

# SALTAIRE SECURITY ASSIGNMENT INSTRUCTIONS

PUB, CLUB OR  
HOTEL PICTURE  
GOES HERE

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Prepared for: *PUB, CLUB OR HOTEL NAME*

Prepared on: *17th JULY 2010*

Prepared by:

Steven Robertson  
SALTAIRE SECURITY  
54 High Street  
Fochabers  
MORAY  
IV32 7DU

Tel 07775208923  
E-Mail [info@saltairesecurity.com](mailto:info@saltairesecurity.com)  
Web Site [www.saltairesecurity.com](http://www.saltairesecurity.com)

SIA REGISTERED

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**ACCEPTANCE SHEET**

I hereby accept that these Assignment Instructions are in compliance with the wishes of the management of.

NAME OF COMPANY

and that their implementation will effectively ensure that all security matters in relation to the Premises/Venue are covered. I confirm that the information supplied to Saltaire Security throughout these instructions is current and I will ensure that it is maintained in line with agreed service requirements.

<b>Signed on behalf of</b>	_____
<b>Print Name</b>	_____
<b>Signature</b>	_____
<b>Position in Company</b>	_____
<b>Date</b>	_____
<b>Signed on behalf of Saltaire Security</b>	
<b>Signature</b>	_____
<b>Print Name</b>	_____
<b>Position in Company</b>	_____
<b>Date</b>	_____

Any alterations to these instructions will only take place after consultation between the client and Saltaire Security and must be the subject of a record amendment.

These instructions will be subject of review at least once per year

**ISSUE DATE 17 JULY 2010**

**REVIEW DATE 17 JULY 2011**

**Terms and Conditions**

Thank you for choosing Saltaire Security. Our aim is to meet all our clients' security requirements and to ensure the wellbeing of all our clients and to provide a first class security service which meets with all our clients' requirements and expectations. All of our security personnel are self employed and have worked for Saltaire Security for a number of years and are all fully qualified door supervisors who are SIA (Security Industry Authority) approved and all work to industry standards BS7960 code of practice for door supervisors/stewards. We also hold full security liability insurance.

We would be grateful if you would read our TERMS AND CONDITIONS detailed below before signing the form where indicated. This should be read in conjunction with our ASSIGNMENT INSTRUCTIONS which have been developed and tailor made to meet with all your requirements.

1. Contract to run from **INSERT DATE** To **INSERT DATE**
2. Times to be worked from **00.00** To **00.00**
3. The fee for our service is **£000.00** Per night for 2 Door Supervisors

Except on the following days 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>, 31<sup>st</sup> Dec and 1<sup>st</sup> Jan which our fee for our service is **£000** Per night for 2 Door Supervisors.

4. All fees are to be paid on the day the event takes place unless by prior arrangements with Saltaire Security Management
5. If you wish to terminate this Contract we require **1 Months notice**
6. Should you require us to work any additional hours and require additional manpower which we have not been contracted to work we will be only to happy to provide you with a cost for this please call for details 07775208923

**Signed on behalf of** \_\_\_\_\_  
**Print Name** \_\_\_\_\_  
**Signature** \_\_\_\_\_  
**Position in Company** \_\_\_\_\_  
**Date** \_\_\_\_\_

**Signed on behalf of Saltaire Security**

**Signature** \_\_\_\_\_  
**Print Name** \_\_\_\_\_  
**Position in Company** \_\_\_\_\_  
**Date** \_\_\_\_\_

***Assignment Overview Pub, Club or Hotel Name***

***Description of your premises will go here***

The main reasons for a Security presence at the PUB, CLUB OR HOTEL NAME are.

1. To control access to the PUB, CLUB OR HOTEL NAME.
2. To control any potential threats of violence between PUB, CLUB OR HOTEL NAME customers.
3. To remove any customer from the PUB, CLUB OR HOTEL NAME who are behaving in a threatening and abusive manner towards any other PUB, CLUB OR HOTEL NAME customer or PUB, CLUB OR HOTEL NAME staff member.
3. To keep the noise levels to the bare minimum.
4. To keep a high profile security presence in the PUB, CLUB OR HOTEL NAME to make sure that all customers, staff and our clients property are protected from injury and loss.
5. To make sure that all visitors to the PUB, CLUB OR HOTEL NAME have a positive experience which will make them want to come back time and time again.

***Contractually Agreed Manning Levels***

2 Door Supervisors to work 00.00hrs to 00.00hrs Friday and Saturday as required

All other times by prior arrangement with Saltaire Security Management

***Clients Hours of Work***

The client's main core hours of work are \_\_hrs to \_\_hrs \_\_ day to \_\_day

However such is the nature of the clients business that access to the Premises is required at all times

***SALTAIRE SECURITY PERSONNEL STAFF INFORMATION***

- |   |                    |
|---|--------------------|
| 1. Saltaire Security Management Steve Robertson | Mobile 07775208923 |
| 2. Saltaire Security Management Kevin Smith     | Mobile 07901001146 |

*Issue and Amendment Record*

NO	ISSUE NUMBER	ISSUE DATE	AMENDMENT NO	PAGE NUMBERS	DESCRIPTION	ENTRY DATE	SALTAIRE SIGNATURE	CUSTOMER SIGNATURE
1								
2								
3								
4								
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*Mission Statement*

Saltaire Security strives to deliver a first class service by

1. Providing a professional and reliable service which meets the needs of our clients
2. Providing our clients with consistent, professional knowledge and courteous service
3. Achieve growth through quality and professionalism
4. All employees and sub-contractors will be expected to co-operate fully with the above statement

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Date** \_\_\_\_\_

*Health and Safety Policy Statement*

Saltaire Security  
54 High Street  
Fochabers  
Moray IV32 7DU  
SCOTLAND  
21 May 2010

It is the policy of this company to give the greatest importance to Health & Safety and welfare at work of all of its employees and sub-contractors. Furthermore, to provide and maintain safe and healthy working conditions, equipment and systems of work, as far as is reasonably practicable, for all our employees and sub-contractors and to provide such information, training and supervision as they will need to complete their work in a safe and effective manner.

This company will also ensure, as far as is reasonably practicable, that their working activities do not endanger members of the public and information will be made available to the general public if any process or job has the potential to cause injury.

This company will require all its employees and sub-contractors, whilst at work to conduct themselves in a safe and conscientious way, ensuring at all times that the work is carried out with a high regards to personal safety, the safety of co-workers and the general public.

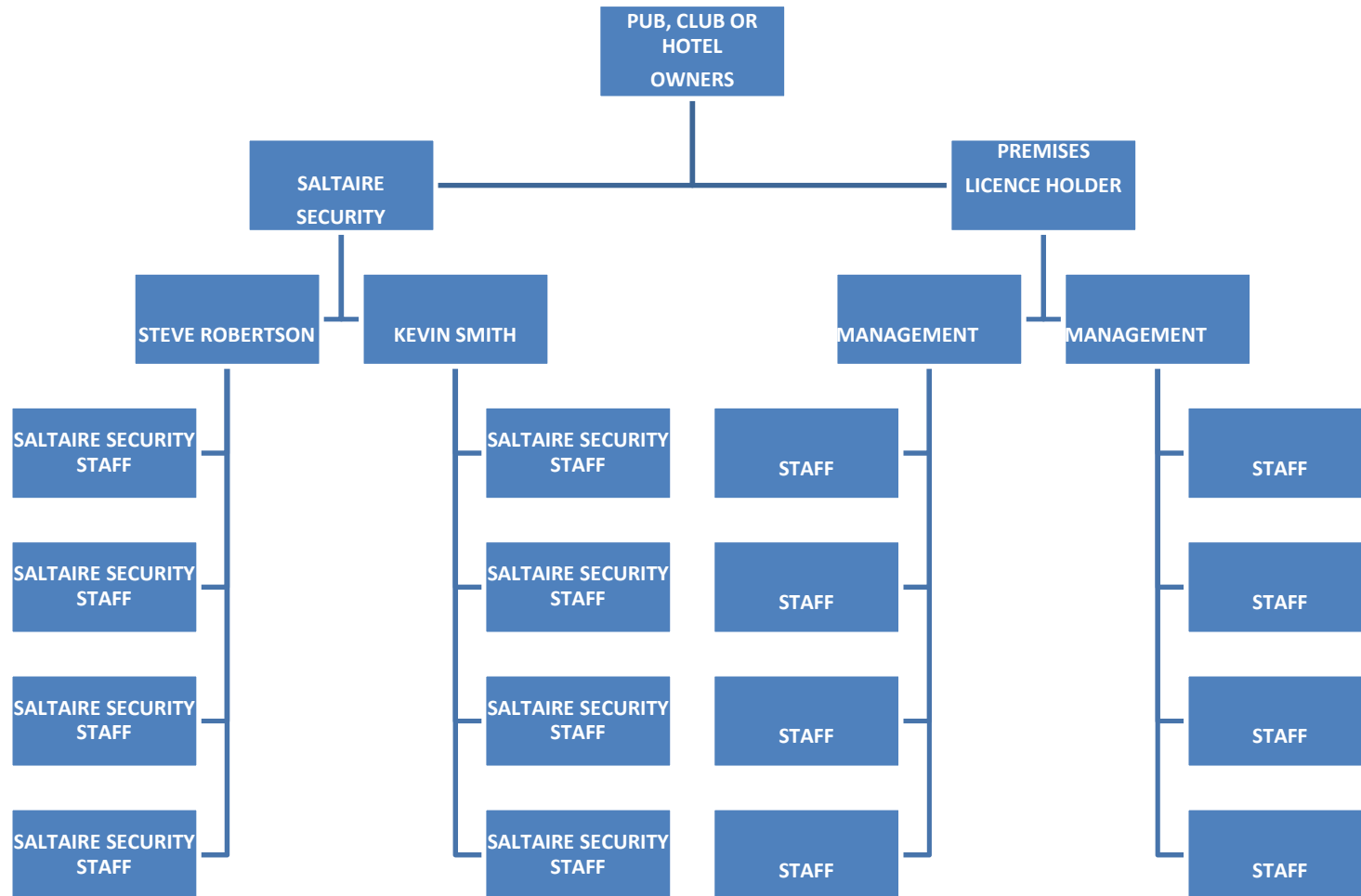
All employees and sub-contractors will be expected to co-operate fully with the above general statement of policy. The implementation of this policy shall be regularly monitored.

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Date** \_\_\_\_\_

*Saltaire Security Organisational Chart – Pub, Club or Hotel Name here*





*Special Client Instructions for Pub, Club or Hotel Name*

1. All door supervisors working at the PUB, CLUB OR HOTEL NAME should take instructions from MANAGERS NAME or DEPUTY. You should work closely with the above named, firstly to resolve any issues that may come to your or their attention. All actions should be authorised by any of the above named. Your roles are to ensure that no customers are bringing their own alcohol into the premises or involved in illegal activities, fighting, using threatening or abusive language.
2. No drink or glasses should be taken outside; a polite reminder to take their drink or glasses back into the building is the right approach. Smoking at the main entrance to the PUB, CLUB OR HOTEL should be discouraged. Customers should be encouraged to use the smoking area
3. Under NO circumstances should any door supervisor remove alcohol that has been confiscated from customers this should be dealt with by the premises management who should have a policy on the safe return or disposal of this alcohol. Removal by any door staff for whatever reason could be classed as stealing and could result in disciplinary action being taken which could lead to your dismissal from Saltaire Security.
4. Plastic coke and lemonade bottles filled with vodka-coke, rum-coke, vodka-lemonade etc. You will have to be on the look out for bottles that have been pre-mixed before customers come into the premises. No matter what's in these bottles they should be confiscated.
5. THIS IS JUST A SAMPLE OF THE TYPE OF SPECIAL CLIENT INSTRUCTIONS THAT ARE INCLUDED IN OUR ASSIGNMENT INSTRUCTIONS SOME OF OUR CLIENTS ONLY HAVE 2 OR 3 PAGES OF INSTRUCTIONS OTHERS HAVE DOUBLE FIGURES SPECIAL CLIENT INSTRUCTIONS.
6. ALL OUR SPECIAL CLIENT INSTRUCTIONS ARE WRITTEN WITH THE HELP AND APPROVAL OF ALL OUR CLIENTS THEY ARE TAILOR MADE FOR YOUR PREMISES.

*Emergency Procedures Customer Contacts*

	<i>Name</i>	<i>Job Title</i>	<i>Contact Numbers</i>
1.			
2.			
3.			
4.			
5.	Steve Robertson	Saltaire Security	07775 208923
6.	Kevin Smith	Saltaire Security	07901 001146

<i>Type of Emergency</i>	<i>Action Required</i>
Fire	Telephone 999 Evacuate Building
Bomb Threat	Telephone 999 Evacuate Building Complete Bomb Threat Checklist
Injured Person	Only give first aid if you are trained to do so Contact site first aider or call for an ambulance Complete Incident Report Sheet
Serious Incident	Telephone 999 Only attempt to apprehend suspect if safe to do so Only give first aid if you are trained to do so Contact site first aider or call for an ambulance Complete Incident Report Sheet

*Contract Manning Levels*

1. Two Door Supervisors to work 00.00hrs to 00.00hrs Friday and Saturday as required.
2. All other times by prior arrangement with Saltaire Security Management.
3. Additional manpower by prior arrangement with Saltaire Security Management.

*SIA Badge Number, Expiry Date and Qualifications*

NO	NAME	MOBILE NUMBER	BADGE NUMBER	EXPIRY DATE	QUALIFICATIONS
1	STEVE ROBERTSON	07788789974	0130013167337285	July 17, 2013	1 & 2
2	KEVIN SMITH	07876196977	0130001741621140	June 24, 2011	1 & 2
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

Notes	Qualifications	
1 UPDATE ASSIGNMENT INSTRUCTIONS 2 THE RED FILE 3 STEVE'S COPY IN SECURITY NOTE BOOK	1 HSE FIRST AID TRAINED 2 PROJECT GRIFFIN COUNTER TERRORISM TRAINED 3 HSE FIRST AID ASSESSOR	4 PHYSICAL INTERVENTION LEVEL 2 INSTR 5 6

***Conduct for Door Supervisors***

STANDARDS OF BEHAVIOUR FOR DOOR SUPERVISORS.

***PERSONAL APPEARANCE.***

A Door supervisor should at all times.

1. Wear clothing which is smart, presentable and easily identifies the individual as a DOOR SUPERVISOR, and is in accordance with the employer's guidelines.
2. Wear his/her SIA license on the outside of their clothing whilst on duty, displaying the photograph side.

***PROFESSIONAL ATTITUDE & SKILLS.***

A door supervisor should.

3. Greet visitors to the premises in a friendly and courteous manner.
4. Be friendly and do not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the DOOR SUPERVISORS responsibility.
5. Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
6. Behave with personal integrity and understanding.
7. Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.
8. Be fit for work and remain alert at all times.
9. Develop knowledge of local services and amenities appropriately.

***GENERAL CONDUCT.***

In carrying out his/her duty a DOOR SUPERVISOR should.

10. Never solicit or accept any bribe or other consideration from any person.
11. Not drink alcohol or be under the influence of alcohol or drugs.
12. Not display preferential treatment towards individuals.
13. Never abuse his/her position of authority.
14. Never carry any item which is or could be considered threatening
15. Report all incidents to the management.

*Conduct for Door Supervisors*

16. Co-operate fully with members of the Police, Local Authority, SIA, and other statutory agencies with an interest in the premises or the way they are run.

**ORGANISATION/COMPANY VALUES AND STANDARDS.**

A **DOOR SUPERVISOR** should.

17. Make yourself familiar with the employing organisation/company standards.

18. Be perceptive of the employing organisation/company culture and values.

19. Contribute to the goals and objectives of the employing organisation/company.

**LOCAL HOUSE RULES.**

A **DOOR SUPERVISOR** should.

20. Make yourself familiar with the premises you are working at ie building layout, emergency exits, toilets, cctv etc.

21. Prior to the premises opening carry out a quick risk assessment to ensure it is fit for purpose .Take notes of any potential hazards , ie , broken glass ,doors , faulty lights , wet or slippery floors etc and make the management aware of the risks.

22. At end of night report any hazards or incidents that have occurred throughout the course of the night and the outcome of them in the incident book.

23. Look after and support the welfare and needs of your colleagues while on duty.

24. **THERE IS TO BE NO USE OF MOBILE PHONES DURING WORK UNLESS IT'S TO CONTACT THE EMERGENCY SERVICES.**

**IMPORTANT THESE NOTES HAVE BEEN BASED ON THE SIA's CODE OF CONDUCT FOR DOOR SUPERVISORS WHICH WE ALL SIGN UP TO WHEN WE JOIN THE SIA**

*Dress Code*

1. You will have been given detailed Instruction on the dress code requirements for the premises you're working at.
2. If you are in any doubt about the dress code requirements please contact Steve on 07775208923 prior to you starting your shift.
3. See Assignment Overview PAGE 9 for Detailed Instructions on Dress Code for the premises you're working at.
4. There will be no variations to the dress code unless they have been approved by the premises management.
5. Any variations to the premises dress code will have been approved by the premises management and will have been updated in the Assignment Instructions Issue & Amendment Instructions PAGE 8 which you should have read and understood when you signed on at the start of your shift.
6. Remember it's your responsibility when you sign on for your shift to have checked the Amendment Record.
7. Remember there will be a monthly Service Evaluation Report which will inform Saltaire Security management of any breaches of the dress code.

*Booking On/Off Duty*

1. Assignment Instruction Issue and Amendment Record.

PAGE 4

2. Assignment Instructions Mandatory Instructions.

PAGE 8

*Patrols Internal and External*

External Patrols

1. No external patrols are required for these premises.

Internal Patrols

1. Internal patrols should be done on a regular basis.
2. The Ladies and Gents toilets should be checked on a regular basis.

*General Duties*

1. For General Duties Read Assignment Overview

Page 3

2. For General Duties Read Special Client Instructions

Page 9

*Car Park*

1. The premises car park should be patrolled on a regular basis to make sure the no customers are consuming alcohol. A polite reminder that they should not be consuming alcohol as it's illegal to do so as the premises car park is also covered by the licensing laws.

*Security Equipment*

1. Torch
2. Pen
3. Note Book
4. Radio If Required (See Assignment Instructions for Further details.)
5. Ear Piece if Required (See Assignment Instructions for Further details.)
6. If doing external patrols hi-vis clothing.
7. Small belt held first aid kit only to be carried if your first aid qualified.

*Confiscation Procedure*

1. There are no confiscation procedures in place for these premises.

*Nominated First Aid Person*

- |   |                 |
|---|-----------------|
| 1. Saltaire Security HSE First aid Trained          | Kevin Smith     |
| 2. Saltaire Security HSE First aid Trained          | Steve Robertson |
| 3. Saltaire Security HSE First aid Trained          | Wilma Christie  |
| 4. Saltaire Security HSE First aid Trained/Assessor | Wullie Nicol    |

- |                                     |       |
|-------------------------------------|-------|
| 1. Clients First aid trained person | ..... |
| 2. Clients First aid trained person | ..... |

*Designated Exterior Smoking Area*

1. While the management of SALTAIRE SECURITY don't recommend that any of their staff or sub contractors smoke, should they wish to smoke they should do so discreetly and use the staff smoking area.

2. You should read SALTAIRE SECURITIES SMOKING POLICY

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3. You should read the Assignment Instructions overview for a detailed brief on the premises/venues designated smoking area and the advice you should be giving customers who wish to smoke.

*Threats to Staff*

1. Threats to any member of staff should be taken seriously.
2. You should firstly establish what the problem is and who was threatened by speaking to the member of staff involved.
3. You should then approach the person who made the threat in a non aggressive manner and establish what the situation is and why they made the threat.
4. You should inform the person involved that threats to any member of staff are not acceptable under any circumstances.
5. If the threat is in your judgement of a serious nature the person who made the threat should be asked to leave the premises immediately.
6. Inform the person who made the threat that should they not leave the premises immediately then you will call the Police.
7. If the person who made the threat does not leave the premises when they have been asked to do so then call the Police immediately by dialling 999.
8. Complete the incident report sheet at the first available opportunity.

*Refusal Book*

1. A written refusal book will be kept at the premises and staff fully trained in its use.
2. The book should be bound and clearly marked, ie main bar, main door etc.
3. The following information should be recorded in this book.
4. Time of refusal.
5. Date of refusal.
6. Name or description of person being refused (if known).
7. Reason for refusal.
8. Name of person making refusal.
9. A refusal book should be kept at the bar if there is more than one bar each bar should have a refusal book.
10. A refusal book should be kept at the entrance to the premises where access is being controlled and should be used for all customers being refused ie being underage, being intoxicated, being banned etc.
11. The refusal book should be audited by the premises licence holder on a regular basis.
- 12 The refusal book should be made available to the police or trading standards officers in the execution of their duty.
13. If there is more than one refusal book for the premises they should all be returned to the premises manager at the end of the night
14. You should make the premises manager aware of any refusals that have been entered in the book.
15. Should the information in the refusal book not be adequate enough you should complete an incident report sheet

*Exceptions to licensed hours*

There are exceptions to the hours permitted in your operating plan. The main ones are listed below. All of these are optional, you do not have to allow them.

1. DRINKING UP TIME

A period of 15 minutes is allowed at the end of hours for consuming any remaining alcohol that has been bought during licensed hours.

2. MEALS

If alcohol is supplied with a meal, then the drinking up time increases to thirty minutes.

3. RESIDENTS

It is permissible to allow residents and their guests to buy alcohol to consume on the premises or to take away at any time.

*Children and young persons*

1. A young person for the purpose of the licensing law is aged over 16 but under 18
2. A child is aged under 16
3. A responsible adult is 25 or over

*Exceptions (on licence 16 or 17)*

Although you cannot legally sell alcohol to a person who is 16 or 17 years old under any circumstances, you can allow them to consume alcohol bought by an adult if it is to accompany a meal. Only beer, cider, wine or perry is allowed and only in limited amounts. You have no obligation to serve them, but legally you are permitted to do so.

See premises policy for further details

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Make sure Staff are aware of the premises policy

### *Managing Aggression*

The table on the next page shows some of the characteristics of three types of behaviour, aggressive, assertive and passive. Ideally you and other members of staff should aim to be assertive when handling an incident.

Its easy to recognise that people acting in an angry or violent way are being aggressive, Two people , each determined to win an argument, whether or not they obviously become angry, can also be showing aggression.

Most people have an aggressive drive. It's very important that the person dealing with an incident whether its you or another member of staff is aware of their own aggression and is able to keep it under control.

What happens when someone gets angry? As the anger grows, the body starts to react physically.

You may feel you're losing control, and are likely to show signs in the aggressive list in the table. This is mainly due to the drug adrenaline. When you are particularly upset or feel threatened, the body reacts in what is known as the fight or flight response. It's getting you ready to stay and fight or run away from danger. If you can remain calm and assertive, you can defuse anger and aggression in others.

### *Do's*

1. Be assertive
2. Be aware of your body language, appear to remain in control
3. Speak slowly and evenly if you appear calm this will have a calming effect
4. Respect personal space
5. Position yourself where you feel safe, ie stand slightly to one side and not directly facing the person
6. Make sure you have an exit route to be able to walk away from an aggressive situation you don't want to be cornered

### *Don'ts*

1. Get angry as this will increase the risk of conflict
2. Shout or point as this can be seen as aggression
3. Show fear or passiveness

*Managing Aggression*

	<i>Aggressive</i>	<i>Assertive</i>	<i>Passive</i>
1. Posture	Leaning forward, rigid	Upright/straight	Shrinking
2. Head	Chin jutting out	Firm, not rigid	Head down
3. Eyes	Strongly focused, Staring Often piercing or Glaring eye contact	Good regular eye contact	Glancing away or downward Little Eye Contact
4. Face	Set or firm, red (or very white)	Expression fits the words	Smiling even when upset
5. Voice	Loud, emphatic Speaking quickly Threats	Well modulated to fit content	Hesitant or soft trailing off at ends of words or Sentences wavering
6. Arms/Hands	Hands on hips Fists, sharp Gestures, fingers pointing, jabbing	Relaxed, moving easily, open palms	Aimless, fidgeting
7. Movement/ Walking	Slow and pounding or fast and deliberate	Measured pace suited to the Situation	Slow and hesitant or fast and jerky
8. In General	Heart beating faster Breathing rapidly		

### *Removing Triggers*

Good service can remove some of the triggers that can lead to frustration and anger. Common examples of poor

Customer service include

- Ignoring customers
- Not serving people on time
- Being rude or unhelpful
- Having dirty or messy premises
- Leaving stuff lying around and not tidied away

If the outside of the premises advertises an 'upmarket place' then customers will expect a selection of quality wines, beers and spirits and helpful staff who are easily recognisable. However, if it was to offer cheap brands, staff dressed the same as customers and irresponsible promotions, your customers are more likely to feel frustrated. This can make them become angry, leading to confrontation with the staff.

Similarly, the service tends to set the tone. Therefore, if different staff treat customers in different ways, or there seem to be different rules for different people, customers will not know what standards are expected of them. This can lead to arguments and conflict between customers and with staff. Research has found that frustration and aggression is more likely if there are different standards. This applies to the physical surroundings as well as the behaviour of staff.

The frustration caused by poor customer service may build up until the customer eventually 'explodes. This could lead to a verbal or even physical assault on you, your staff or other customers.

It's better to try to calm people in the early stages. An example of this would be dealing with a customers complaint immediately and to their satisfaction. If people get to the top of the escalation phase or into the crisis phase, they are much more difficult to control and trouble is more likely.

People may remain in a 'heightened' state for several hours after an aggressive outburst and during this period it is easy to 'trigger' them into repeated outbursts. This is something that Door Supervisors who are dealing with customers at the end of the evening need to take into account.

### *Dealing with complaints*

A complaint is an opportunity to turn a dissatisfied customer into a satisfied one. It's a fact of life that dissatisfied customers tend to be very vocal. They often tell their friends and family about their bad experience, putting off potential customers. Every member of the team should know how to handle complaints, as a badly handled complaint can escalate into an argument or 'verbal conflict'. The dos and don'ts below give the basics.

#### *Do*

Listen to the customers without interrupting

Try to acknowledge their point of view

You don't have to agree with them, just try to show that you understand, eg I can see how that has upset you

Show you're taking the complaint seriously by listening and questioning them to clarify matters

Paraphrase or repeat the complaint back to the person 'So, you're saying that..... which shows you have understood the issue

Take action. Tell them what you intend to do, ie pass the complaint to your manager. Better still write it down

#### *Don't*

Take the complaint personally

Let yourself become angry

Get into arguments with customers

Blame the management

Blame your colleagues which looks unprofessional and shows a weakness in the staff team

Try to justify your actions or make complicated excuses they don't want to know why the problem happened, just what you are going to do about it

Make jokes at the customers expense

#### *You may need to*

Apologise even if it is not your fault, eg I'm sorry that there's been a misunderstanding here

Let the customer have the last word

### *Refusing Service*

Refusing service is not easy and creates a situation where there's a potential for conflict. How can we refuse service without causing conflict. All of the following tips will help.

Always be polite

It's a good idea to start with an apology, eg I'm sorry but.....

Try to give a reason that stresses your legal or professional responsibilities, eg It's against the law to serve you without proof of age. I could be fined and lose my job.

Try to follow your refusal with some kind of positive. If this is also a question, it helps to provide a distraction, eg can I call you a taxi.

Be assertive

Remember you are just refusing service and not rejecting the person

Remember to complete the refusal book

### *Closing Time*

This is the time in the evening when you have to refuse service to everyone. To make matters more difficult, your customers are probably at their most uninhibited (they've had all evening to drink alcohol) and after a long busy evening, you and your staff are probably tired and not at your best. It's not surprising that a lot of incidents happen at this time.

At closing time you shouldn't treat your customers any differently from at any other time. You need to maintain the good relationship that you have built up with them throughout the evening. Remember, if you treat your customers with politeness and respect, that's what you're more likely to get in return.

The following closing time do's and don'ts may make for a better day's end.

#### *Do*

Have a clock that shows the correct time

Call last orders in plenty of time

Have enough staff to ensure that everyone gets served

When it comes to closing time, make it clear that you're closed, eg switch the bar lights off and leave the bar area.

Have an established routine that shows you are closed, which may include things such as switching off fruit machines, juke box, wine chillers, etc

Clear all glasses etc, away as soon as they're empty

Remind customers quietly and politely as you go around the tables that it is reaching the end of drinking up time.

Remember to thank customers as they finish their drinks and to wish them good night, you're a host and a salesperson as well, so you want them to come back.

Chase up stragglers in a friendly manner, " I hope you've enjoyed your evening, but I have to ask you to finish your drinks now as the bar is closed ".

### *Closing Time*

#### *Don't*

Take a Jekyll and Hyde approach to closing time, ie nice one minute, nasty the next.

Use loud, unpleasant bells or shouting to signal closing time as this can irritate the customers and set the scene for conflict.

Serve anyone after the bar has closed as this can lead to accusations of unfairness and arguments.

Shout at customers or use unpleasant or aggressive tactics as this often makes customers annoyed and more determined to be awkward

*No Proof of Age no Sale*

**1. NO PROOF OF AGE NO SALE**

The 2005 Act states that you must be able to show.

That they believed the person to be 18 or over and that either no reasonable person would

Suspect from the person's appearance that he or she was under 18.

OR

That they asked the person for proof of age (and were shown what appeared to be an appropriate form of proof of age that would have convinced a reasonable person).

**2. THE ONLY FORMS OF ACCEPTABLE ID ARE**

A valid Passport with photo (Check the D.O.B. and have a good look at the photo make sure that you ask for there D.O.B etc, if in doubt ask the other Door Supervisor to have a look at the ID)

A Photo Driving Licence.

No other form of ID is acceptable

AS WITH ANY FORM OF I.D. IF YOU'RE IN ANY DOUBT ABOUT THE PERSON PRESENTING THE I.D. OR IF THE I.D. THEY'RE PRESENTING IS IN YOUR OPINON IS NOT THEIRS THEN THEY SHOULD BE REFUSED ADMMISSION

**DON'T BE AFRAID TO ASK QUESTIONS ABOUT THE I.D.**

**Risk Assessment**

This form must be completed for all areas and specific projects and activities.

Area, Project or Activity: \_\_\_\_\_

Who is undertaking the risk assessment ? \_\_\_\_\_

1.	Are there any electrical hazards?	Yes/No
2.	Are there any hazards due to extremes of temperature (e.g. welding or freezing) or any special fire risks?	Yes/No
3.	Are there any mechanical hazards involving tripping, impact, entrapment, heavy weights or moving parts?	Yes/No
4.	Are there any chemical hazards or COSHH related substances?	Yes/No
5.	Are there any hazards that may cause medical alarm*? (* Medical factors can be treated confidentially.)	Yes/No
6.	Is part of the work out of doors?	Yes/No
7.	Are there any special risks or hazards?	Yes/No

If the answer to any of the above is Yes, a full Risk Assessment must be carried out.

**The following participated in this assessment:**

Print Name \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Position in Company \_\_\_\_\_  
 Date \_\_\_\_\_

**IMPORTANT NOTE**

A **hazard** is the potential of a substance, activity or process to cause harm. **Hazards** take many forms including, for example, chemicals, electricity and the use of a ladder. A **hazard** can be ranked relative to other hazards or to a possible level of danger.

A **risk** is the likelihood of a substance, activity or process to cause harm. **Risk** (or strictly the level of **risk**) is also linked to the severity of its consequences. A **risk** can be reduced and the **hazard** controlled by good management. It is very important to distinguish between a **hazard** and a **risk** – the two terms are often confused and activities often called high **risk** are in fact high **hazard**. There should only be high residual risk where there is poor health and safety management and inadequate control measures .

## Hazard Checklist

### **1.EQUIPMENT/MECHANICAL.**

Entanglement  
Friction/abrasion  
Cutting  
Shearing  
Stabbing/puncturing  
Impact  
Crushing  
Drawing-in  
Air or high pressure fluid injection  
Ejection of parts  
Pressure/vacuum  
Display screen equipment  
Hand tools

### **2.TRANSPORT**

Works vehicles  
Mechanical handling  
People/vehicle interface

### **3.ACCESS**

Slips, trips and falls  
Falling or moving objects  
Obstruction or projection  
Working at height  
Confined spaces  
Excavations

### **4.HANDLING/LIFTING**

Manual handling  
Mechanical handling

### **5.ELECTRICITY**

Fixed installation  
Portable tools and equipment

### **6.CHEMICALS**

Dust/fume/gas  
Toxic  
Irritant  
Sensitizing  
Corrosive  
Carcinogenic  
Nuisance

### **7.FIRE AND EXPLOSION.**

Flammable materials/gases/liquids  
Explosion  
Means of escape/alarms/detection

### **8.PARTICLES AND DUST**

Inhalation  
Ingestion  
Abrasion of skin or eye

### **9.RADIATION**

Ionising  
Non-ionising

### **10 BIOLOGICAL**

Bacterial  
Viral  
Fungal

### **11.ENVIRONMENTAL**

Noise  
Vibration  
Light  
Humidity  
Ventilation  
Temperature  
Overcrowding

### **12. THE INDIVIDUAL**

Individual not suited to work  
Long hours  
High work rate  
Violence to staff  
Unsafe behaviour of individual  
Stress  
Pregnant/nursing women  
Young people

### **13.OTHERFACTORS TO CONSIDER**

Poor maintenance  
Lack of supervision  
Lack of training  
Lack of information  
Inadequate instruction  
Unsafe systems

*Basic checklist of items to be covered in an area inspection.*

1. Access Equipment	Right equipment for the job? Properly erected? Maintained?
2. Access ways	Unobstructed?
3. Chemicals	COSHH assessments OK? Exposures adequately controlled? Data sheet information available? Spillage procedure available? Properly stored? Properly disposed of?
4. Cleaning	Slip risk controlled?
5. Contractors	Are there control rules and procedures? Are they followed?
6. Eating facilities	Clean and adequate / Means of heating food
7. Electrical equipment	Portable equipment tested? Leads tidy not damaged?
8. Ergonomics	Tasks require uncomfortable postures or Actions
9. Eye wash bottles	Full? In date?
10. Employers liability insurance	Notice displayed? In date?
11. Fire exits	Unobstructed? Easily opened
12. Fire extinguishers	In place? Full? Correct type?
13. Fire instructions	Posted up? Not defaced or damaged?
14. First aid	Suitably placed and provisioned? Appointed person? Trained first aider?
15. Flammable liquids	Stored properly? Used properly?
16. Flooring	Even and in good condition?
17. Hand tools	Right tool for the job? In good condition?
18. Health and safety law poster	Displayed/completed?
19. Housekeeping	Tidy , clean , well organised?
20. Ladders/step ladders	Right equipment for the job? Secure base? Correct angle? Equipment in good condition?

*Basic checklist of items to be covered in an area inspection.*

21. Machinery	Guards in place? Effective? Service schedules available?
22. Manual handling	Moving excessive weight? Assessments carried out ? Using correct technique? Could it be eliminated or reduced?
23. New or nursing mothers	Facilities for resting?
24. Noise	Normal conversation possible? Noise assessment needed / not needed? Noise areas designated?
25. PPE	Correct type? Worn correctly? Good condition?
26. Risk assessments	Carried out? General and fire ? Suitable and sufficient?
27. Safe systems of work	Available? Satisfactory? Followed?
28. Sharps	Safety knives used? Knives / needles /glass properly used/disposed of?
29. Vehicles	Speeding? Following correct route? Driver looking where he is going ? Properly maintained?
30. Visual display units	Workstation assessments needed/not needed? Chairs adjustable/comfortable/maintained properly? Cables properly controlled? Lighting ok? No glare?
31. Working environment	Crowded? Too hot/cold? Ventilation? Humidity? Dusty? Lighting?
32. Welfare	Washing and toilet facilities satisfactory? Kept clean , with soap and towels/ adequate changing facilities?
33. Young persons	Employed? Special risk assessments?

*Incident Report Log Book*

This log book must not be removed from the premises without authorisation from the management.

<i>Assignment Number</i>	
<i>Clients Name</i>	
<i>Date Opened</i>	
<i>Date Closed</i>	
<i>Incident Number From</i>	
<i>Incident Number To</i>	

THIS DOCUMENT FORMS PART OF SALTAIRE SECURITY ASSIGNMENT INSTRUCTIONS AND IS DUE FOR REVIEW AND UPDATE WHEN THE REST OF THE DOCUMENTATION IS BEING UPDATED AS PER THE ACCEPTANCE SHEET

**SALTAIRE SECURITY ASSIGNMENT INSTRUCTIONS**

CLIENTS NAME/VENUE		REPORT NUMBER	
INCIDENT DESCRIPTION			
REPORTING DOOR SUPERVISOR		DATE	
OTHER DOOR SUPERVISOR			
MANAGEMENT INFORMED	YES/NO		
DATE AND TIME OF INCIDENT	TIME	DATE	
TICK BOX WHERE INCIDENT OCCURRED		CCTV TAGGED	YES/NO
BAR	NOTES	BAR	
FOYER		FOYER	
TOILET		TOILET	
OUTSIDE		OUTSIDE	
MAIN DOOR		MAIN DOOR	
DANCE FLOOR		DANCE FLOOR	
OTHER		OTHER	
<b>ACTION TAKEN</b>		NO FURTHER ACTION TAKEN	YES/NO
<b>THREATS/VIOLENCE TO STAFF</b>		REMOVED FROM PREMISES	YES/NO
HOW LONG BANNED FOR		BANNED FROM PREMISES	YES/NO
		1 MONTH	2 MONTHS
		3 MONTHS	LIFE
		OTHER	
SURNAME IF KNOWN			
FIRST NAME IF KNOWN			
<b>POLICE INVOLVED/CALLED</b>		YES	NO
DESCRIPTION OF PERSON	AGE APPROX		
	HEIGHT		
	COLOUR OF HAIR		
WHAT WERE THEY WEARING	UPPER CLOTHING		
	LOWER CLOTHING		
	FOOTWEAR		
	HEADWEAR		
<b>FIRST AID ADMINISTERED</b>	YES/NO	LIST INJURY IN BOX BELOW	
<b>DETAILS OF INCIDENT</b>	IE, FIGHTING, DRUNK, UNDERAGE, DRUGS, LOST PROPERTY, ETC		

1. ALL FIELDS IN THIS INCIDENT REPORT SHEET **MUST** BE FILLED IN
2. GIVE A BRIEF DESCRIPTION OF WHAT HAPPENED IE ASSAULT, FIGHTING ETC
3. IF THE INCIDENT IS OF A SERIOUS NATURE MAKE SURE THE CCTV HAS BEEN TAGGED AND THAT THE TIME AND DATE MATCH UP WITH THIS REPORT
4. IF THE INCIDENT IS OF A SERIOUS NATURE THEN THE POLICE SHOULD BE CALLED IMMEDIATELY
5. **WHEN THIS REPORT HAS BEEN COMPLETED IT SHOULD BE KEPT ON THE PREMISES AND MUST NOT BE REMOVED FROM THE PREMISES WITHOUT WRITTEN AUTHORISATION FROM THE MANAGEMENT**
6. THREATS/VIOLENCE TO STAFF LIFE TIME BAN
7. MAKE SURE YOU INFORM MANAGEMENT OF INCIDENT

*Bomb Threat Evacuation Procedure*

**IF YOU DISCOVER A SUSPICIOUS PACKAGE OR ITEM**

**DO NOT attempt to touch or try to move a suspicious package or item**

Immediately raise the alarm by **CALLING 999**

Report the location and nature of the suspicious package or item.

**ON HEARING THERE IS A SUSPICIOUS PACKAGE OR ITEM**

**YOU WILL BE TOLD TO EVACUATE THE BUILDING IMMEDIATELY BY THE PREMISES STAFF**

Leave the building by the **SAFEST EMERGENCY EXIT**

**DO NOT RUN**

**DO NOT DELAY** to collect your personal belongings or for any other reason

Report immediately to the **MUSTER POINT**

Which is

**DO NOT RE-ENTER** the building until instructed it is safe do so by the **Police Officer in Charge**.

**Bomb Threat Checklist**

KEEP THE CALLER TALKING AS LONG AS POSSIBLE, NEVER HANG UP, GAIN AS MUCH INFORMATION AS POSSIBLE, WHEN THE CALLER HANGS UP, DIAL 1471 TO FIND CALL ORIGIN THEN CONTACT THE POLICE IMMEDIATELY DIAL 999 THEN EVACUATE THE BUILDING

---

Message \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Call \_\_\_\_\_

Time of call \_\_\_\_\_

Where is it? \_\_\_\_\_

When will it go off? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Why these premises? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

Who are you? \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Direct Call – Fax – Computer - Operator

Notes \_\_\_\_\_

**Background Noise (Tick which one)**

- |             |          |
|-------------|----------|
| Machinery   | Aircraft |
| Music       | Children |
| Talking     | Typing   |
| Traffic     | Windy    |
| Church bell | Rail     |
| Other       |          |

**About the caller (Tick which one)**

- |          |             |
|----------|-------------|
| Laughing | Drunk       |
| Shouting | Calm        |
| Read     | Spontaneous |
| Child    |             |

**About the voice (Tick which one)**

- |        |        |
|--------|--------|
| Soft   | Harsh  |
| Gravel | Wheeze |
| Deep   | High   |
| Other  |        |

**Accent (Tick which one)**

- |          |           |
|----------|-----------|
| Scottish | English   |
| Welsh    | Irish     |
| Dutch    | German    |
| French   | Spanish   |
| Polish   | American  |
| Asian    | Caribbean |
| Other    | Chinese   |

Phone number on which the call was received \_\_\_\_\_

Phone number when you dialled 1471 \_\_\_\_\_

Reporting door supervisors name \_\_\_\_\_

Reporting door supervisors signature \_\_\_\_\_

**SALTAIRE SECURITY ASSIGNMENT INSTRUCTIONS**

REVIEW DATE												
REVIEW PERIOD	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
REVIEWED BY (SALTAIRE)												
REVIEWED BY (CLIENT)												

1.Use of mobile phone												
2.Time keeping												
3.Uniform & Appearance												
4.Customer Complaints												
5.Reaction to Incidents												
6.Saltaire Management support												
7.Communication with staff												
8.Communication with bar manager												
9.Attitude to customers												
10.Communication with customers												
11.Familiarisation with premises/bar												
12.Helpful and courteous												
13.Attitude to staff												
14.Display SIA badge at all times												

OVERALL SCORE												
OVERALL PERCENTAGE												

SCORING CRITERIA			
FREQUENTLY EXCEEDS	SCORE	5	
SOMETIMES EXCEEDS	SCORE	4	
ONLY DOES THE BARE MINIMUM	SCORE	3	
SOMETIMES FALLS BELOW WHATS REQUIRED	SCORE	2	
FREQUENTLY FALLS BELOW	SCORE	1	

**TOP SCORE IS 70**

100% divided by 70 = 1.428 to work out score multiply score by 1.428 will give you the percentage score if the score should fall below 70% then a saltaire security management action plan will have to be implemented to bring the score back up to over 70% this action plan will be done with the cooperation of the establishment .

*Fire Evacuation Procedure*

IF YOU DISCOVER A FIRE

Immediately raise the alarm by **CALLING 999**

Report the location and the nature of the fire

Operate the nearest BREAK GLASS

CALL FOR ASSISTANCE and if it is safe to do so, use the fire extinguishers in the area to extinguish the fire.

If the fire is not immediately extinguished, evacuate the building by the nearest emergency exit and make yourself known to the Fire Officer in Charge

ON HEARING THE FIRE ALARM

Leave the building by the SAFEST EMERGENCY EXIT

DO NOT RUN

DO NOT DELAY to collect your personal belongings or for any other reason

Report Immediately to the MUSTER POINT

Which is

DO NOT RE-ENTER the building until instructed it is safe to do so by the Fire Officer in Charge

YOU SHOULD ASSIST FIRE CREWS & POLICE SHOULD THERE BE A NEED FOR ANY BUILDINGS TO BE EVACUATED

DO NOT UNDER ANY CIRCUMSTANCES PUT YOUR OWN SAFETY AT RISK

*Fire Risk Assessment*

DATE:	LOCATION:	SECTION:		
ASSESSMENT CRITERIA	RECOMMENDED CONTROL MEASURES	TICK IF OK PUT 'X' IF A PROBLEM	CURRENT SITUATION AND OBSERVATIONS	ASSESSOR'S RECOMMENDATIONS
<b>FIRE PRECAUTIONS ACT</b>				
Does the building have an existing fire risk assessment?	The fire risk assessment must be kept on site, in an accessible but secure location. (E.g. reception area.) The fire risk assessment must be up to date and reviewed when any significant changes occur.			
<b>SOURCES OF IGNITION (Check, inspect and control)</b>				
Any portable heaters?	Replace naked flame and radiant heaters with convector heaters or central heating system. Use to manufacturer's recommendations. Keep away from sources of combustion. Do not leave switched on overnight or in unoccupied areas.			
Any electrical equipment (portable and fixed installation)?	Portable electrical equipment should be tested at least annually (or at other intervals in the light of experience.) Check test stickers on appliances for date of last Portable Appliance Tests. Ensure that socket outlets are not overloaded. (Check			

	<p>electrical equipment to ensure load on the socket outlet does not exceed 13 Amps.)                  Remove multi-plug adapters (adapter blocks that fit directly into the socket outlet) and use a multi-gang extension sockets (multi-extension plugs).</p>			
What are the smoking arrangements?	<p>Demarcate safe smoking areas for staff and service users.                  Ensure prohibition on smoking in other locations.                  Provide receptacles for cigarette ends and other smoking materials. (Separate from other litter bins/receptacles.)</p>			
Any heat generating processes such as incineration, cooking, welding, etc.?	<p>Ensure equipment is used in accordance with manufacturer's recommendations and properly maintained.                  Ensure suitable extraction is in place and equipment is maintained in accordance with manufacturer's instructions. (Filter cleaning/replacement, etc.)                  Ensure ducts and flues are regularly maintained/cleaned.                  Ensure suitable fire fighting equipment available nearby.                  Ensure use of hot work 'permits to work' by contractors. (Contact Safety Officer for further information.)</p>			
<b>COMBUSTIBLE MATERIALS (Remove, reduce and control)</b>				
Any build up of combustible materials? (E.g. paper, cardboard or wood.)	<p>Ensure good general housekeeping.                  Arrangements for disposal of waste should be adequate to prevent a build-up. Provide secure storage away from main building. (See section 8.)                  Prevent unauthorised access to combustible materials.                  Ensure plant rooms (e.g. electrical switch rooms, boiler rooms, etc.) are clear of combustible materials.</p>			
Any flammable or highly flammable materials or substances on site? E.g. some solvents, paints, glue and aerosols. (Contact Safety Officer for further advice on flammable	<p>Avoid use of flammable materials and substances, or reduce levels to the minimum required for the undertaking.                  Replace substances with less flammable substances.                  Ensure flammable substances are handled, transported, stored and used properly. (Has a risk assessment been carried out?)</p>			

substances.)	Has information/training been provided?) Store highly flammable substances in fire resisting stores or cabinets and away from ignition sources. Do not store in plant rooms (e.g. electrical switch rooms, boiler rooms).			
Is any rubbish stored externally (e.g. waste skips, bins, etc.)	Wherever possible: Waste skips should be kept locked wherever possible and stored 10 metres from buildings and plant. Metal wheel bins at least 6 metres. Plastic wheel bins at least 10 metres. Chain or secure wheeled containers away from buildings. Consider secure storage for other waste containers, particularly where there is a risk of arson. Do not store loose combustible waste within 2 metres of site perimeter, or 6 metres of buildings.			
<b>SOURCES OF OXYGEN (Reduce)</b>				
Can steps be taken to reduce the potential sources of oxygen to a fire?	Close all windows, doors and other openings not required for ventilation and safe operation of equipment (e.g. gas fired equipment) particularly out of working hours. Do not store oxidising materials near to any heat source or flammable materials. (Check COSHH assessments and/or product data to identify oxidising materials.) Control the use and storage of oxygen cylinders (secure racking/storage, etc.)			
<b>STRUCTURAL FEATURES (Control fire spread)</b>				
Any work taken place (or proposed) that may affect the Fire risk assessment	Check for changes to exit routes, doors, exits, etc. that are not shown in the Fire risk assessment. Alterations to buildings will normally require the approval of a Fire Officer.			
Any combustible materials covering substantial wall/ceiling areas?	Remove or treat wall/ceiling linings that present a risk. E.g. large areas of chipboard or hardboard walls or ceilings, also synthetic wall or ceiling coverings such as polystyrene tiles.			

Is there clear access to electrical equipment?	Ensure plant rooms are free of obstructions, allowing unrestricted access to equipment (fuse boxes, switchgear) for maintenance and emergency situations. Storage of materials near to electrical switchgear (fuse boxes, switchgear, etc.) should be avoided.			
Does the building contain suspended ceilings?	Areas with suspended ceilings must be separated from escape routes (corridors, stairways) with fire resisting partitions. Fire-resisting partitions must continue to the main structure of the building (i.e. no gap in the ceiling void through which fire could spread). If services (e.g. electric cables) are present in the void, fire detection equipment will normally be required in the void and on the suspended ceiling. Fire detection in both areas may also be required where there is a deep ceiling void.			
Structure and installations help prevent fire spread?	Has work taken place which may have made holes in walls or damaged any fire resistant wall/ceiling linings? E.g. new doors, glazed screens.			
Is there a risk of arson?	Do security systems minimise risk of unauthorised access (reducing potential for arson)?			
<b>FIRE DETECTION AND WARNING (Alerting building occupants)</b>				
Any smoke/heat detectors?	Consider installation in 'high risk' areas and unoccupied areas e.g. basements, boiler houses. Ensure a competent engineer carries out back-up power supply checks at least every three months. Check for record in fire logbook. Ensure competent engineer services detectors at least annually. Check for record in fire logbook.			

<p>Any fire call points (break glass)?</p>	<p>Occupier to ensure operation of a different call point (or detector) weekly (different zone each week). Ensure record of test made in fire logbook. Ensure a competent engineer services call points at least annually. Check for record in fire logbook.</p>			
<p>Are bells/sounders used to give warning of fire?</p>	<p>Consider the use of an automatic fire warning system where other methods of raising the alarm are used. In noisy areas (where audible signals may not be heard) alternative types of alarm may be necessary. E.g. visual alarms, vibrating systems. It must be ensured that people with impaired hearing can perceive an audible alarm system, or can be alerted by other people. Technical advice on other alarm systems (visual, vibrating, etc.) is available on request from the Safety Officer. Test fire warning system weekly at a set time. Is it clearly audible under normal working conditions? Check for record of test in fire logbook. Ensure competent engineer services alarm system at least annually. Check for record of service in fire logbook.</p>			
<p>Can fires be readily detected and staff warned promptly?</p>	<p>Check issues raised from the questions given above. Have fire drills revealed any relevant issues? (E.g. lack of staff awareness, unable to hear alarm in certain areas.)</p>			
<p><b>MEANS OF ESCAPE AND ESCAPE TIMES (Safe egress)</b></p>				

<p>Do escape routes lead in different directions to places of safety? (I.e. a place beyond the building in which a person is no longer in danger.)</p>	<p>Escape routes should be short enough to enable all people in the building to get to a place of safety, outside the building, in about two to three minutes. (In certain buildings e.g. Older Person's Residential Units progressive/ lateral evacuation should be adopted to reduce need for evacuation to outside areas.) If there is only one means of escape (e.g. one staircase) people should be able to reach a final exit door, protected staircase/refuge, or point with more than one route within one minute.</p>			
<p>Are doorways wide enough? (Assume that the largest exit door is unavailable. Therefore the remaining doorways should be capable of providing satisfactory exit for those present.)</p>	<p>Doorways should be at least 750 mm wide when up to 40 people per minute expected to use exit route. No less than 1 metre wide when up to 80 are expected. Increase of 75mm for each additional group of 15 people. Where doors are likely to be used by wheelchair users the doorway should be at least 800mm wide.</p>			
<p>Are corridors wide enough?</p>	<p>Corridors should generally be a minimum of 1 metre wide. Areas used by wheelchair users require a minimum width of 1.2 metres. In large buildings corridor width may need to be greater.</p>			
<p>What is the condition of escape routes?</p>	<p>Escape routes must be free from obstructions and trip hazards. Consider the need to mark escape routes (e.g. lines on floor) where routes are blocked/obstructed. Escape routes must be free from any obstacle that may cause undue delay to disabled people (e.g. raised thresholds or steps). Where minor changes of level cannot be avoided a ramp conforming to BS 8300:2001 should be provided. Are carpets and nosings on stairs in good condition?</p>			

<p>23. Escape routes - continued.</p>	<p>Changes in level that are not obvious should be marked to make them conspicuous.                  Escape routes must be free of; portable heaters of any type, cooking appliances, upholstered furniture, coat racks, temporarily stored items, waste bins, electrical equipment (other than security and emergency systems).</p>			
<p>Is there any use of refuges?</p>	<p>Refuges must be used within the context that they are <b>not</b> areas where people should be left alone indefinitely until rescued, or the fire is extinguished.                  Minimum dimensions for refuges should be 900mm x 1400mm (to allow for wheelchair manoeuvring). The positioning and size of refuges should not have an adverse effect on the means of escape provided (i.e. a minimum clear width of 1 metre in corridors and stairways is required for clear access for other persons).                  Refuges should be clearly identified with a green 'safe condition' safety sign.                  Where a refuge is a lobby or stairway a blue 'mandatory' safety sign must be posted stating 'Refuge - keep clear.'                  A means to evacuate people to a place of safety must be provided (e.g. Evac-Chairs) and an adequate number of staff must be trained (with refresher training) in the use of this equipment.</p>			
<p>Are stairways wide enough?</p>	<p>Stairways should generally be a minimum of 1 metre wide. They may need to be wider dependant on the number of people who are likely to use it. (Check Fire risk assessment.)</p>			
<p>How often are fire drills held?</p>	<p>Ensure that at least one fire drill is held annually. Check for record in fire logbook.                  Fire drills should be formally reviewed to identify problems encountered and any further actions required. The Fire and Rescue Service can be contacted to observe/assist.</p>			

<p>What is the condition of fire doors?</p>	<p>Fire doors on escape routes should be fitted with self-closing devices and labelled 'Fire Door – Keep Shut' (blue 'mandatory' safety sign).                      Automatic fire doors must be labelled 'Automatic Fire Door – Keep Clear' (blue 'mandatory' safety sign).                      Fire doors on escape routes should open in the direction of travel.                      Fire escape doors should close fully on to the rebate and be in a good state of repair (self-closing device operates, door seal strips/brushes in place, vision panel not obscured, vision panel with wired or other safety glass).                      Other fire doors (e.g. to electrical cupboards, service ducts, boiler rooms) need not be self-closing where they are kept locked and labelled with 'Fire Door – Keep locked shut' (blue 'mandatory' safety sign).                      Automatic doors should be connected into a manually operated alarm system incorporating automatic smoke detectors in the vicinity of the door or actuated by independent smoke detectors on each side of the door. It should be possible to operate them manually and they should automatically close in the event of a power failure.                      Automatic doors should be closed at night.</p>			
<p>What is the condition of final fire exit doors?</p>	<p>Final fire exit doors should open in direction of travel.                      Final fire exit doors are free from obstructions (inside and outside). Where there is a risk of obstruction final fire doors should be labelled 'Fire door – keep clear.'                      Appropriate notices on how to open doors should be posted on the door. E.g. 'push bar to open.'                      Check that fire exit doors can be opened easily and immediately without the use of a key.</p>			

<p>28. Final fire exit doors –continued.</p>	<p>Check that no ‘unauthorised’ security work has been carried out on final fire exit doors. E.g. doors nailed, chained or padlocked shut, etc. Where a fire exit door needs to be fastened by a security device, it should be the only fastening on the door and all staff should know how to use it. Such devices are not normally suitable for use by members of the public.</p>			
<p>Are all fire escape routes adequately lit?</p>	<p>All escape routes should be sufficiently lit for people to see their way out safely. Emergency escape lights may be needed if areas of the workplace are without natural daylight or are used at night. Check the relevant areas with the lights off to see if there is sufficient light from other sources (e.g. streetlights or unaffected lighting circuits). If lighting is insufficient, emergency lighting should be provided. Emergency lighting should function not only in a complete failure of normal lighting, but also on a localised failure that would present a hazard. Emergency lighting should cover escape routes and be sited to cover specific areas. E.g. intersections of corridors, each exit door, flights of stairs, near fire alarm call points, fire exit signs, and changes in floor level, near fire fighting equipment, outside each final exit. Occupier should check the operation of emergency lighting units at least monthly. Ensure record of check made in fire logbook. A competent engineer should test emergency lighting system twice a year. Ensure record of test made in fire logbook.</p>			

<b>SIGNAGE (Safe egress)</b>				
<p>Is adequate signage in place?</p>	<p>Ensure fire exit doors are clearly marked. See 'Means of Escape and Escape Times' section above</p> <p>Ensure fire exit signs, final fire exit signs and directional fire exit signs are indicated with a green 'safe condition' pictogram/graphic symbol (the 'running person' symbol). Text only signs are no longer acceptable.</p> <p>Ensure signs stating 'lifts must not be used in the event of a fire' are posted outside all lifts, unless it is a specifically designed 'fire fighting lift'.</p> <p>Are signs in positions where they can be clearly seen?</p> <p>Are all fire signs conspicuous (not covered or painted over, etc.)?</p>			
<b>FIRE FIGHTING EQUIPMENT (Sufficient and appropriate, check and inspect)</b>				
<p>Is there at least one extinguisher for each 200 metres of floor space? (Minimum of 2 per floor, unless it is an upper floor less than 100m<sup>2</sup>).</p> <p>31. Extinguishers - continued.</p>	<p>Ensure extinguishers are appropriate to the local risk.</p> <p>Ensure extinguishers are fixed near exit doors and at appropriate heights. (Handle of large extinguishers – approx. 1 metre from floor. Handle of small hand held extinguishers – approx. 1.5 metres from floor.)</p> <p>Ensure that fire extinguishers, hose reels, etc. are conspicuous (not blocked, obscured, etc.). Directional arrows and fire fighting equipment signs must be displayed where equipment is hidden from direct view. (E.g. hose reel in cupboard, extinguishers in an alcove.)</p> <p>Where full body colour extinguishers (BS5423) are still in use, fire fighting equipment safety signs should be posted above the extinguisher.</p> <p>Are weekly inspections of extinguishers carried out? Record inspections. (Safety clip, indication of use devices, external corrosion and dents. Check pressure level on steel pressure type.)</p>			

	<p>Check extinguishers are inspected annually by a competent engineer. Check for record in fire logbook.</p> <p>Ensure there are notices and/or instructions indicating the correct use of extinguishers.</p>			
Is there a hose reel in place?	<p>Are there any water extinguishers within reel range? (It is not necessary.)</p> <p>Hose reels must be inspected annually by a competent engineer. Check for record in fire logbook.</p>			
Are there any dry/wet risers? (Hose attachment points for the fire service.)	<p>Check risers are tested annually by the fire service. Check for record in fire logbook.</p> <p>Dry and wet risers must be labelled 'dry riser' or 'wet riser' as appropriate (red 'fire fighting equipment' safety signs).</p>			
Are there fire blankets provided? (Please note that older fire blankets may contain asbestos. Contact Safety Officer for further advice.)	<p>Light duty blankets - small fires in containers of cooking oils or fats and fires involving clothing.</p> <p>Heavy duty blankets - industrial use where there is the need for the blanket to resist penetration from molten metals.</p> <p>Tabs on fire blankets should be approximately 1.5 metres from the floor.</p> <p>Ensure relevant staff received instruction on the correct use of fire blankets.</p>			
<b>PLANNING FOR AN EMERGENCY (Co-ordinating evacuation)</b>				
35. Emergency plans –continued	<p>Is there an emergency plan in place?</p> <p>Ensure there is a plan for raising the alarm, calling the Fire and Rescue Service and assembly point locations.</p> <p>Ensure fire action notices are in place and up to date. In general, fire action notices should be posted next to all fire alarm call points.</p> <p>Have the needs and abilities of disabled, sensory impaired and less able-bodied people been considered. Planning should take account of the needs of all occupants. It is essential to identify the abilities and needs of disabled people and make proper arrangements for their assistance. Further advice is</p>			

	<p>available as required.</p> <p>Ensure visitors, contractors and members of the public (if applicable) are considered as part of the plan.</p> <p>Fire drills should be formally reviewed to identify problems encountered and any further actions required.</p>			
<p>Have personnel received sufficient training and/or instruction on evacuation arrangements?</p>	<p>Agreed evacuation procedures should be confirmed in writing to staff. Procedures must be clear and understandable.</p> <p>Do new employees receive instruction on the action to take in event of a fire on their first day of employment?</p> <p>Do existing employees receive annual refresher training and/or instruction on what to do in the event of a fire? E.g. through team meetings.</p>			
<p>Is there a need for specialist training in the event of an emergency?</p>	<p>Ensure an adequate number of personnel are trained to assist in an emergency (including additional numbers to cover sickness, leave, etc.). E.g. fire wardens, aiding people with mobility impairments, etc.</p> <p>Are fire wardens in place and are they fully trained in their duties and responsibilities?</p> <p>Ensure that outside contractors and visitors receive necessary fire safety information (e.g. how to raise the alarm, location of exits, etc.)</p> <p>Ensure an adequate number of personnel are trained to use extinguishers, hose reels and/or fire blankets</p>			

<b>Assessors name (please print):</b>	<b>Assessors signature:</b>	<b>Date assessment completed:</b>
The Manager should sign below to show that the assessment is a correct and reasonable reflection of the hazards and of the control measures and actions required.		
Managers' name (please print):	Managers' signature:	Date received:

ADDITIONAL MANAGER COMMENTS: (Including any additional issues identified)

FOR FURTHER INFORMATION PLEASE CONTACT THE SAFETY OFFICER

ADDITIONAL MANAGER COMMENTS: **(Including any additional issues identified.)**

**FOR FURTHER INFORMATION PLEASE CONTACT THE SAFETY OFFICER**

*CCTV Policy*

1. This CCTV equipment and the images recorded by it are controlled by----- who is responsible for how the system is used and for the notifying the Information Commissioner about the CCTV system and its purpose (this is a legal requirement of the Data Protection Act 1998).
2. The above controller has considered the need for using a CCTV system and has decided it is required for the prevention and detection of crime and for protecting the safety of customers. It will not be used for other purposes.

Checked (Date)                      By    Date of next review

3. Notification has been submitted to the Information Commissioner and the next renewal date recorded.

4. Cameras have been sited so that their images are clear enough to allow the police to use them to investigate a crime.

5. Cameras have been positioned to avoid capturing the images of persons not visiting the premises.

CCTV Policy

Checked (Date)

By

Date of next review

6. There are signs showing that a CCTV system is in operation visible to people visiting the premises and the controllers contact details are displayed on the sign where it is not obvious who is responsible for the system.

7. The recorded images from this CCTV system are securely stored, where only a limited number of authorized persons may have access to them

8. The recorded images will only be retained long enough for any incident to come to light (e.g. for a theft to be noticed).

CCTV Policy

9. Recordings will only be made available to law enforcement agencies involved in the prevention and detection of crime, and no other third parties.

10. The operating equipment is regularly checked to ensure that it is working properly (e.g. the recording media used is of an appropriate standard and that features on the equipment such as the date and time stamp are correctly set).

CCTV Policy

Checked (Date)

By

Date of next review

11. The controller knows how to respond to requests from individuals for access to images relating to that individual. If unsure the controller knows to seek advice from the Information Commissioner as soon as such a request is made.

Guide Lines to CCTV use at Licensed Premises

1. Under the Data Protection Act any CCTV system which records people on a public or private space must be registered unless it meets certain ....criteria. Failing to do so is a criminal offence.
2. If you can answer Yes to all of the following questions you will **not** need to be registered under the DPA.
3. I only have a basic system with a couple of cameras
4. I cannot remotely move the cameras
5. The system can only record what the cameras pick up
6. I cannot target the cameras in any way on to an individual
7. I only provide the recorded images to the police for evidence purposes
8. If you are in any doubt about your CCTV system and its legalities you should contact the ICO

### *Smoking Policy*

#### *Purpose*

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

#### *Policy*

It is the policy of SALTAIRE SECURITY that all of our workplaces are smoke-free and all employees has a right to work in a smoke-free environment. The policy shall come into effect on 20 APRIL 2010 and be reviewed on 20 APRIL 2011[by STEVE ROBERTSON.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, sub contractors, customers or members and visitors.

#### *Implementation*

Overall responsibility for policy implementation and review rests with STEVE ROBERTSON].

All staff are obliged to adhere to, and facilitate the implementation of the policy.

The person named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They'll also have to give all new personnel a copy of the policy on recruitment/induction.

Appropriate 'No smoking' signs will be clearly displayed at the entrances to and within the premises.

#### *Non-compliance*

Local disciplinary procedures should be followed if a member of staff does not comply with this policy. The procedures set out on page 12 of the booklet 'Helping to get your business or organization ready for the new law on smoking' should be followed if a customer, visitor or passenger does not comply. Those who do not comply with the smoking law are also liable to a fixed penalty fine and possible criminal prosecution.

#### *Help to Stop Smoking*

Support for smokers who want to stop will be provided.

Sources of support are: Smokeline 0800 848484, [www.hebs.com/tobacco](http://www.hebs.com/tobacco), the Public Health Department of your local NHS Board, or your local GP surgery. Contact details can be found in your local directory.

## *Grievance & Disciplinary Procedures*

### *Foreword*

The Acas statutory Code of Practice on discipline and grievance is set out at paras 1 to 45 on the following pages. It provides basic practical guidance to employers, employees and their representatives and sets out principles for handling disciplinary and grievance situations in the workplace. The Code does not apply to dismissals due to redundancy or the non-renewal of fixed term contracts on their expiry. Guidance on handling redundancies is contained in Acas' advisory booklet on Redundancy handling.

The Code is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992 and was laid before both Houses of Parliament on 9 December 2008. It comes into effect by order of the Secretary of State on 6 April 2009 and replaces the Code issued in 2004.

A failure to follow the Code does not, in itself, make a person or organisation liable to proceedings. However, employment tribunals will take the Code into account when considering relevant cases. Tribunals will also be able to adjust

any awards made in relevant cases by up to 25 per cent for unreasonable failure to comply with any provision of the Code. This means that if the tribunal feels that an employer has unreasonably failed to follow the guidance

set out in the Code they can increase any award they have made by up to 25 per cent. Conversely, if they feel an employee has unreasonably failed to follow the guidance set out in the code they can reduce any award they have made by up to 25 per cent.

Employers and employees should always seek to resolve disciplinary and grievance issues in the workplace. Where this is not possible employers and employees should consider using an independent third party to help resolve

the problem. The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in the disciplinary or grievance issue. In some cases, an external mediator might be appropriate.

Many potential disciplinary or grievance issues can be resolved informally. A quiet word is often all that is required to resolve an issue. However, where an issue cannot be resolved informally then it may be pursued formally. This

Code sets out the basic requirements of fairness that will be applicable in most cases; it is intended to provide the standard of reasonable behaviour in most instances .

Employers would be well advised to keep a written record of any disciplinary or grievances cases they deal with.

Organisations may wish to consider dealing with issues involving bullying, harassment or whistle blowing under a separate procedure.

More comprehensive advice and guidance on dealing with disciplinary and grievance situations is contained in the Acas booklet, 'Discipline and grievances at work: the Acas guide'. The booklet also contains sample disciplinary and grievance procedures. Copies of the guidance can be obtained from Acas.

Unlike the Code employment tribunals are not required to have regard to the Acas guidance booklet. However, it provides more detailed advice and guidance that employers and employees will often find helpful both in general terms and in individual cases.

**CODE OF PRACTICE 1 – DISCIPLINARY AND GRIEVANCE PROCEDURES 3 - The Code of Practice**

**Introduction**

1. This Code is designed to help employers, employees and their representatives deal with disciplinary and grievance situations in the workplace.

- Disciplinary situations include misconduct and/or poor performance .If employers have a separate capability procedure they may prefer to address performance issues under this procedure. If so, however, the basic principles of fairness set out in this Code should still be followed ,albeit that they may need to be adapted.
- Grievances are concerns, problems or complaints that employees raise with their employers.

The Code does not apply to redundancy dismissals or the non renewal of fixed term contracts on their expiry.

2. Fairness and transparency are promoted by developing and using rules and procedures for handling disciplinary and grievance situations.

These should be set down in writing, be specific and clear. Employees and, where appropriate, their representatives should be involved in the development of rules and procedures. It is also important to help employees and managers understand what the rules and procedures are, where they can be found and how they are to be used.

3. Where some form of formal action is needed, what action is reasonable or justified will depend on all the circumstances of the particular case.

Employment tribunals will take the size and resources of an employer into account when deciding on relevant cases and it may sometimes not be practicable for all employers to take all of the steps set out in this Code.

4. That said, whenever a disciplinary or grievance process is being followed it is important to deal with issues fairly. There are a number of elements to this:

- Employers and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- Employers and employees should act consistently.
- Employers should carry out any necessary investigations, to establish the facts of the case.
- Employers should inform employees of the basis of the problem and give them an opportunity to put their case in response before any decisions are made.
- Employers should allow employees to be accompanied at any formal disciplinary or grievance meeting.
- Employers should allow an employee to appeal against any formal decision made.

*CODE OF PRACTICE 1 – DISCIPLINARY AND GRIEVANCE PROCEDURES 5*

*Discipline*

**Keys to handling disciplinary issues in the workplace**

*Establish the facts of each case*

5. It is important to carry out necessary investigations of potential disciplinary matters without unreasonable delay to establish the facts of the case. In some cases this will require the holding of an investigatory meeting with the employee before proceeding to any disciplinary hearing.

In others, the investigatory stage will be the collation of evidence by the employer for use at any disciplinary hearing.

6. In misconduct cases, where practicable, different people should carry out the investigation and disciplinary hearing.

7. If there is an investigatory meeting this should not by itself result in any disciplinary action. Although there is no statutory right for an employee to be accompanied at a formal investigatory meeting, such a right may be allowed under an employer's own procedure.

8. In cases where a period of suspension with pay is considered necessary, this period should be as brief as possible, should be kept under review and it should be made clear that this suspension is not considered a disciplinary action.

Inform the employee of the problem

9. If it is decided that there is a disciplinary case to answer, the employee should be notified of this in writing. This notification should contain sufficient information about the alleged misconduct or poor performance and its possible consequences to enable the employee to prepare to answer the case at a disciplinary meeting. It would normally be appropriate to provide copies of any written evidence, which may include any witness statements, with the notification.

10. The notification should also give details of the time and venue for the disciplinary meeting and advise the employee of their right to be accompanied at the meeting.

Hold a meeting with the employee to discuss the problem

11. The meeting should be held without unreasonable delay whilst allowing the employee reasonable time to prepare their case.

12. Employers and employees (and their companions) should make every effort to attend the meeting. At the meeting the employer should explain the complaint against the employee and go through the evidence that has been gathered. The employee should be allowed to set out their case and answer any allegations that have been made. The employee should also be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses. They should also be given an opportunity to raise points about any information provided by witnesses. Where an employer or employee intends to call relevant witnesses they should give advance notice that they intend to do this.

*Allow the employee to be accompanied at the meeting*

13. Workers have a statutory right to be accompanied by a companion where the disciplinary meeting could result in:

- a formal warning being issued; or
- the taking of some other disciplinary action; or
- the confirmation of a warning or some other disciplinary action (appeal hearings).

14. The chosen companion may be a fellow worker, a trade union representative, or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

15. To exercise the statutory right to be accompanied workers must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for workers to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for a worker to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

16. The companion should be allowed to address the hearing to put and sum up the worker's case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing.

The companion does not, however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.

*Decide on appropriate action*

17. After the meeting decide whether or not disciplinary or any other action is justified and inform the employee accordingly in writing.

18. Where misconduct is confirmed or the employee is found to be performing unsatisfactorily it is usual to give the employee a written warning. A further act of misconduct or failure to improve performance within a set period would normally result in a final written warning.

19. If an employee's first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to move directly to a final written warning. This might occur where the employee's actions have had, or are liable to have, a serious or harmful impact on the organisation.

20. A first or final written warning should set out the nature of the misconduct or poor performance and the change in behaviour or improvement in performance required (with timescale). The employee should be told how long the warning will remain current. The employee should be informed of the consequences of further misconduct, or failure to improve

performance, within the set period following a final warning. For instance that it may result in dismissal or some other contractual penalty such as demotion or loss of seniority.

21. A decision to dismiss should only be taken by a manager who has the authority to do so. The employee should be informed as soon as possible of the reasons for the dismissal, the date on which the employment contract will end, the appropriate period of notice and their right of appeal.

22. Some acts, termed gross misconduct, are so serious in themselves or have such serious consequences that they may call for dismissal without notice for a first offence. But a fair disciplinary process should always be followed, before dismissing for gross misconduct.

23. Disciplinary rules should give examples of acts which the employer regards as acts of gross misconduct. These may vary according to the nature of the organisation and what it does, but might include things such as theft or fraud, physical violence, gross negligence or serious insubordination.

24. Where an employee is persistently unable or unwilling to attend a disciplinary meeting without good cause the employer should make a decision on the evidence available.

### *Provide employees with an opportunity to appeal*

25. Where an employee feels that disciplinary action taken against them is wrong or unjust they should appeal against the decision. Appeals should be heard without unreasonable delay and ideally at an agreed time and place. Employees should let employers know the grounds for their appeal in writing.

26. The appeal should be dealt with impartially and wherever possible, by a manager who has not previously been involved in the case.

27. Workers have a statutory right to be accompanied at appeal hearings.

28. Employees should be informed in writing of the results of the appeal hearing as soon as possible.

### *Special cases*

29. Where disciplinary action is being considered against an employee who is a trade union representative the normal disciplinary procedure should be followed. Depending on the circumstances, however, it is advisable to discuss the matter at an early stage with an official employed by the union, after obtaining the employee's agreement.

30. If an employee is charged with, or convicted of a criminal offence this is not normally in itself reason for disciplinary action. Consideration needs to be given to what effect the charge or conviction has on the employee's suitability to do the job and their relationship with their employer, work colleagues and customers.

**CODE OF PRACTICE 1 – DISCIPLINARY AND GRIEVANCE PROCEDURES 9**

**Grievance**

**Keys to handling grievances in the workplace**

*Let the employer know the nature of the grievance*

31. If it is not possible to resolve a grievance informally employees should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance. This should be done in writing and should set out the nature of the grievance.

*Hold a meeting with the employee to discuss the grievance*

32. Employers should arrange for a formal meeting to be held without unreasonable delay after a grievance is received.

33. Employers, employees and their companions should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary.

*Allow the employee to be accompanied at the meeting*

34. Workers have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honouring the worker's contract, or is in breach of legislation.

35. The chosen companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

36. To exercise the right to be accompanied a worker must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However it would not normally be reasonable for workers to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for a worker to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

**10 CODE OF PRACTICE 1 – DISCIPLINARY AND GRIEVANCE PROCEDURES**

37. The companion should be allowed to address the hearing to put and sum up the worker's case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing.

The companion does not however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.

*Decide on appropriate action*

38. Following the meeting decide on what action, if any, to take. Decisions should be communicated to the employee, in writing, without unreasonable delay and, where appropriate, should set out what action the employer intends to take to resolve the grievance. The employee should be informed that they can appeal if they are not content with the action taken.

*Allow the employee to take the grievance further if not Resolved*

39. Where an employee feels that their grievance has not been satisfactorily resolved they should appeal. They should let their employer know the grounds for their appeal without unreasonable delay and in writing.

40. Appeals should be heard without unreasonable delay and at a time and place which should be notified to the employee in advance.

41. The appeal should be dealt with impartially and wherever possible by a manager who has not previously been involved in the case.

42. Workers have a statutory right to be accompanied at any such appeal Hearing.

43. The outcome of the appeal should be communicated to the employee in writing without unreasonable delay.

*Overlapping grievance and disciplinary cases*

44. Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

**CODE OF PRACTICE 1 – DISCIPLINARY AND GRIEVANCE PROCEDURES 11**

*Collective grievances*

45. The provisions of this code do not apply to grievances raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. These grievances should be handled in accordance with the organisation's collective grievance process

*Equality and Diversity Policy statement*

The aim of this policy is to communicate the commitment of the Partners Steven Robertson and Kevin Smith to the promotion of equality and opportunity in SALTAIRE SECURITY

It is our policy to provide employment equality to all, irrespective of:

- Gender, including gender reassignment.
- Marital or civil partnership status.
- Having or not having dependants.
- Religious belief or political opinion.
- Race (including colour, nationality, ethnic or national origins, being an Irish Traveller).
- Disability.
- Sexual orientation.
- Age.

We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees, sub-contractors and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds.

Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

We recognise that the provision of equal opportunities in the work place is not only good management practice; it also makes sound business sense. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the work force will be utilised fully to maximise the efficiency of the organisation.

*Improvements Planned and Implemented Policy*

1. Improvements will be planned and implemented before the next Service Evaluation Report.
2. Steve Robertson will be the nominated person acting on behalf of Saltaire Security who will implement the planned improvements by the next Service Evaluation Report.
3. All meetings planned to discuss the SER will be recorded in writing by Steve Robertson and a copy sent to the client for their comments and records.
4. When the client has had time to view the minutes of the meeting on the SER and has returned their comments to Saltaire Security the improvements will be implemented with immediate effect and the Assignment Instructions will be updated and amended accordingly.

*Corporate Social Responsibility Statement*

At **Saltaire Security**, we recognise and live up to our responsibilities to our stakeholders and wider community and we commit to conducting our business in an ethical and socially responsible way.

Our first responsibility is to our customers. In providing services to meet their needs everything we do must be of high quality. We will create continuous improvement through a comprehensive performance management framework. We will endeavour constantly to deliver best value and will innovate continuously to reduce our costs in order to maintain reasonable and competitive prices. On a daily basis we will demonstrate that we care passionately about service and will earn our customers trust as people they can rely on to deliver outstanding performance. In so doing we will support our customers reputations and our own.

We are responsible to the men and women who deliver our service and who we entrust with our business and our good name. Every employee and sub contractor must be considered as an individual. We must respect their rights, their diversity and their dignity and recognise their merit. There must be equal opportunities for employment and for development and advancement for those qualified. We will encourage them through training and recognition to exemplify excellence in their respective jobs.

They must feel free to make suggestions or complaints and report suspected misconduct. They will work within an organisation that is run by accountable leaders who are competent and fair. In this way we will attract, retain and keep motivated the best people in our sector.

We have a responsibility to all our stakeholders for the ethical and socially responsible conduct of our business. We will comply fully with the spirit as well as the letter of all relevant legal and regulatory requirements and act as a good corporate citizen. Our policies and procedures will conform to recognised best practice in corporate social responsibility and governance and will conduct our business with honesty, integrity and transparency.

We have a responsibility to safeguard the health and safety of our employees, sub contractors, customers and premises where we are employed. We believe accidents are preventable and we are committed to achieving injury free workplaces and encouraging and supporting our employees and sub contractors.

We are responsible to the communities in which we conduct our business to behave as good citizens, to minimise any disruptive effect of our or our customers operations, to support community endeavours and good causes and to make a positive impact. We are responsible to the wider community to minimise the environmental impact of our business by reducing our consumption of resources and the waste we produce. We will continuously find innovative ways to help our customers to improve their own environmental performance.

We have a responsibility to treat our suppliers and business partners as we would wish to be treated as customers. Suppliers must have the opportunity to make a fair profit within competitive pricing and to be paid promptly according to mutually agreed terms.

We also have a responsibility to ourselves, our stakeholders and to maintain sound finances, return a fair profit and invest for the future.

*Young Person Drinking with a Meal Policy*

1. PUB, CLUB OR HOTEL NAME does allow young persons with a meal to drink alcohol.
2. See page 27 for further information on a young person drinking alcohol with a meal

### *Alcohol and Drugs Policy*

To support our responsibility for and commitment toward our team members to ensure a safe and healthy workplace;

To ensure that all team members at SALTAIRE SECURITY have a work environment which is free of alcohol and drug abuse;

To outline the company's expectations and requirements for creating and maintaining a drug free work environment, and for dealing with substance abuse in the workplace.

To provide an opportunity to team members with a substance use problem to get well rather than provide grounds for the employer to terminate such a team member's employment.

### *Scope*

This policy applies, at the workplace, to all team members of SALTAIRE SECURITY (referred as the "Company") and also includes visitors and subcontractors inside and outside of normal scheduled working hours.

1. All individuals working at SALTAIRE SECURITY, are expected to report fit for duty for scheduled work and be able to perform assigned duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medications or any other substance.
2. Off the job and on the job involvements with alcohol or drugs can have adverse effects upon the workplace, the integrity of our work product, the safety of other team members, the well being of our team member's families, and the ability to accomplish the goal of a drug free work environment. As such, the Company wants to impress upon all team members that it has zero tolerance for team members who arrive at work under the influence of alcohol or drugs, and/or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol or drugs on Company property.
3. The Company strictly prohibits the use of, unlawful manufacture of, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs.

### *Assistance & Rehabilitation*

The Company recognizes the fact that a certain percentage of any population may develop the disease of chemical dependence. This disease is characterized most notably by denial of the disease by those who suffer from it.

The Company also recognizes that dependency on alcohol and/or drugs can be successfully treated, and encourages team members with drug or alcohol dependencies to assume ownership of gaining control over their dependency.

Team members are expected to recognize that problems related to alcohol and drug use or dependency are not an excuse for poor or unsafe performance. Team members who suspect they have a substance dependency or emerging alcohol or drug problem are expected to seek advice and to follow appropriate treatment promptly.

Full participation in appropriate treatment programs is expected. Participation in appropriate treatment programs does not remove the requirement to regain satisfactory performance.

Team members who voluntarily request assistance in dealing with such issues will be treated with respect and, to the highest extent possible, such information will be treated in confidence.

### *Roles & Responsibilities*

It is the responsibility of all supervisors to identify a situation in which they have concerns about an individual's immediate ability to perform their job, and take appropriate steps.

Where necessary, they will remove any team member who is suspected of violating the provisions of this policy, pending investigation and a decision on appropriate consequences including potential disciplinary action.

The following requirements are meant to provide you with guidance on how to administer this policy; however, not every situation can be predicted.

1. If a team member, visitor or contractor arrives at the workplace, and you have reasonable cause to suspect that the team member, visitor or contractor is under the influence of alcohol or drugs, the supervisor shall immediately remove him/her from the work environment. In the event you have any doubt as to whether the team member is, or is not impaired you should err on the side of caution and remove him/her from the work environment.
2. Unexpected circumstances can arise when an off-duty team member is requested to work. It is the team member's responsibility to refuse the request and ask that the request be directed to another person if the team member is unfit due to the influence of alcohol or other drugs.
3. Team members who are prescribed medication are expected to consult with their personal physician or pharmacist to determine if medication use will have any potential negative effect on job performance. They are required to report to their team leader if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment, and provide appropriate medical verification on restrictions in performance of duties.
4. If a team member or contractor believes an individual holding a more senior position is in violation of this policy, they are encouraged to get a second opinion where possible. They are also expected to notify their leader.
5. In support of those who may have developed or are developing the disease of chemical dependence, all employees and contractors are required to document and report any violations of this policy. Any team member, co-worker, contractor or supervisor not complying with this is enabling. Enabling behaviour leads to ongoing health and safety concerns for an addicted individual and those around him or her.

*Policy Violations and Procedures for Supervisors and Managers*

Where the situation dictates that a witness is required to corroborate a reasonable suspicion that a team member, visitor or contractor is under the influence, supervisors must seek corroboration from two of the following individuals.

- |                   |                            |
|-------------------|----------------------------|
| 1. Owner          | 4. Another Door Supervisor |
| 2. Manager        | 5. Bar Staff               |
| 3. Deputy Manager | 6.D.J                      |

If in any doubt phone Steve for advice

*Questions & Answers*

1. What if I smell alcohol or drugs on a team member when they arrive at the workplace?

If you have reasonable cause to believe that the team member in question is impaired in ANY way by drugs or alcohol it is the Company's direction that it is your duty to send the team member home not withstanding the fact that you cannot prove with certainty that he/she is intoxicated. To do otherwise could endanger the safety of that team member and/or others with whom he/she is working. The Company prefers to err on the side of prudence than expose the particular team member (and potentially others) to injury. (Refer to question 4 below.)

2. How do you determine if a team member is intoxicated or his/her ability to work is impaired by reason of an intoxicant?

The Company is aware that we are not doctors or specialists in assessing intoxication or impairment; however the following non-comprehensive list provides some direction as to likely indicators of impairment:

Smell of alcohol or drugs on breath;

Glassy eyes;

•

Slurred speech;

Unusually loud and/or argumentative;

Unsteady gait or unusual body movements;

•

Face abnormally flushed;

Deterioration in job performance such as sporadic work pace, neglect of details, increase in mistakes, difficulty recalling instructions and/or

Smell of cannabis in the air at team member's work location and/or discarded drug evidence in the same area.

3. Steps to take when you smell alcohol or drugs on a team member or a team member is suspected of being at work in an intoxicated or impaired condition.

After you smell or confirm physical and behavioural observations, approach the team member with your suspicions;

Have a witness with you for corroboration, but do not wait to take action if a witness is not readily available;

Escort the team member to a private location when confronting him/her and ask if he/she has had anything to drink (or is on, or has consumed drugs);

If reasonable suspicions or signs of impairment (as per 2 above) are confirmed, immediately remove the team member from the workplace and make arrangements to have his/her functions covered off;

Direct the team member to a supervisor's office and (after securing two other representatives as a witness) question the team member once again in the supervisor's office;

If, as result of such interview, you still have reasonable cause to believe that the team member is impaired direct the team member to go home, pending further investigation.

4. What should I do to ensure that the team member gets home safely?

You must take all reasonable steps to ensure that the team member does not drive.

At a minimum, you should:

Call his/her home to have someone else drive him/her home (if someone is available);

If no one is available at home to drive the team member home, advise the team member that you will summon a taxi for him/her.

- 

Ask him/her to leave the keys to his/her car with you;

If he/she refuses all of the foregoing, then tell the team member if he/she gets into his/her car you will be forced to call the police; and

If, notwithstanding the above, the team member insists upon driving his/her own car, then you should take immediate steps to contact the police and inform them of the situation. Where possible you should advise the police of the impaired team members license plate number and the make and model of his/her vehicle, as well as their destination.

If the team member refuses to leave the premises, the police must be called.

5. How do I accumulate proof of what I observed?

Immediately after the team member has departed the premises (is sent home) prepare an Incident Report, including all of your observations and actions taken.

Ask corroborative witness to do the same.

6. What happens from there?

Mr Steve Robertson, and Mr Kevin Smith at the first available opportunity will review the facts and circumstances surrounding the incident. If it is confirmed that the team member's ability to work was impaired by reason of drugs or alcohol, then progressive disciplinary action will be taken up to and including termination, depending upon the circumstances (e.g., others; past disciplinary record; and reasons tendered (e.g. was on prescribed medication).

7. What do I do if I find someone in possession of or consuming alcoholic beverages or illegal drugs on the premises?

You should confront the team member immediately (preferably in the presence of a corroborating witness) and send the team member home. All of the facts should be recorded in an individual statement at the first available opportunity for the Mr Steve Robertson , and Mr Kevin Smith to review the facts and circumstances surrounding the incident. The company has zero tolerance approach to events such as these and the team member will be subjected to progressive disciplinary action, up to and including termination, depending on the individual circumstances.

8. What if I catch a team member selling drugs to another team member?

The facts should be recorded and the team member(s) confronted and then sent home pending investigation. Depending upon the circumstances, you should immediately report the matter to the police and ask the team member(s) to wait in the office until the police arrive. You cannot, however, force the team member(s) to stay.

9. What if the team member upon confrontation says that he is an alcoholic or otherwise addicted to drugs or alcohol?

Proceed with steps outlined in points 2, 3, and 5 above and make a note of the team member's response.

If, after further investigation, the team member's addiction is confirmed at the first two steps of disciplinary measures, then he/she will be offered assistance by the company to address and rectify this situation.

10. What if the team member responds that he/she is taking medication prescribed by a physician?

You should still follow the steps outlined in points 2, 3, 4 and 5 above.

If, after further investigation, it is determined that the cause of the impairment is attributable to an unexpected reaction from medication prescribed by a duly licensed physician then, depending upon the circumstances, the disciplinary penalty may be modified.

11. What if this is a repeat offender?

The team member will be subject to progressive disciplinary measures, up to and including termination.

12. What if I find Illicit Drugs in the Building?

Notify the bar Manager immediately. If you cannot reach a manager, arrange for a supervisor to attend as a witness. Call the police for disposal.

*Quality Policy Statement*

Saltaire Security  
54 High Street  
Fochabers  
Moray IV32 7DU  
SCOTLAND  
30 March 2010

It is the policy of this company to give the greatest importance to Quality and welfare at work of all of its employees and sub-contractors. Furthermore, to provide and maintain safe and healthy working conditions, equipment and systems of work, as far as is reasonably practicable, for all our employees and sub-contractors and to provide such information, training and supervision as they will need to complete their work in a safe and effective manner.

This company will also ensure, as far as is reasonably practicable, that their working activities do not endanger members of the public and information will be made available to the general public if any process or job has the potential to cause injury.

This company will require all its employees and sub-contractors, whilst at work to conduct themselves in a safe and conscientious way, ensuring at all times that the work is carried out with a high regards to personal safety, the safety of co-workers and the general public.

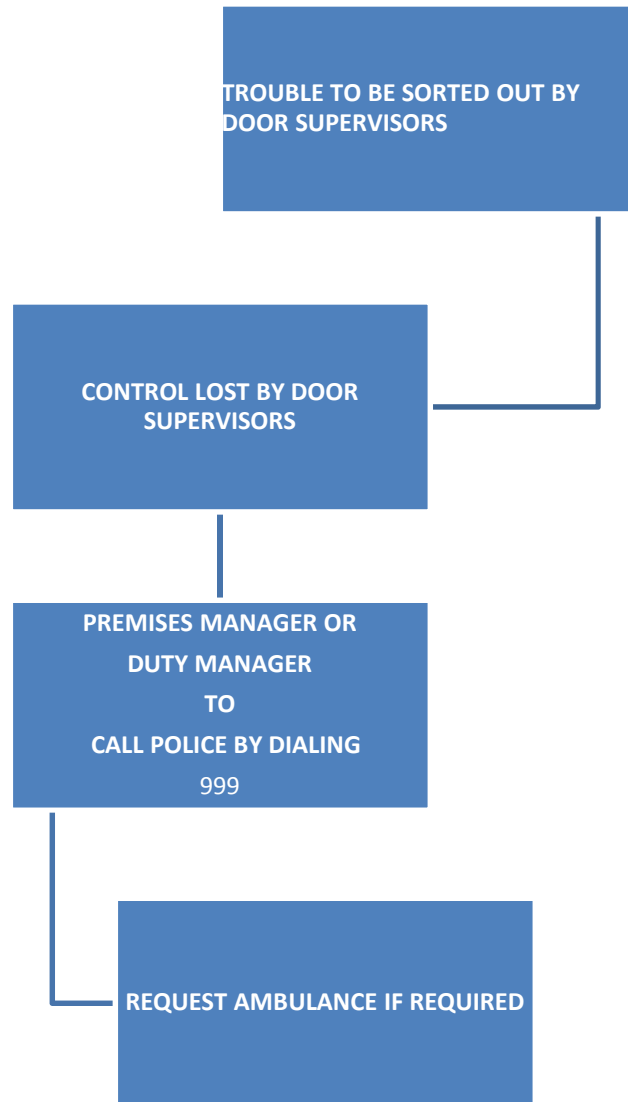
All employees and sub-contractors will be expected to cooperate fully with the above general statement of policy. The implementation of this policy shall be regularly monitored

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Partner**  
**Print Name** \_\_\_\_\_

**Date** \_\_\_\_\_

*Escalation Policy & Flow Chart*



### *Search Policy*

#### **PREMISES SEARCH**

*Prior to the opening of the premises door supervisors should carry out an effective search of the premises.*

*The purpose of this search is to check that;*

- 1. Fire & Emergency doors are not blocked or locked*
- 2. Windows & skylights are secure*
- 3. Public access points are clear*
- 4. Any security equipment ie; lighting, alarms, locks and bolts are in working order*
- 5. All areas are free from litter and that there are no suspicious objects*

#### **CONDITIONS OF ENTRY & PERMISSION TO SEARCH**

*A door supervisor is NOT a police officer therefore he/she;*

*Has NO automatic legal right to search someone*

*Must NEVER use force*

*Must ALWAYS obtain permission to carry out a search*

*Most people will be happy to consent to a search when it is explained to them what is being searched for and that it is for their protection.*

*Anyone refusing to be searched should be politely refused entry.*

**SEARCHING PEOPLE AND THEIR PROPERTY**

*ALWAYS ensure that there is a witness present when conducting a search of someone or their property.*

*ALWAYS ensure that only women search women and men search men*

*A man can search a woman's handbag with her consent but always ask the patron to empty the bag and pockets themselves*

***It is important***

*To be sensitive to peoples embarrassment*

*To be firm*

*To be polite*

*Not to ridicule*

*Not to be threatening*

***By following these procedures door supervisors will avoid***

*Accusations of impropriety*

*Accusations of planting of evidence*

*Risk of injury to him/herself*

**ALWAYS REMEMBER TO**

**GET PERMISSION**

**BE POLITE**

**BE POSITIVE**

**BE PROFESSIONAL**

***IN THE EVENT OF WEAPONS OR DRUGS BEING FOUND DURING A SEARCH***

*Having safely seized any weapons a door supervisor must either arrest the suspect and detain him until police arrive or they may retain the weapon and simply refuse the suspect entry to the premises.*

*Having seized drugs door supervisors have powers of arrest where there is reasonable grounds to suspect that an offence under the Misuse of Drugs Act has taken place.*

*Police must be called.*

**ANY WEAPONS OR DRUGS CONFISCATED DURING A SEARCH MUST IMMEDIATELY BE GIVEN TO THE MANAGER OF THE PREMISES FOR SAFE KEEPING UNTIL BEING HANDED OVER TO THE POLICE**

***RECORDING OF ARTICLES SEIZED DURING SEARCHES***

*Anything confiscated during a search ie; Weapons or Drugs MUST be recorded in the door supervisors own pocket note book and in the premises security incident book.*

*These records should contain the following information;*

- 1. Date and time of search*
- 2. Name of person conducting the search*
- 3. Name of witness to search*
- 4. Name & Address of person being searched ( if given )*
- 5. Signature of person being searched ( if consenting )*
- 6. Description of item(s) being confiscated*
- 7. Time handed over to police*
- 8. Name & warrant number of receiving police officer*

**ACCURATE RECORDS CAN HELP TO DISPROVE FALSE ALLEGATIONS**

*Location of Fire Extinguishers*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Location of Fire Alarms

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

## Map of Premises

1. Ground floor plan attached.
2. First floor plan attached.

Map of Premises Muster Point

### Assignment Instruction Register

1. There are two paper copies of the PUB, CLUB OR HOTEL NAME GOES HERE.
2. Copy number one is kept at the PUB, CLUB OR HOTEL NAME GOES HERE.
3. Copy number two is kept by Saltaire Security.
4. There is an electronic copy of the PUB, CLUB OR HOTEL NAME GOES HERE Assignment Instructions held by Saltaire Security on a secure password protected memory stick.
5. There is an electronic copy of the PUB, CLUB OR HOTEL Assignment Instructions held by Saltaire Security on a secure password protected external hard drive.