

Health and Safety at Work Act 1974 (Security Operatives Addendum)

There is a duty under the above legislation to ensure a safe system of work and this would apply to all people working in licensed premises. A recent incident has revealed the horror of how the ejection of a customer can go tragically wrong and as the result of the Coroners inquest, it is beneficial to remind all operatives of a few basic procedures.

Customers are normally ejected because of their bad behaviour but they are also ejected because they have had too much to drink. Sometimes they are unwell and this may be because of excess drinking or through drugs. Remember that there must always be a reason for anybody being ejected. Customers should of course always be asked to leave and force should only be used as a last resort. In all cases of ejection the duty manager must be called and full details recorded in the incident book. There are some basic points that should be considered in this procedure and we list them as follows.

- Have you agreed specific ejection routes as part of the venue site assessment and has the venue manager agreed these procedures.
- Have you identified any hazards on these routes and are all security operatives aware of these instructions.
- Do security operatives have radios and are they in contact with the duty manager.
- Have security operatives been instructed to check the toilets at regular intervals and at close of business.
- If somebody is ejected they must be allowed to collect their possessions and you should also pass a message to their friends who may be inside.
- If somebody is unwell then you should attempt to contact a friend either by finding them or ringing them.
- Most people go out with at least one other person, so you must consider that.
- Never eject a female on her own especially if she has had too much to drink.
- Consider the issues around date rape drugs which may make the person appear drunk.
- If somebody is unwell or has had an accident always offer to call an ambulance, but remember that the duty manager must authorise any calls to the emergency services, including Police and Ambulance
- Never move an injured person and stay with them until more expert help arrives.
- Make sure that the duty manager is fully involved in your decisions and witnesses your actions.
- Always be extra cautious when escorting somebody down a staircase.
- Remember that some people appear drunk but are in fact suffering from some disability.