

Reference	POL 62
Version	1.0
Issue Date	27/09/2023
Approved	MD

## PREMIUM SECURITY SERVICES

### HEALTH AND SAFETY SECURITY OPERATIVES' POLICY HEALTH AND SAFETY AT WORK ACT 1974 (ADDENDUM)

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Premium Security Services aim to provide a safe working environment for all Security Operatives supplying services to its clients. We recognise our legal and moral duty to uphold certain standards of health, safety, and welfare always. We also aim to ensure that the activities of our Security Operatives do not endanger members of the public visiting client's premises.

It is duty of the Door Supervisors to be familiar with the emergency procedures in place at the location of your assignment. This includes:

- **Fire evacuation procedures**
- **Emergency procedures**
- **Contingency plans in place**
- **Possible flash points**
- **Possible high-risk areas**
- **Hazardous areas**
- **Appointed First Aider**

It is the duty of the Licensee/Manager to have in place a Risk Assessment for the venue. You should familiarise yourself with this, so that you are able to respond to any emergency with due diligence.

You should always act within the Code of Conduct guidelines of Premium Security. You should not place either yourself or any member of the public at risk through your actions. You should apply the knowledge of your training to all situations you encounter, thus enabling you to act cordially, efficiently, and professionally always. Premium do not recommend Physical Intervention unless you have been trained and certified to carry out intervention techniques, and then only those techniques which you have been trained to carry out. We always recommend Conflict Resolution.

You have the right to defend yourself, however you may only carry out those actions which are the minimum required to defend yourself at the time of attack, no action may include an element of aggression, anger, or revenge.

You are required to be familiar with the procedures of Premium Security in dealing with complaints and commendation. You are invited to communicate any concerns, queries, or comments to our Head Office whenever the need should arise.

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### **HEALTH AND SAFETY SECURITY OPERATIVES' POLICY HEALTH AND SAFETY AT WORK ACT 1974 (ADDENDUM)**

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#### **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 coroner's 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.**