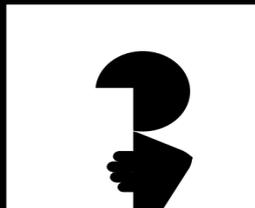
**COUNTER
TERRORISM
POLICING**

ACT

**ACTION
COUNTERS
TERRORISM**

IN THE RARE EVENT OF
a firearms or weapons attack

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.