

KD Security Welcome Pack



About us

KD Security Group is a London based security service with over 30 years experience and as a provider of quality security guards, protection, manpower either discreetly or highly visible to various prominent clients for many years. We are totally committed to providing our clients with security solutions tailor made to their requirements.

Matching the right guards to our clients and their environment is a craft we have mastered over many years. Our policy is that we will not sub contract out our valuable clients work. Also the direct employment of staff without the use of subcontractors, unlike other companies, we have full control.

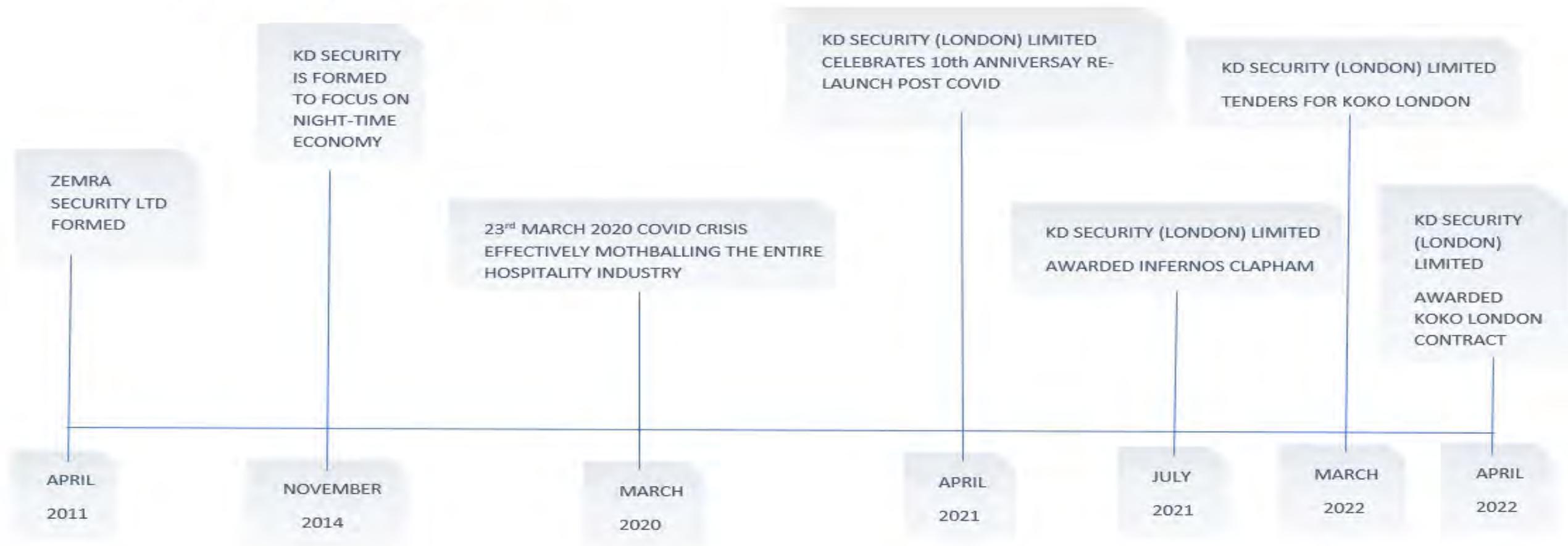
KD Security Group can guarantee an allocation of a reliable security guard or team who are able to display discretion, professionalism and within the timeframe required. All our clients enjoy full support by KD Security Service, as we will focus on the growth and improvement of their business interests.

We will implement the required system and professional standard that deliver an outcome on any platform. We know how diverse security can be, but despite this, KD Security Group have experienced practices in place to meet our client's needs.

We offer a personalised security service to all clients regardless of their budget.

INTRODUCTION:

- ESTABLISHED IN 2011
- OWNER/FOUNDER IS SOLE SHAREHOLDER
- CURRENT TURNOVER OF £4.5m
- 80 ACTIVE CONTRACTS



Our Clients

- Barrios – Angel, Brixton, Covent Garden, Shoreditch, Soho, Watford
- City Pub Group - Aragon House, Belle Vue, Bow Street Tavern, Daly's Wine Bar Kings House, The Phene, Three Crowns
- Columbo Group - Blues Kitchens (Camden, Brixton, Shoreditch), Jazz Cafe, Metropolis, , Old Queens Head, Phonox
- Livelyhood Venues Pub Group – Perky Nel, Rosey Hue, The Regent
- London Cocktail Club – Canary wharf, Clapham
- Mercato Metropolitano – Elephant & Castle, Mayfair, Wood Wharf
- Mint Group - Infernos, Koko, House of Koko (Members Club), Mommi
- Novus Leisure – Piccadilly Institute
- East London Pub Company - The Saxon, The Gun, Ten Bells, Sun Tavern
- Rocket Leisure – Northcote, Venn St, Old Street, Eastcheap Records & Louche-Soho
- SBG (Shoreditch Bar Group) – Casa Blue, Floripa, Hoxton 7, Love Company, Matchbox, The Redchurch Bar, The Shoreditch, Wenlock & Essex
- Soho Bars – Soho Residence & Freedom
- Urban Pubs & Bars Ltd – Bar Kick
- Wesley Hotels – Camden & Euston
- 25 Paul Street
- 64th & Social
- Aquum
- Broadway Bar & Grill
- Cafe Sol
- Caribbean Collection Ltd
- Gerry's Club
- Hayatt Greenwich
- Heads & Tails Cocktail Bar
- La Rueda
- Osteria Mbare
- Planet Wax
- Reggae Kitchen Bar & Restuarant
- St Mortiz (Restaurant)
- Sugar Cane (Battersea)
- The Mall Tavern
- Yatay (Japanese Restaurant & Bar)

MEET THE TEAM



David Hasani – Managing Director

David is the Managing Director for KD Security and he has been within the security industry for over 30 years.

David started off as a security officer and saw an opportunity to start his own business and help establish KD Security as one of the leading competitors in London.

David is ultimately responsible for the operational & financial probity of the company.



Damien Zannetou – Business Development Manager

Damien has worked as a Business Development Manager for 20 years in various different sectors, Damien also specialises in high level recruitment and he is ensuring that KD Security keeps the calibre of staff high throughout all of their venues.



Martin Kiri - Operations Manager

Martin has been with KD Security for over 15 years and he played a key role in helping grow of KD Security as a brand.

Martin has helped with the site mobilisation for companies such a The Columbo Group, Rocket Leisure, Barrio's, London Cocktail Clubs, City Pub Group.



Armando Bajrami - Operations Manager

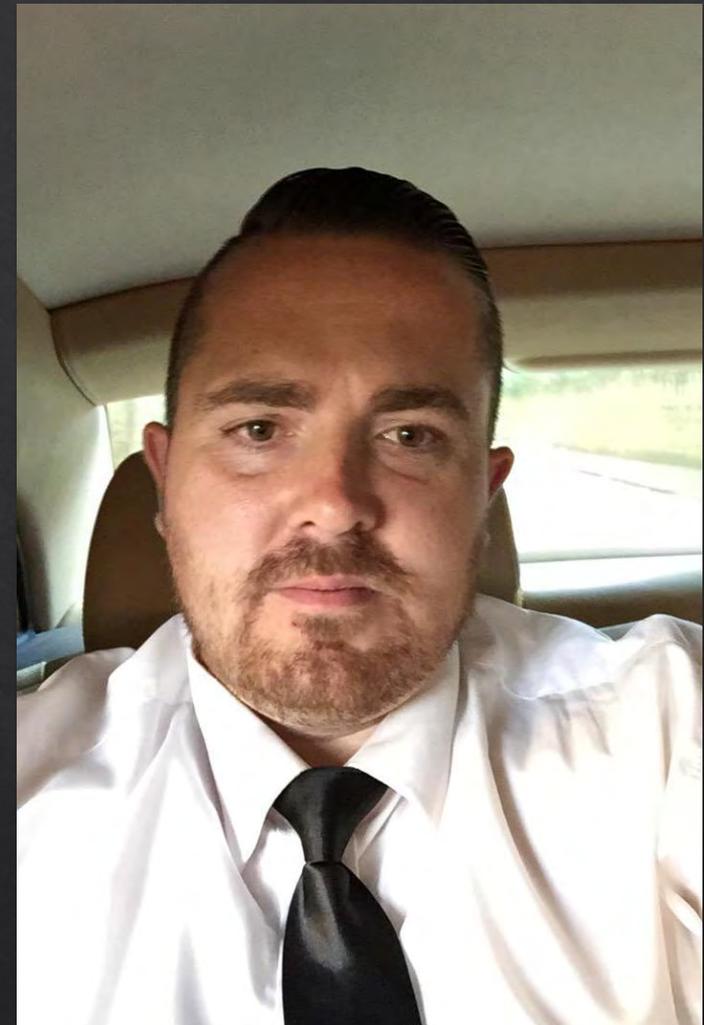
Armando has over 16 years experience working in the security industry, Armando has played a key role in growth of KD Security and helped with the site mobilisation for companies such as The Columbo Group, Rocket Leisure, Barrio's, London Cocktail Clubs, City Pub Group and also Mint Group.



Steven Rose - Operations Manager

Steve has over 15 years in the security industry, Steve has had the pleasure of managing security for large scaled events such as the Liberal Democrats Conferences to Royal Events at Kensington Palace & Hampton Court.

Steve has been working with KD Security for nearly 10 years and he played a key role in helping grow of KD Security as a brand.



Paul Clarke – Operations Manager

Paul has over 30 years experience in the security industry in many different venues both corporate/entertainment around London, he also has 15 years experience as a close protection officer.

Paul is a qualified SIA trainer and although he is the newest member of the KD family, Paul has established himself well within the company .

Paul has the pleasure of looking after The Mint Group contract, Koko/Infernos & Mommi and works along side Armando.



Abbas Maqsood – Operations Manager

Abbas Maqsood is Operations Manager with the company and has a security background spanning over 10 years. Abbas has extensive experience in both public and private security including close protection. Abbas is responsible for managing the day to day operation at KD Security





Our Objective



MISSION STATEMENT & CORE VALUES

- 1. To re-invest in the business for sustainable growth, attracting & retain proven industry experts**
- 2. To invest in staff, including their training, salary & benefits so they in turn invest in us**
- 3. To motivate our workforce by engaging inspirational leaders**
- 4. To ensure CSR is at the core of our business model, taking time to recharge, reflect and refocus**
- 5. Retain existing customers, providing a level of service they could not find anywhere else. Maintaining relationships based on honesty, integrity, credibility and loyalty.**

MOBILISATION STRATEGY

Financial & Commercial Documentation

Operations/Administrative Tasks Completed

Human Resources (talent search)

Training Regime

Performance Monitoring & Improvement

- Financial & Commercial elements
- Service Agreement
- Site Survey
- Uniform Requirements
- Technical Solutions
- Deployment Plan
- Assignment Instructions
- Risk Assessment
- Interviews
- Recruitment & Screening
- Induction Training
- Training Programme Matrix agreed
- E-learning commences
- Client Specific Training Delivered
- Toolbox Training (on-going assessment)
- Reporting specifics to be agreed
- Frequency of Gold, Silver, Bronze oversight
- Strategic Security Assessment (Martyns Law)
- [Protect Duty Consultation Document](#)
- KPI Monitoring

RECRUITMENT STRATEGY

BS7858:2019

IDENTITY CHECKS COMPLETED

FINANCIAL CHECKS COMPLETED

EMPLOYMENT & CHARACTER REFERENCES

CRIMINAL RECORD (BASIC DBS)

- All of our HR processes are vigorous and robust, our references checks are done to **BS7858:2019**, which is the British standard for screening of individuals employed in a security environment

Identity Checks

- ID confirmation, Five years address history, Right to Work check, SIA Licence check, Global Watchlist, Electoral Roll &....

Financial Checks

- Bankruptcy / Insolvency / IVA, CCJ (Up to £10,000) &.....

Employment & Character Reference Checks

- 5 years employment history &....

Criminal Records

- Basic Disclosure

TRAINING OPPORTUNITIES AND ADDED VALUES

“Assignment Specific” Introduction

- **Local Concerns, Hot Spots**
- **Geographic Familiarisation**
- **Roles & Responsibilities**
- **Induction Training (In-depth)**
- **Standard Operating Procedures**

Other Courses

- **Emergency Response(s)**
- **Counter-Terrorism**
- **Situation Awareness**
- **Behavioural Awareness**
- **Ask For Angela, WAVE etc**

Specific Concerns

- **Vulnerability**
- **Drink Spiking**
- **Drug usage, dealing and aftermath**
- **Reporting crime**

Company Induction Training

- **Induction to company**
- **Customer Service Model**
- **Policies & Procedures**
- **Models of Professional Behaviour**
- **Code of Conduct**

Personal Development

- **Supervisory Course(s)**
- **Leading & Mentoring**
- **ACT Training (access to URIM)**
- **ScAN Training**

Contractual Administration & Added Value

- **Report Writing**
- **Statement Taking**
- **Lost & Found Property**
- **Identifying Vulnerability**
- **Alarm Monitoring & Response**
- **Incident Management & Reports**
- **First Responders (incident management)**
- **Body Camera Evidence Gathering**

Security Industry Training

- **Physical Intervention**
- **Conflict Management**
- **Crisis Management**
- **Fire Marshall**
- **First Aid**

Department & Conduct

- **Personal Presentation**
- **Customer Service Delivery**
- **Uniform**
- **Equipment**

WHY CHOOSE US?

EXTENSIVE KNOWLEDGE OF INDUSTRY

UNRIVALLED EXPERIENCE & EXPERTISE

100+ YEARS OF MANAGEMENT EXPERIENCE

HONEST, RELIABLE, TRANSPARENT & LOYAL

EXCELLENT REPUTATION WITHIN INDUSTRY

QUALITY ASSURANCE

We guarantee that 100% of our workforce will be directly employed. We do not sub-contract, use self-employed individuals or engage labour pool providers.

An Operations Manager will visit several times a week. The Client and workforce benefit by having immediate access to a senior manager and any issues or matters arising can be dealt with without delay.

A Director level visit will be made at least once per month.

ANY QUESTIONS?

Please contact steve@kdsecurity.co.uk if you require any further information from us.





CONFLICT MANAGEMENT MASTERCLASS

Abstract:

This Conflict Management Masterclass will provide you with an understanding of how frustration, anger and aggression can lead to violence. Furthermore, the course will explain the environmental and human factors that can contribute to it and influence whether the situation escalates or de-escalates.

Malcolm Nicol FBii.TP

COURSE OBJECTIVES:

The aim of this course is to recognise different aspects of conflict that you may encounter and to understand and be aware of different methods of resolving those situations. At the end of the course you will be able to:

1. Describe common causes of conflict.
2. Identify common flashpoints.
3. Identify triggers or “hot buttons”
4. Give examples of impact factors.
5. Describe methods of dealing with conflict situations.
6. Conduct a dynamic risk assessment.
7. Understand the use of space & distance with dealing with conflict.
8. Understand the importance of using non-confrontational body language.



COURSE CONTENT:

Conflict Management Masterclass	
<ul style="list-style-type: none"> • Introduction, registration and preamble • Overview of content and timings • Identifying Conflict Situations • Effective Communication • Cultural Awareness • Breakdown in Communication • Communication Models • Betaris Box (attitude and behaviour cycle) • Patterns of Behaviour • Showtime ‘Setting the tone’ • Dynamic Risk Assessment • SAFER 	<ul style="list-style-type: none"> • Triggers • Signs of Escalation • Warning & Danger Signs • Fight or Flight Response • De-Escalation Techniques • Impact Factors • Personal Space/Maintaining Distance • Non-Confrontational Body Language • Signalling Non-Aggression • LEAPS (acronym for effective communication) • Active Listening Techniques • POPS technique (practical demonstration)

CAUSES OF CONFLICT:

What are the common causes of conflict in your workplace?

Think of any examples (maximum 5) and write them in the boxes underneath.

1.

2.

3.

4.

5.

What does conflict mean to you?

Questions to consider:

How did you feel during a conflict situation?

What impression did it make on you; anyone else who may have witnessed or been affected by it?

Were you prepared for what happened?

DEALING WITH CONFLICT:

What techniques do you already know and use that de-escalate conflict or confrontational situations?
Use the box below to list some methods you already use to de-escalate situations.

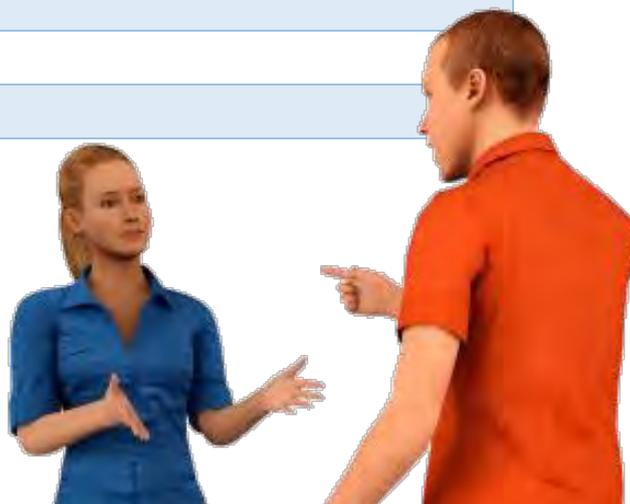
1.

2.

3.

4.

5.



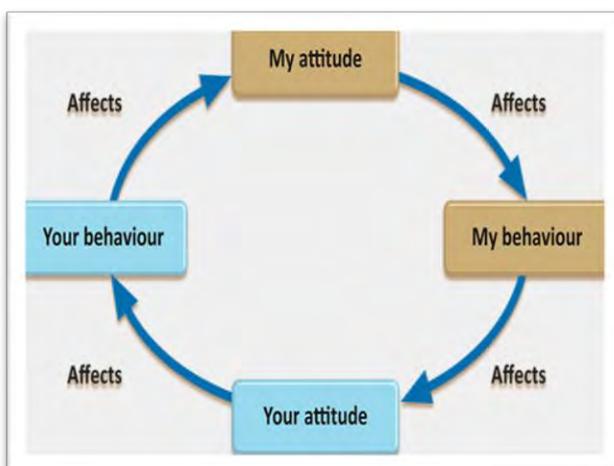
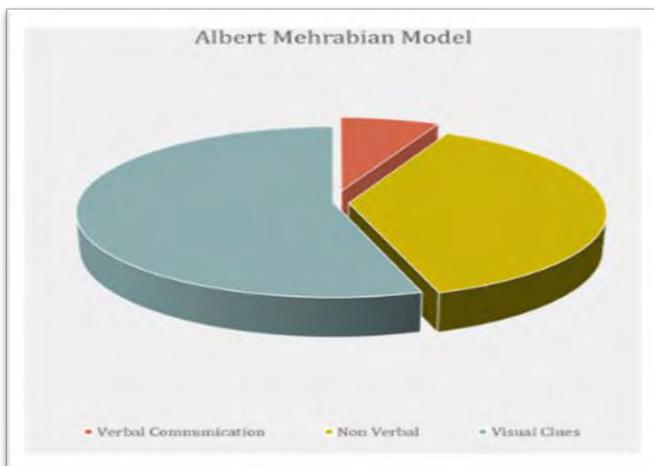
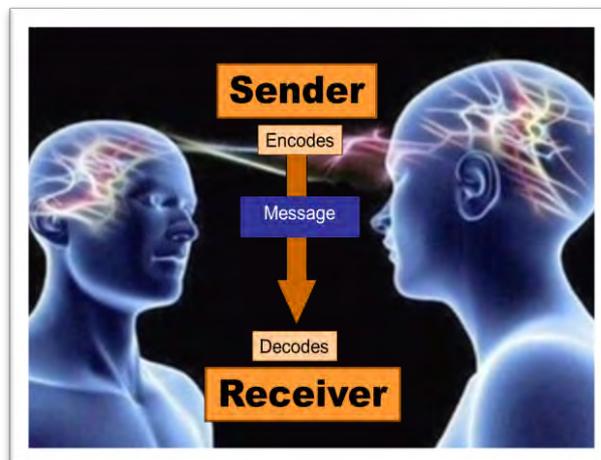
BASIC ELEMENTS OF COMMUNICATION:

Conversation relies on the message you are sending being “de-coded” properly by the receiver.

It uses 3 channels to convey your message.

Write the percentage of “meaning” for each channel of communication below.

Words	7%
Tone	38%
Non-Verbal Communication	55%



HOW DO WE COMMUNICATE:

Examples of Non-Verbal Communication we use sub-consciously.

- (1) Body Language is a type of nonverbal communication in which physical behaviour, as opposed to words, are used to express or convey information. Such behaviour includes facial expressions, body posture, gestures, eye movement, touch and the use of space.
- (2) Congruency – (match body language with verbal content, tone, pitch and intonation) Collectively called prosody.
- (3) Limbic Responses - When you think of the limbic brain imagine the autonomic response that happens when we are startled by a loud bang (shoulders raise, head lowers, adrenaline flows)
- (4) ‘Rule of Four. Congruency, Context, Baselining and Intuition

COMMUNICATION MODELS

PEACE

P	PREPARATION AND PLANNING Have a script of 'typical' responses, you appear and sound confident, capable and professional. Plan for complaint handling and conflict resolution (it will happen)
E	ENGAGE AND EXPLAIN Introduce yourself, remove the anonymity, (always give your name if asked) it causes considerable frustration when it is refused. Keep your tone neutral & language simple.
A	ACCOUNT Allow the complainant to speak without interruption, ask open questions, active listening, and non-confrontational body language
C	CONCLUSION/CLOSURE Review what has been said, paraphrase, show empathy, clarify any points, seek more information, inform what will happen next and follow up
E	EVALUATION What do you need to do now? How did you handle it? Could you have done anything differently?

COMMUNICATION MODELS

5 STEP APPEAL

1	ETHICAL APPEAL Ask the person to comply; please stop doing that, please leave... make it clear what it is you want from them to do or importantly, not do. Some people respond immediately with no perception of resistance.
2	REASONED APPEAL Reinforce the rules, explain why you have made the request and link it to the conduct or behaviour you are challenging. Example "you cannot do that because.. "
3	PERSONAL APPEAL Consider what options are available, offer and present to the person. Explain at this point what is likely to happen if they do not comply. (they'll have to leave, police will be called etc)
4	PRACTICAL APPEAL This is the final appeal. Explain what is going to happen (consequence) if they do not respond to your request. "is there anything I can reasonably do that will make you stop that behaviour or leave the premises, co-operate.."
5	ACTION This is situationally dependent on the threat as you perceive it. First priority is your personal safety, conduct a dynamic risk assessment and ACT. It may be words of advice, maintain distance and observe

COMMUNICATION MODELS

CUDSA

C	CONFRONT THE CONFLICT – CHALLENGE THE BEHAVIOUR Requires an assertive approach. Address the behaviour and attempt to enlist cooperation to solve the problem.
U	UNDERSTAND THE PROBLEM & EACH OTHERS POSITION Confirm what is actually causing the conflict. Take time to allow the other person to outline their perspective of the conflict. Demonstrate respect and show you are willing to try and understand and resolve the situation.
D	DEFINE THE PROBLEM Definition of the root cause of the cause will solve the source of the problem and not just the surface issues. This is particularly important when identifying frustration and anger before escalation to violence.
S	SEARCH FOR SOLUTIONS Collectively search for possible solutions to the problem. What outcome would they like? Is it feasible? Can you arrange it? If you agree, can you actually deliver it?
A	AGREE UPON AND IMPLEMENT THE BEST COURSE OF ACTION The final stage should be an agreement of a course of action to move forward and deescalate. It may not always be possible to organise a win/win solution.

COMMUNICATION MODELS

LEAPS

L	LISTEN For feelings as well as facts. Interpret non verbal communication such as gestures and body language. Listen to the whole message. Listen and hear, keep an open mind and display active listening techniques.
E	EMPATHISE ‘em’ from the Latin “to see through”. ‘pathy’ from the Greek meaning “the eye of the other”. The ability to understand and share feelings of another. Not to be confused with sympathy, the feeling of pity of sorrow for someone’s misfortune. “I can see how frustrated you are” “I would be frustrated too” “I can understand why that would annoy you” “it would annoy me too” “I would be unhappy if that happened to me too”
A	ASK Seek clarification for any points you do not fully understand. Establish facts, seek opinion and check understanding.
P	PARAPHRASE Restating what someone has said shows interest, identifies any inaccuracies and confirms you are actually listening. Helps to establish control, if you are talking and they are listening you can steer the conversation.
S	SUMMARISE Condense everything that’s been said into a simple statement. Be brief, concise and agreed next steps.

PATTERNS OF BEHAVIOUR

SERIOUS OR AGGRAVATED RESISTANCE

- The person attempts to or actually causes serious injury and may use weapons

AGGRESSIVE RESISTANCE

- The person reacts with verbal aggression or physically attacks

ACTIVE RESISTANCE

- Physical refusal to comply. The person pulls or pushes away but makes no attempt to strike

PASSIVE RESISTANCE

- The person will either sit or stand and will refuse to move. Ignoring the request.

VERBAL RESISTANCE

- The person refuses to comply either verbally or with their body language.

COMPLIANCE

- The person offers no resistance and complies with your request.

Profiling Body Language: (Identifying clusters of behaviours)

The **Dominant Cluster** includes the behavioural cues of someone who is preparing a “fight” response. The Dominant Cluster is how we use our body to show authority, intimidate, posture before a fight or to ensure that we are perceived as being in control of the situation.

<p>Lower Body/Torso</p> <p>Standing – legs shoulder width apart (taking up more space)</p> <p>Seated – Leaning back with hands clasped behind head (hooding) (taking up more space)</p> <p>Standing – Hands on hips – authoritative (taking up more space)</p> <p>Standing – leaning forwards – aggressive, making themselves look bigger. Stretching torso and making oneself look taller by standing upright and erect</p>	<p>Hands and Arms:</p> <p>Arms Spread out on an object (table, counter, etc.) – (taking up more space)</p> <p>Hands clasped behind back – (judging or evaluating)</p> <p>“Wrist Down” when shaking hands/greeting</p> <p>While talking – lecturing (pointing with hands)</p> <p>Steeple gesture with hands (perceived as intellectual and confident)</p>
---	---

SIGNS OF ESCALATION/WARNING AND DANGER SIGNS

WARNING SIGNS	DANGER SIGNS
Direct and prolonged eye contact	Fists clench and unclench
Facial colour may darken, redden or flush	Facial colour may become paler
Head tilted back	Lips tighten over teeth
Subject stands tall to maximise height	Head drops to protect the throat
Subject expands chest	Eyebrows drop to protect the eyes
Subject splays arms to appear physically imposing	Hands rise above the waist
Subject kicks ground (stamps feet)	Shoulders tense
Large exaggerated movements to close space	Stance moves from square on to sideways
Breathing rate increases	Staring intently at intended target
Hindering movement (closing down space)	Eyes narrow or squint to focus on target
Behaviour may stop/start abruptly	Lowering body to launch forward

Signalling Non-Confrontational Body Language & SAFER approach

Write PALMS & SAFER in the spaces below

P _____

S _____

A _____

A _____

L _____

F _____

M _____

E _____

S _____

R _____



DYNAMIC RISK ASSESSMENT TEMPLATE

Identify the risk?

- Are you alone?
- Has the interaction escalated towards conflict?
- Has the customer exhibited any signs of escalation?
- Do other staff know where you are and what you are dealing with?

Assess the risk?

- Do you have any concerns about your personal safety?
- Has the customer become physically threatening?
- Consider the impact factors and control measures

Remove or Reduce Risk

- What is it that concerns you?
- Has the customer become aggressive?
- Fear of being assaulted, attacked verbally abused?
- Even verbal threats of violence will not be tolerated under any circumstances.

PERSONAL SAFETY STRATEGY

Anticipate and Recognise a Risk

- Focus on action to prevent conflict escalating towards violence
- Use effective communication techniques
- Active listening skills
- Non-confrontational body language

Take action to remove or avoid it

- Early intervention using aggressive hospitality
- Address the cause of the conflict
- Summon support
- Remove yourself to a place of relative safety

CONFLICT RESOLUTION



ALL DOOR-SUPERVISORS HAVE ALREADY RECEIVED MANDATORY CONFLICT MANAGEMENT AND PHYSICAL INTERVENTION TRAINING AS PART OF THEIR SIA LICENCE QUALIFICATION



REMEMBER - BUG(E)

B - BACK OFF

U - UTILISE COVER

G - GIVE SPACE

E - ENTER NEGOTIATIONS



REMAIN CALM EVEN IF THE CUSTOMER BECOMES ANGRY. DO NOT MEET AGGRESSION WITH AGGRESSION COMPOSE YOURSELF AND RESPOND USING PROFESSIONAL LANGUAGE



NO PHYSICAL CONTACT - NEVER PLACE YOUR HANDS ON AN AGGRESSIVE INDIVIDUAL OR MAKE PHYSICAL CONTACT UNLESS THE USE OF FORCE IS ABSOLUTELY NECESSARY



BE AWARE OF PERSONAL SPACE AND MAINTAIN THE 'REACTIONARY GAP' THE DISTANCE A PERSON CAN MOVE BEFORE YOU'RE ABLE TO REACT



MOVE OUT OF POTENTIALLY DANGEROUS AREAS. FOR EXAMPLE, AREAS WITH POOR VISIBILITY, NO CCTV COVERAGE, OR CONTAINING DANGEROUS ITEMS SUCH AS SCISSORS, KNIVES OR OBJECTS THAT COULD BE THROWN



USE A BARRIER BETWEEN YOU AND THE AGGRESSIVE CUSTOMER, BUT DON'T BLOCK YOUR OWN EXIT. KEEP AN EYE ON POTENTIAL ESCAPE ROUTES



IF THE DIALOGUE WITH A CUSTOMER ISN'T PROGRESSING, TRY SWAPPING WITH ANOTHER MEMBER OF THE SECURITY TEAM SO THE FOCUS OF AGGRESSION IS NOT ON YOU PERSONALLY



MALE/FEMALE DYNAMICS CAN HAVE AN IMPACT SO IF PROGRESS ISN'T BEING MADE TRY SWAPPING IN WITH A COLLEAGUE OF A DIFFERENT GENDER



USE OBSCURE WORDS OR PHRASES AS CODE TO COVERTLY CALL COLLEAGUES FOR ASSISTANCE, THE PHRASE "IS THERE ANYTHING ELSE I CAN DO OR SAY HELP RESOLVE THIS SITUATION" IS PARTICULARLY USEFUL



USE OVERT INSTRUCTIONS TO COLLEAGUES "CALL THE POLICE" IF THE SITUATION IS RAPIDLY DETEIORATING TOWARDS VIOLENCE



ENSURE ALL RADIO COMMUNICATIONS ARE WORKING AND STAFF ARE TRAINED IN HOW TO USE PTT HANDHELD EQUIPMENT. TRAINING REQUIRED IN RADIO PROTOCOL



DEBRIEF YOUR STAFF AFTER INCIDENTS TO ENSURE THEIR WELFARE IS CONSIDERED, TAKE SOME TIME AWAY TO COMPOSE YOURSELF. WRITE UP A DETAILED INCIDENT REPORT

When a customer is in breach of any licensing laws or for some other substantial reason; they must be removed from the premises or refused entry in a Polite, Positive and Professional manner, using non-confrontational techniques. Force should only ever be considered when it is absolutely necessary and the individual Door Supervisor being able to justify your actions at a later date. A dynamic risk assessment by the individual involved will dictate whether force was justified, proportionate, absolutely necessary and reasonable in the circumstances.

The overarching priority is to ensure the safety and security of yourselves and others. It is stressed from the outset that where there are any concerns about your own safety or in the protection of others you are to summon assistance from colleagues or withdraw and Police should be called immediately. If you are concerned about the welfare of a customer, bring your concerns to the attention of the Head-Door Supervisor or Venue Manager so they can oversee the situation.

Excessive or disproportionate force is never condoned and cannot be defended in any circumstances. It is highly likely that if this identified; the individual will be personally liable to prosecution and potentially lose their SIA licence; directly affecting their livelihood and future employability. Any force used must be reasonable in the circumstances, necessary and proportionate to the threat perceived from the customer.

The conflict resolution model has been included to remind you of your responsibility as an individual to defend your actions and should be referred to in any subsequent statement following an incident.

In very specific circumstances, a pre-emptive strike may be used to protect yourself or others from an imminent assault. To re-enforce this point; retaliation is not a defence when considering using a pre-emptive strike.

TO REFUSE ENTRY OR EJECT A CUSTOMER IS THE LAST RESORT. The decision to eject a customer should only be reached when you have exhausted all other resources to diffuse a situation or de-escalate potential conflict.

COMMON RISK TECHNIQUES THAT ARE PROHIBITED:

- Full Nelson, Strangle Holds & Head Chancery are strictly prohibited.
- Certain Arm Locks & Wrist Locks can lead to breaks and strains.
- We do not support the use of any hold or restraint that restricts breathing/airway and /or circulation which can lead to collapse, paralysis and ultimately death.
- Vagus nerve stimulation (affects heart rate & blood pressure.)
- Spinal damage - C3 to C5 also controls breathing
- Always be aware of the dangers of "Positional Asphyxiation"

THE VENUE MANAGEMENT TEAM HAVE THE OVERALL AUTHORITY FOR THE DECISION TO REFUSE CUSTOMERS ENTRY AND EJECTING FOR DISORDER, INTOXICATION OR CONDUCT.

Prior to any ejection you must evaluate the situation and the outcome that will be achieved by an ejection. For example; if you eject a group of patrons for fighting; will the violence continue outside the premises and could serious injury occur? If a patron has had enough to drink will ejection make them vulnerable to attack or injury?

BEFORE ACTING THINK OF THE CONSEQUENCE!

- Is the person or persons a risk to themselves, customers, you or other staff?
- Do you need to summon a response team to assist in the ejection or is the customer compliant?

Once the decision is made to eject, advise the Venue Manager and the Head Door-supervisor must also be informed. A body worn camera user should also attend every ejection. For a simple escorted ejection always use the front door (better camera coverage, including witness and customer evaluation).

ALL EJECTIONS MUST BE WITNESSED, PREFERABLY BY THE VENUE MANAGER AND CAPTURED BY A BODY WORN CAMERA. THIS IS FOR YOUR OWN PROTECTION!

Try to think of reasonable actions as opposed to reasonable force, as 'force' immediately initiates the 'laying on of hands'. A professional Door Supervisor's demeanor and attitude can sometimes be enough to make a person leave or adjust their behaviour. Reasonable force when it has to be used; is only ever applied to ensure a person complies with a reasonable request or in self-defence.

If the person agrees to leave willingly you can escort them one step behind with an arm to their rear (no contact is necessary) in-case they change their mind about leaving. Remember, once bodily contact is made it can be deemed as assault. (This is dependent on the level of force used and the circumstances) If the customer is disorientated, drunk or confused, a simple cradle on the elbow can be used to guide them.

Under no circumstances are head-locks, chokes or any variation of hold which restricts the airway to be used.

ALCOHOL AWARENESS

TRAINING RECORD

1. I can only be authorised to sell alcohol for the hours stated on our premises licence and once authorised will not do so outside of those hours
2. Alcohol sales are only for consumption on the premises and I must be aware of customers actions at all times and not allow consumption off the premises unless the alcohol is in a secure/sealed container
3. I confirm that I will not sell alcohol to anybody under the age of 18
4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age – Challenge 25
5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizen Card
6. I will not sell alcohol to anybody who I believe is purchasing to supply alcohol to somebody under the age of 18
7. I will not sell alcohol to anybody who I believe is, or appears to be drunk
8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk
9. If I am in any doubt at all on the above I will refuse the sale
10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known, together with a note of the product refused and I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift

I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.

I confirm that I have received training and understand my legal responsibilities regarding the responsible sale of alcohol as outlined above and received specific training relating to the "Age Verification Policy" and ASK FOR ANGELA how to implement it.

Further to this training, in accordance with the Licensing Act 2003; I have been authorised by a Personal Licence Holder to sell/supply alcohol by way of a retail sale in this premises.

EMPLOYEE NAMES	SIGNATURE:	DATE:
TRAINERS NAMES	SIGNATURE:	DATE:

ALCOHOL AWARENESS

#ASK FOR ANGELA

66 HI I'M ANGELA,

ARE YOU ON A DATE THAT ISN'T WORKING OUT? DO YOU FEEL LIKE YOU'RE NOT IN A SAFE SITUATION?

IS YOUR TINDER OR POF DATE NOT WHO THEY SAID THEY WERE ON THEIR PROFILE? DOES IT ALL FEEL A BIT WEIRD?

IF YOU GO TO THE BAR AND ASK THE 'ANGELA' THE BAR STAFF WILL KNOW THE NERD YOUR HELP GETTING OUT OF YOUR SITUATION AND WILL CALL THE A TEAM OR HELP YOU GET HOME SAFELY - WITHOUT THE ANGEL TAG!

www.waterfordcity.gov.uk/askforangela

CALL 999 FOR EMERGENCY POLICE ASSISTANCE TO REPORT AN OFFENCE OR GET HOME

IF YOU'RE ASKED TO TAKE UP DRINKING, DON'T AND DON'T FEEL ASHAMED TO SAY NO

CALL 999 IF IT'S AN EMERGENCY OR A CRIME IN PROGRESS

ASK FOR ANGELA!

GET HOME SAFE!

ARE YOU ON A DATE THAT ISN'T WORKING OUT? DO YOU FEEL LIKE YOU'RE NOT IN A SAFE SITUATION?

DOES IT ALL FEEL A BIT WEIRD? DINNER OR TINDER DATE NOT WHO THEY SAID THEY WERE?

APPROACH A MEMBER OF STAFF AND ASK FOR ANGELA. STAFF WILL IMMEDIATELY KNOW YOU NEED HELP AND WILL BE ABLE TO GET YOU OUT OF THE SITUATION SAFELY AND DISCREETLY

ASK FOR ANGELA

TACKLING SEXUAL OFFENCES IN WATERFORD CITY VISIT WWW.WATERFORDCITYGOV.UK/SAFEPLACESFORHELPING





Welfare and Vulnerability Engagement (WAVE)

The WAVE initiative helps to identify people before they become potentially vulnerable, and:

- victims of crime
- victims of anti-social behaviour
- come to harm in any other way

Some of the factors that may cause a person to be potentially vulnerable include:

- Age (very young or old)
- Alone
- Drugs & alcohol
- State of mind
- Presence of an offender

i It is important not to leave the vulnerable person on their own.

Vulnerable person in premises, response checklist:

- Is the individual/group so intoxicated that it is not reasonable to expect them to be able take care of themselves?
- What responsibility do you have to those refused entry?
- Do others who may also be seeking entry accompany the person? Are they capable of taking responsibility of the individuals concerned?
- Is there an opportunity to make contact with the person's family?
- If they need medical attention or an ambulance, treat this as a priority and arrange immediately.
- Ensure staff are aware of the medical kit location, ensure it is in date and staff are trained to use it.
- Does the premises have an internal safe space? A safe space could be a room or area where a vulnerable person can be taken and feel safe whilst arranging assistance.
- Does the premises have a Welfare Officer? Are they clearly identifiable to all?

Serious sexual assault in premise, response checklist:

- Call 999 - Uniform officers will attend and conduct the initial investigation. They will contact the relevant specialist unit.
- Statements will be taken from witnesses, so it is important to obtain any details of witnesses if possible.
- The crime scene will be forensically examined and photographed.
- Identify where the offence happened and if possible, seal that area off.
- Do not remove anything from that area unless necessary for the health and safety of others.
- Do not clean up the scene.
- If anyone has to enter that area, record who it was, when they went into the area and why.

✓ Do not: pressure the victim, contact police 999 or emergency assistance during the assault, obstruct and remove that area.

✗ Do not: blame the victim/witness, judge the situation, off-licence the victim, search the area where the assault occurred.

ALCOHOL AWARENESS

REFUSING THE SALE OF ALCOHOL

Failing to leave licensed premises is a criminal offence under section 143 of the Licensing Act 2003.

"a person who is drunk or disorderly commits an offence if without reasonable excuse – he fails to leave relevant premises when requested to do so by a constable or person to whom sub-section 2 applies * or he enters or attempts to enter relevant premises if requested by * not to do so. * any person working at the premises in a capacity whether paid or unpaid which authorises him to make such a request (DPS or PLH or Responsible Person)

'Disorderly Behaviour' is defined as 'threatening, abusive or insulting words or behaviour (drunkenness and violence).

'Drunkenness' is defined as "The state of an individual whose mind is affected by the consumption of alcohol" (Blacks Law Dictionary).

Drunkenness is a consequence of drinking intoxicating liquors to such an extent as to alter the normal condition of an individual and significantly reduce his capacity for rational action and conduct. Consumption of alcohol does not in itself indicate a customer is "drunk" you need to assess their manner, deportment, conduct, behaviour before forming an opinion and either refusing further service or asking them to leave the premises.

Once a decision is made to refuse service, you should be cautious not to escalate the situation as it is likely to cause conflict which has potential to lead to violence. Convey the message professionally, using professional language removes you personally from the situation. Refer to specific behaviours which concern you.

The primary reason to refuse service is a concern for the welfare of the customer, it is generally difficult for a customer to argue with you if the reason you have made the decision is a genuine concern for their wellbeing or vulnerability.

ASK FOR ANGELA, WAVE AND GOOD NIGHT OUT

"Ask For Angela" is a nationwide scheme to reduce vulnerability in the night-time economy and provide reassurance to customers who are concerned for their wellbeing or welfare or experiencing harassment. They may approach a member of staff and simply "ASK FOR ANGELA"

If you are approached, the customer requires you to immediately and discretely remove them from the situation they find themselves in and take them to a place of relative safety. Notify the venue management and Security Manager of the situation.

Take every allegation of sexual harassment incredibly seriously. Never dismiss the customer and ignore what you are being told. Sexual predatory behaviour in the night-time economy is a very serious problem that must be handled with discretion, empathy and an understanding of how difficult it may be for a victim to approach you and ask for help.

Do not allow the victim and alleged assailant to talk or otherwise interact. They must be kept completely apart. Both the victim and perpetrator are essentially crime scenes and evidence may be transferred or contaminate what (if any) evidence is already present. In the instance of an allegation of sexual harassment or sexual assault, reassure the victim that you are going to help and follow the guidelines below.

- If you are in receipt of this type of complaint, notify your supervisor to contact the most senior manager on duty. A radio call of "code pink" has been assigned in the venue to make the incident clear on the radio.
- The most senior manager on duty will meet the victim in the security office. Once a description of the accused has been received, then a radio call will be circulated to the relevant staff and security to try and identify the individual.
- If the victim wishes to have the police called, then the management will do so immediately and the suspect detained. On occasions where the victim does not want police involvement, the management will explain that due to the nature of the allegation, we have a responsibility as licensees' to notify the police in any case.

ALCOHOL AWARENESS

IDENTIFYING DRUNKENNESS:

CO-ORDINATION

Fine motor skills affected. Often illustrated by dropping change & spilling drinks

ALCOHOL SMELL

The smell of an intoxicant is an indication of the consumption of alcohol not necessarily drunkenness.

UNSTEADY

Beware making an assumption based solely of one indicator, look for a combination of 2/3 clusters of behaviour.

SLURRED SPEECH

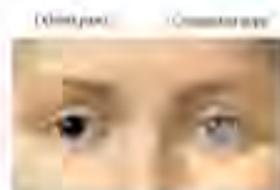
May potentially be attributed to a disability or illness not immediately obvious to the server.

EYES GLAZED

(or) Bloodshot.

Dilated or Constricted pupils may be an indicator of prescription or recreational substance abuse.

Look for clusters of behaviours or physical characteristics to determine whether a customer is intoxicated to a degree where you must refuse service.



LICENSABLE ACTIVITIES AND LICENSING OBJECTIVES:

The Licensable activities (Retail Sale of Alcohol, Regulated Entertainment and Late Night Refreshment) are authorised by the Licensing Authority issuing the Premises Licence. The permitted hours are when those activities can legally take place, the Terminal Hour, is when all the licensable activities must cease. A breach of licensing will occur if any licensable activity takes place outside the permitted hours or after the terminal hour.

The closing times are when all members of the public must leave the premises. This is often referred to as "dispersal" all customers must leave the premises in an orderly and quiet manner so no local residents or other businesses are disrupted by your customers. The Designated Premises Supervisor and/or Premises Licence Holder can receive an unlimited fine and up to 6 months custodial sentence if prosecuted and convicted of an offence under the licensing act 2003.

The licensing Objectives are: The Prevention of Crime and Disorder, Public Safety, The Prevention of Public Nuisance and The Protection of Children from Harm. It is your responsibility to support and promote these 4 fundamental principles of licensing. You have a personal responsibility to prevent illegal sales by remaining observant and vigilant while on duty to identify drunkenness, prevent disorderly conduct and prevent under-age drinking. You can be prosecuted and receive a £90 Fixed Penalty Notice for offences committed under the Licensing Act 2003

WEIGHTS & MEASURES:

GIN, RUM, WHISKY & VODKA must be sold in measures of 25ml or multiples thereof. Other spirits and liqueurs can be sold in other measurements but must be multiples of 25ml. A customer can request and should receive a small measure (25ml) even if your standard drink is usually prepared and served at 50ml.

Still wine must be available in measures of 125ml, your standard glass size may be 175ml or 250ml, but should a customer request a small glass, this must be available and dispensed accordingly.

Free-Pouring is only allowed when constructing a cocktail. The legal definition is a drink with a minimum of 3 liquid ingredients. All other drinks must be measured and poured using "jiggers, thimbles or optic measures"

ALCOHOL AWARENESS

The person named below has received training relating to the Licensing Act 2003 and regarding the responsible sale of alcohol and has successfully completed the Alcohol Awareness and Responsible Retail Sale of Alcohol training programme delivered on Friday 26th November 2021 by Malcolm Nicol, BIIAB FTP.

The training covered the topics listed below.

- Age Verification Policy
- Responsible Retailing of Alcohol
- Identifying Drunkenness
- Identification & Proof of Age
- Licensable Activities & Licensing Objectives
- Refusing the sale of alcohol
- Preventing illegal sales
- Ask for Angela, WAVE & Good Night Out
- Weights & Measures
- Dealing with Conflict.

AGE VERIFICATION POLICY:

In this premises we operate a "Challenge 25" policy. This means that if you are not satisfied that someone looks over 25 years of age then you must ask them for identification to prove they are over 18.

Acceptable forms of identification are:

- 1) Identity card bearing the PASS hologram
- 2) Photo-Card Driving Licence
- 3) Passport or National Identity Card



If an individual is unable to provide an acceptable form of identification then you must refuse service. All refusals must be recorded in the refusals register.

- **LOOK** Look carefully at every person attempting to buy alcohol
- **ASSESS** Assess their likely age, are they obviously over 18?
- **DECIDE** Decide whether or not to challenge and ask for proof of age documentation
- **SURE** Make sure they are over 18 before selling alcohol

Is the documentation acceptable? **IF IN ANY DOUBT, REFUSE SERVICE.**

RESPONSIBLE RETAILING OF ALCOHOL:

YOU MUST **NOT**:

- 1: Sell alcohol to someone under the age of 18.
- 2: Knowingly allow the sale of alcohol to someone under the age of 18
- 3: Allow someone under the age of 18 to sell alcohol without the specific approval of someone over 18
- 4: Knowingly allow consumption of alcohol on licensed premises by someone under the age of 18. The only exemption to this relates to 16/17 year olds being able to consume beer, wine or cider during a substantial table meal. They must be accompanied by a person over 18, be able to provide photographic proof of age and the alcohol must be purchased by the adult.
- 5: Sell or Supply alcohol to anyone you believe to be drunk (exhibiting signs or symptoms of drunkenness)



CODE OF CONDUCT/QUALITY MANAGEMENT

- IT IS THE RESPONSIBILITY OF EVERY DOOR SUPERVISOR TO BE FAMILIAR WITH VENUE CAPACITIES AND FIRE PROCEDURES PRIOR TO THE START OF THEIR INITIAL SHIFT, INCLUDING THE CODE WORDS AND EVACUATION PROCEDURES. FIRE EXITS/EXTINGUISHERS AND ALARM CODES
- YOU SHOULD CONTROL THE NUMBER OF PERSONS ENTERING THE PREMISES SO AS TO PREVENT OVERCROWDING, IN LINE WITH THE CAPACITY LAID DOWN BY THE LICENSEE AND LOCAL AUTHORITY
- ALL SECURITY SHALL WEAR THE APPROPRIATE UNIFORM ACCORDING TO THEIR ASSIGNED VENUE (THIS IS NOT OPEN TO INTERPRETATION) E.G BLACK SUIT, WHITE SHIRT AND BLACK TIE.
- ALWAYS BE AVAILABLE TO LEND ASSISTANCE TO ANY PERSON ON THE PREMISES WHO IS INJURED OR DISTRESSED
- AT ALL TIMES, MAINTAIN THE AGREED STANDARDS OF PERSONAL APPEARANCE AND DEPORTMENT APPROPRIATE TO THE EVENT OR ESTABLISHMENT AND DO NOT ACT IN A MANNER THAT IS LIKELY TO BRING DISCREDIT TO KD SECURITY OR TO THE CLIENT.
- **EXCESSIVE FORCE WILL NOT BE TOLERATED. ONLY HOME OFFICE APPROVED RESTRAINING TECHNIQUES MUST BE USED WHEN EJECTING PATRONS.** NEVER TRY TO RESOLVE CONFLICT WITH FORCE. USE MODERATE LANGUAGE AT ALL TIMES WHEN DEALING WITH MEMBERS OF THE PUBLIC AND STAFF MEMBERS EMPLOYED AT THE OUTLET. ACT FAIRLY AND NOT UNLAWFULLY, DO NOT DISCRIMINATE AGAINST ANY PERSON ON THE GROUNDS OF COLOUR-RACE-RELIGION-SEX OR DISABILITY (AND BE PREPARED TO JUSTIFY YOUR ACTIONS).
- NEVER SOLICIT OR ACCEPT BRIBES OR OTHER CONSIDERATIONS FROM ANY PERSON, NOR FAIL TO ACCOUNT FOR ANY MONEY OR PROPERTY RECEIVED DURING THE COURSE OF AN ASSIGNMENT.
- DO NOT FRATERNISE WITH PATRONS, FRIENDS OR FAMILY WHILST ON AN ASSIGNMENT.
- NEVER ABUSE YOUR POSITION OF AUTHORITY, AND IMMEDIATELY REPORT ANY INCIDENTS OR INVOLVEMENT WITH THE LOCAL AUTHORITY THAT MAY AFFECT YOUR ABILITY TO WORK ON AN ASSIGNMENT AS A DOOR SUPERVISOR.
- ALWAYS GIVE DUE CONSIDERATION CONCERNING THE ADMISSION OF PERSONS SUSPECTED OF BEING UNDER THE AGE OR UNDER THE INFLUENCE OF EXCESSIVE DRINK OR DRUGS. THE FINAL DECISION WILL ALWAYS LIE WITH THE LICENSEE OR HIS/HER DEPUTY.
- NEVER CARRY AN OFFENSIVE WEAPON.
- ALWAYS SIGN IN UPON COMMENCEMENT AND AT THE END OF YOUR DUTIES.
- MOBILE PHONES ARE TO BE TURNED OFF DURING WORKING HOURS.
- CIGARETTE BREAKS ARE PERMITTED ON THE CONDITION THAT THEY ARE OUT OF PUBLIC VIEW, SUBJECT TO MANAGER'S CONSENT.
- MEAL BREAKS ARE PERMITTED ON THE CONDITION THAT THEY ARE OUT OF PUBLIC VIEW, SUBJECT TO MANAGER'S CONSENT.
- SOFT DRINKS ARE ALLOWED TO BE CONSUMED, BUT NOT LEFT AT THE ENTRANCE OF THE PREMISES.
- SECURITY MUST REPORT 15 MINUTES BEFORE DUTY.
- CONSUMPTION OF ALCOHOL OR ANY ILLEGAL SUBSTANCES WHILST ON DUTY WILL RESULT IN IMMEDIATE DISMISSAL ON THE GROUNDS OF "GROSS MISCONDUCT".
- ALL SECURITY MUST HAVE THEIR "DOOR SUPERVISOR" BADGE VISIBLE AT ALL TIMES AS REQUIRED BY THE COUNCIL.
- ALL RADIO COMMUNICATION MUST BE STANDARD KD SECURITY CALL SIGNS.
- SECURITY ARE NOT PERMITTED TO DEAL WITH SITUATIONS ON THE STREET. YOUR JURISDICTION STOPS WITH THE BOUNDARIES OF THE PREMISES.
- GREET ALL PATRONS TO THE OUTLET IN A FRIENDLY & COURTEOUS MANNER.
- SECURITY MEMBERS ARE NOT ALLOWED IN VENUES RUN BY KD SECURITY (LONDON) LTD WHEN THEY ARE OFF DUTY, IF EXCEPTIONS ARE MADE, THEY MUST BE ARRANGED THROUGH VENUE MANAGERS AND **KD Security (London) Ltd** HEAD OFFICE MUST BE NOTIFIED.

ORDER SECTION 174 OF THE LIQUOR LICENSING ACT 1964

"The holder of a Justices' License shall neither penult drunkenness on licensed Premises, nor serve intoxicating liquor to a person who is drunk Licensees have the power to refuse admission or to exclude any person who is DRUNK, VIOLENT, QUARRELSOME or DISORDERLY or whose presence would subject (hem to a penalty under the law. Any person who is asked to leave under these circumstances by either the Licensee or his/her agent/sent ant (YOU) and fails to do so, commits an offence (TRESPASS)."

THE CRIMINAL LAW ACT 1967 SECTION 3.1 states.

"A person my use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of parsons unlawfully at large "

'Reasonable Force' can be used in **Self Defense, Defense of Others, Defense of Property and Lawful Arrest** Force under these circumstances is '**Justifiable Assault**' and therefore legal, as long as the force used was '**Reasonable in the Circumstances**'.



SEARCH, SEIZURE & ARREST POLICY

KD Security (London) LTD operates in accordance with Government guidelines in respect of search, and seizure. It is our policy to ensure that current legislation is upheld at all times by all Security Operatives in order to establish safe working practice and avoid possible exposure to allegations of misconduct at any time.

With this goal in mind, we aim to establish preventative measures, holding Security Operatives accountable for their actions and applied procedures, and by providing support and assistance to all parties involved in any incident. Committing an unlawful act has the potential to endanger other persons, and bring disrepute along with legal consequences.

Door Supervisors working at licensed premises have no legal or statutory powers to search any person. Under no circumstances can they forcibly search anyone. The Manager/Licensee of the premises can, however, make it a 'condition of entry' that people wishing to enter the premises consent to being searched by the Door Team prior to being allowed in.

Preventing items that are not allowed onto the premises reduces the chances of serious harm to customers and staff, and reduces the likelihood of the licensee or staff being prosecuted. If the patron refuses to be searched, then entry may be refused. It is good practice to display a sign outside the premises explaining this to potential customers.

Guidelines on Search:

- The Door Supervisor must obtain permission from the customer to conduct the search.
- Pat down searches must always be carried out by same-sex Door Supervisors.
- You must explain what you are searching for, and give the customer the opportunity to refuse or accept the search. If the customer refuses, you must remind him/her of the policy in this respect, and consider refusing entry. Should this occur, you must ensure that you log this occurrence on the Incident Log Book accordingly.
- If you have strong reasonable grounds to believe that the person is in possession of either illegal drugs or an offensive weapon, note the persons description and which direction they take off in, and report this matter to the police.
- If you conduct a search without the person's permission, you are committing an assault. You can be legally prosecuted for this and you can be subject to criminal proceedings or civil action.
- Searches must be carried out swiftly and in a friendly and polite manner. You must act efficiently and remember to thank the customer for their assistance afterwards.
- You must not ever remove items from a pocket, bag or vessel of any kind. You must ask the customer to empty their pocket/bag onto a table in full view of both yourself and them, after which you may then conduct a brisk but thorough 'pat down', it is advisable to have a witness present during searches.

Guidelines on Seizure:

- You have the power to seize illegal drugs or offensive weapons in order to stop an offence being committed.
- Any illegal items you do seize as a result of a search or otherwise must be handed to the person in charge of your duties as soon as is practicable possible, and an appropriate entry should be made in the Incident Log Book.
- The item(s) must be secured somewhere safe until they can be collected by the police as evidence or for the purposes of destruction.



THE PRIVATE SECURITY INDUSTRY ACT 2001

We are committed to a Pro-Active approach in all aspects and on all levels of our system implementation. We recognize the need for on-going training, assessment and vetting of staff at all levels, and as such we have an integrated software package which has been specifically designed to ensure compliance of practice.

In addition to our vetting procedures, each applicant is personally interviewed by 1 of our Operations Managers with a follow-up procedure of performance review for every security operative at regular intervals.

During the application process each person is asked to provide proof of any security related training they have undergone. No applicant will be considered for a security position without receiving appropriate training. In addition to this, each applicant is given a KD Security Training Manual, and their comprehension of the information contained therein is confirmed by way of a briefing.

Furthermore, we operate an ongoing training programme which is available to all Door Supervisors. Various courses are offered at either reduced rates or no charge. Aspects include:

- Conflict Management
- Risk Assessment
- Executive Protection
- Health & Safety/Fire Safety
- Door Supervisors Upgrade Skills
- Site Basic Job Training (Retail/Static/Patrol Guarding)

At this present time, we are running a continuous rolling programme of courses in order to approach the forthcoming SIA License requirements fully prepared. All security operatives currently registered with KD Security (London) Ltd are included in the programme, and we therefore anticipate that, when the SIA become legislatively compulsory in London between Jan-April 2005, we will have a fully complimented team of security operatives at the forefront of security service provision.

Additionally, all security operatives are in possession of a current and valid Local Authority Door Supervisor Badge. This badge is inspected by a member of our managerial staff prior to registration, and subsequently also checked for verification with the relevant Local Authority from which the badge originates.



OPERATIONAL GUIDELINES

Door Supervisors are expected to comply with the KD Security (London) Ltd Code of Conduct, as well as Local Authority and Government guidelines on dealing with incidents of any nature and severity. All KD Security Operatives are fully trained in the correct procedures for dealing with any level of criminal activity. Door Supervisors are also instructed to liaise with the venue Management as to any specific procedures that may be in place. Comprehensive incident recording and reporting methods are in place, and these logs are kept on sight at all times.

Our ethos is one of friendliness and approachability whenever and wherever possible. Our security representatives are trained to be firm but fair, vigilant but non-obtrusive, communicative but non-intrusive. The aspect of exposure to violence within the Licensed Premises security industry is one that, whilst it cannot be totally eradicated, can be safely contained within correct operating procedures. Health & Safety guidelines are included in the training of all KD Security Door Supervisors, and staff are reminded to familiarize themselves with the venue, clientele and Management prior to shift commencement, as well as observe "safe practice" when dealing with potentially volatile situations.

We actively encourage contact from our staff, our clients and your patrons alike. We are committed to an objective process for the handling of complaints from any source, and we undertake to report back to you within 10 working days on any issue raised. We are pleased to invite you to visit us in our offices in order to introduce you to our systems and procedures on ground level.

KD Security (London) Ltd (if any) is represented nationwide through a network of affiliations. All affiliated members are vetted in accordance with our due diligence guide lines. Regular reviews take place with all suppliers, in order to ensure that the high standards of excellence to which we are committed is upheld throughout our chain of supply.



OUR COMMITMENT TO OUR QUALITY ASSURANCE POLICY

We operate an ongoing monitoring system to ensure that we deliver a quality service at all times. All venues are invited to complete a monthly assessment of their security services as a whole, as well as an individual appraisal sheet of every Door Supervisor on their team. The information arising from this process is then discussed with the client, in order to agree any further action that may be required. Additionally, this information is also monitored by KD Security Head Office, in order to evaluate and respond to client feed-back in a positive and constructive manner. Clients are invited to offer feedback to KD Security on all levels, including Managerial and Directorial team members who are available to be contacted at any time.

We would suggest that in the rare event of a complaint, you should firstly direct this to your assigned KD Security Operations Manager. However, should you feel that for whatever reason you need to proceed higher up the ranks, you are welcome to contact Head Office at any time to discuss your concerns.

Furthermore, there is a KD Security Log Book and File in place at each venue. The Log Book includes 3 key sections:

1. Daily signing in/out sheet including name, time in/out, badge number/expiry
2. Radio log sheet detailing each radio number assigned each day
3. Incident report sheets including:
4. 1-line reporting system for minor incidents (incl. Managers Signature)
5. Full page reporting system for any other incident.

The File includes all documents pertaining to information about KD Security, including the following:

1. Employer's/Public Liability Insurance Certificate
2. Contact details for all key Managerial/Directorial staff members
3. Managerial Profile
4. Company Profile
5. All KD Policies
6. Various References



OUR COMMITMENT TO EXCELLENCE

Our aim is to ensure the safety and satisfaction of our customers at all times. All security operatives are bound by our Codes of Conduct whilst acting as our representative. This is a comprehensive document which deals with all aspects of events that may be encountered whilst on duty. In addition to this they are instructed to be fully familiar with the venue/location where they are deployed, including all aspects of Fire Safety/Health & Safety. They are required to be familiar with the following:

- Layout of the venue
- Emergency Evacuation Procedures
- Fire Codes & Assembly Points
- Flash Points
- Identifiable High-Risk Areas
- Any procedures individual to the venue, i.e., till movements, uniforms, etc.

In order to maintain our commitment to the highest of standards, all Door Supervisors are briefed on the importance of their role as an ambassador to the venue. They are instructed to remember at all times that they are the first and last point of contact for the venue patrons. It is their responsibility to ensure that they present themselves as friendly, polite and helpful in order to create an atmosphere which is conducive to a feeling of safety and enjoyment for all those around them.

We will assign an Operations Manager to oversee your requirements at all times. This person will be available on a 24-hour basis, and it will be his responsibility to ensure that high standards are maintained at all times. He will be responsible for your security operation as a whole, but he will also ensure that any specific requirements on branch level are met. Our package of services and caliber of staff is widely inclusive of all aspects within our industry, and we are therefore able to offer any bespoke security system that you may require. Any individual venue requirements should be discussed with your designated KD Security Operations Manager, who will also be able to advise on any local priorities that may influence your requirements. He will then communicate with our Head Office in order to ensure delivery of services as required.

We aim to ensure that consistency of Door Supervisors at each venue is maintained wherever possible, as we consider it to be an essential element of a pro-active, fully informed and professionally functional team. However, various aspects need to be taken into account in this respect, including illness, holidays, or unforeseen events that may lead to the need for replacement of an individual team member. Additionally, replacement team members need to be in receipt of the correct Local Authority badge for the area required which can lead to difficulties on occasion.



QUALITY POLICY

KD Security (London) Ltd will maintain a Quality Management System.

- We will continuously strive to improve the level of our customer satisfaction.
- We shall develop and promote a culture of continuous improvement.
- We shall actively seek and encourage comments and suggestions from all our clients.
- We shall ensure that all Security Operatives are aware of our QMS, and that where appropriate they will hold responsibility for its implementation.
- We shall ensure that all Door Supervisors understand our Codes of Conduct and maintain a signed copy on file, as well as provide them with a copy for their retention.

TRAINING POLICY

KD Security (London) Ltd will undertake to provide continuing and on-going training opportunities for all its operatives. We will endeavor to ensure that ongoing training is made available through our Trade Associations for all security operatives, including training up-grades and refresher courses.

- We will continuously strive to enable access to on-going training.
- We will have training course dates/times/descriptions available in our office at all times.
- We shall ensure that our training courses are available equally to all security operatives and clients alike.
- We are committed to continuous improvement and we recognize that training is an integral part of our on-going development strategy.
- We shall maintain adequate records on training of all security operatives, including refresher courses and up-grades.
- We shall ensure that all training courses are delivered by approved and qualified trainers.



HEALTH & SAFETY POLICY

KD Security (London) Ltd aim to provide a safe working environment for all Security Operatives supplying services to its clients. We recognize our legal and moral duty to uphold certain standards of health, safety and welfare at all times. We also aim to ensure that the activities of our Security Operatives do not endanger members of the public visiting client's premises.

As Door Supervisors, it is your duty 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 familiarize yourself with this, so that you are able to respond to any emergency with due diligence.

You should act within the Code of Conduct guidelines of KD Security (London) Ltd at all times. 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 at all times.

You are required to be familiar with the procedures of KD Security (London) Ltd 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.

A COPY OF THIS POLICY IS AVAILABLE ON REQUEST



ANTI-TERRORIST/BOMB THREAT GUIDELINES

Any premises open to the public can be the target of a terrorist attack or threat. Some terrorist groups work on an international basis, whereas others fight for domestic issues. Certain terrorist organizations target just one particular company for a specific reason, while others may be more indiscriminate in their targeting.

The nature of threats changes frequently, so regular risk assessment is important. As well as the better-known terrorist organizations with Irish or Middle-Eastern connections, we now also have several other areas of targeted terrorism who pose real threats to trading premises.

As pubs and clubs try to attract members of the public to use their premises as places of entertainment there is a need to ensure their safety by having effective security operatives and security plans to help minimize the threat of terrorist attack. All licensed premises now need to take counter-terrorist precautions on an individual basis.

In order to reduce the chances of any type of bomb being smuggled into and planted on the premises, the door team must:

- Challenge anyone found in areas where they should not be.
- Carry out efficient searches at the points of entry.
- Be vigilant for suspicious persons or behavior, both inside and outside the premises and in the local vicinity.
- Search the premises at the end of the evening for any abandoned articles, and remain watchful of any articles being abandoned during trading hours.
- Report anything suspicious to the Management of the venue, so that a joint decision can be taken on the possible need to alert the Authorities.

You must exercise your powers of observation and be alert for:

- Anything that cannot be accounted for.
- Anything that should not be there.
- Anything that looks out of place.

On finding a suspect device:

- Do not open it, touch it or otherwise try to examine it.
- Do not move it.
- Do not put water into it or otherwise try to diffuse it.
- Do not put anything on top of it.
- Do not attempt to cut or disconnect any wires.
- **DO NOT USE A RADIO WITHIN 25 METERS OF THE DEVICE.**
- Inform the Management of the premises.
- Clear the area of people (on Management instruction).
- Call the police (on Management instruction).
- Evacuate the premises (on Management instruction).
- Leave the lights on in the room where the device is.
- Leave doors and windows open.
- Remain available to inform the police of what, where and how you found the device.



A COPY OF THIS DOCUMENT IS AVAILABLE ON REQUEST

ANTI-DRUGS POLICY

KD Security (London) Ltd operates a ZERO-TOLERANCE policy on the use or distribution of illegal substances of any kind. It is the purpose of KD Security (London) Ltd to help provide a safe and drug-free environment for our patrons and employees alike. With this goal in mind and because of the serious drug abuse problems that are potentially present in today's workplace environment, we are establishing the following policy for existing and future employees and patrons/clients of KD Security (London) Ltd.

KD Security (London) Ltd explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, or prescription medicine without a prescription on KD Security (London) Ltd or client's premises.
- Being impaired or under the influence of illegal drugs whilst on KD Security (London) Ltd or clients' premises.
- The presence of any detectable number of prohibited substances in the system of any staff member, security operative or anyone representing the KD Security (London) Ltd, or any patron or client of KD Security (London) Ltd at any time whilst on the premises of KD Security (London) Ltd or any of its clients KD Security will undertake the following action upon violation/suspected, breach of this.
- Any person found to be in possession of any illegal substance whilst on the premises of KD Security (London) Ltd or clients' premises will be detained under Citizen's Arrest Legislation and handed over to the appropriate Authority as quickly as possible.
- Any person acting as if under the influence of an illegal substance will be asked to leave the premises of KD Security (London) Ltd or the client's premises immediately. This action is subject to an examination by a trained and appointed First Aider establishing that there is no immediate Health & Safety risk to the person concerned.

KD Security (London) Ltd may undertake random searches:

KD Security (London) Ltd reserves the right to conduct random searches of its Patrons and employees in order to uphold this policy. This is subject to the following reserves:

- Searches will be conducted in accordance with Government guidelines
- Same-sex searches will be carried out on female patrons
- Everyone has the right to refuse a search, however, entry may be refused on this basis
- If a search is refused whilst the person is already on the premises, the person may be asked to leave.

A COPY OF THIS POLICY IS AVAILABLE ON REQUEST

VIOLENCE-FREE WORKPLACE POLICY

KD Security (London) Ltd operates a ZERO-TOLERANCE policy on violence of any kind. It is the intent of KD Security (London) Ltd help provide a safe and violence-free environment for our patrons and employees alike.

With this goal in mind we aim to establish preventative measures, holding perpetrators of violence accountable and by providing support and assistance to victims of violence. Committing violent acts has the potential to endanger other persons, and is an illegal act. It is intended that all useful Conflict Management tools be employed in order to reduce the level of threat in any confrontational situation, as well as to be pro-actively engaged in avoiding the onset of conflict. This is aimed at accomplishing the dual purpose of reducing the effects of violence on victims and providing consequences to those who perpetrate violence.

Definitions:

- Intimidation (engaging in actions that includes but is not limited to threats, behavior intended to frighten, coerce or induce stress)
- Threat (an expression of an intent to cause physical or mental harm, whether this threat is contingent, conditional or future)
- Physical Attack (unwanted or hostile physical contact such as hitting, fighting, pushing, shoving or throwing objects)

KD Security will undertake the following action upon violation/suspected breach of this policy:

- Any person found to be engaging in violent behavior which has resulted in the injury of another party whilst on the premises will be detained under the legislation of Citizen's Arrest and handed over to the appropriate Authority as quickly as possible.
- Any person acting in a violent manner which has not resulted in injury to another party will be asked to leave immediately
- Any person behaving in a violent way outside the premises will be categorically refused entry
- Any employee or representative of the KD Security found to be acting in a violent manner will be subject to our internal disciplinary procedure as well as any further possible legal action from Local Authorities.

A COPY OF THIS POLICY IS AVAILABLE ON REQUEST



- The Door Supervisor must NEVER keep such items in his/her possession for any longer than is absolutely necessary, and must NEVER leave the premises with the items in his/her possession.
- The client Manager will have a procedure in place for the logging of such items. Details included in your incident report should be:
 1. Date & time the article was found/seized
 2. How and where the article was found/seized
 3. If article was found during a search, full description of person and any witnesses
 4. Full description of item
 5. What action was taken and where item has been placed
 6. Names of people informed
 7. Signature of Door Supervisor and client Manager

Arrestable Offences:

You have the same powers of arrest as any other members of the public. For any individual to deprive another of his/her liberty is one of the most serious responsibilities a person can accept, and for this reason you must ensure that you act correctly when apprehending someone for an offence. You must have reasonable grounds to suspect that the intended has committed an offence or is in the act of committing an offence. Reasons for Citizen's Arrest are;

1. Breach of the Peace (any disorder or disruption to the peace in public or in private that results in violence, threat of violence or provokes violence from another)
2. Murder
3. Rape
4. Assault (ABH, GBH)
5. Indecent assault
6. Firearms/Drugs offences
7. Possession of offensive weapons
8. robbery/Theft/Burglary
9. Deception
10. 10. Criminal Damage Once you have taken the decision to make the arrest, you must tell the person the following:
 - Who you are
 - That he/she is under arrest
 - What he/she is being arrested for
 - The grounds for the arrest
 - That the police will be called

You must only use reasonable and justifiable force to detain the person. This is defined as:

- Such force which is reasonable in the circumstances in the prevention of crime or in effecting the lawfully arrest of offenders or suspected offenders, or of persons unlawfully at large.

You must remain with the person until the police arrive. Be watchful at all times that the person may try to get rid of any evidence on their person, or equally may attempt to harm either themselves or you. You are legally responsible for the person until the police arrive. You must explain to the police, in front of the arrested person, the reason for the arrest.

INCIDENT REPORTING

All reports should be prepared in the same way; it is only the content that changes. You will realise through completing reports regularly that the same type of incident will require a certain report style, for example; when you respond to an allegation of assault. You should already be thinking of the possible questions that must be answered in order for you to complete a full report and have a chance of investigating the alleged crime.

THE 5 W'S:

WHEN-	What is the date and time the incident occurred.
WHERE-	Where exactly did the incident occur.
WHO-	Who is involved?, ie: who committed the offence, who had the accident, who lost property, who else is involved etc Provide a full physical description of any suspects, whether they sustained any injuries, whether first aid was required and who administered. Provide contact details if the injured party/loser/witnesses
WHAT-	What has actually happened, this forms the body of the report, a detailed description in your own words of what occurred, what action has been taken subsequently. Photographs add a great level of detail to a report, if you can photograph a suspect, injuries, damage etc then add the images to the report.
WHY-	If you can find out why an incident occurred it may help to prevent a similar incident happening again in the future. Why also may include any background to the incident to help form the complete picture for anyone reading the report in the future.



You may find TED questions help with extracting information from victims and witnesses.

TELL ME, EXPLAIN TO ME, DESCRIBE TO ME.

WHAT TYPES OF INCIDENT REQUIRE A STATEMENT/REPORT?

Any occurrence that is out of the normal routine or requires some action on your part to rectify a situation will mean a report is generated. I have listed below a selection of occurrences that would warrant a written report. The purpose of a report is primarily for evidence of your involvement in an incident and secondly to inform other interested parties of what has occurred and how it was dealt with.

- Theft,
- Injury, assault
- Accident
- Death
- Drug use, (possession or selling)
- Violence, fighting, weapons etc

ADVOKATE: PRINCIPLES OF IDENTIFICATION

R v Turnbull 1977 Where a case depends wholly or substantially on the correctness and accuracy of identification of a suspect, use **ADVOKATE** to reference the following points.

- **A** – amount of time under observation
- **D** – distance from suspect
- **V** – visibility, (day, night, lighting)
- **O** – obstructions to the view of the witness
- **K** – known or seen before (where and when)
- **A** – any special reason for remembering the suspect?
- **T** – time lapse, how long has elapsed since incident
- **E** – error or material discrepancy given in any subsequent accounts?

INCIDENT REPORTING

CHECKLIST GUIDANCE FOR COMPLETING A REPORT FOLLOWING AN ASSAULT: TICK WHEN CONSIDERED OR ADDED TO YOUR REPORT.

- Set the scene-is there any background between the victim and the suspect?
- How does the victim know the suspect?
- If so, briefly describe the relationship.
- Write the date, time and accurate location where the incident happened
- Where was the victim, who were they with and what was the victim doing immediately prior to the assault?
- Were other people present who witnessed the assault.
- Identify them by name, ask the victim to describe them.
- Use the ten-point description model to describe the assailant
- Was there any conversation or argument between the victim and suspect?
- (If yes) use direct speech quotes, write exactly what they tell you.
- What did the offender/suspect do immediately prior to the assault?
- Did the offender/suspect issue any threats?
- (Use direct speech to describe what was said)
- How was the victim assaulted?
- Were they grabbed, punched, slapped, kicked, how much force was used?
- What injuries were sustained?
- Does the victim require medical attention, was this offered and refused? If they did require medical attention record the ambulance crew number, time it arrived and what hospital is the victim being conveyed to.

10 Point Description Model	
1	SKIN COLOUR/ETHNICITY
2	GENDER
3	APPROXIMATE AGE
4	APPROXIMATE HEIGHT
5	BUILD – SLIM, LARGE, PROPORTIONATE TO A HEIGHT
6	HAIR COLOUR & STYLE
7	COMPLEXION
8	DISTINGUISHING FEATURES
9	CLOTHING (TOP TO BOTTOM)
10	CARRYING ANYTHING?

ESSENTIAL ELEMENTS TO INCLUDE IN EVERY REPORT:

TIME, DATE AND EXACT LOCATION	NO PERMISSION TO ASSAULT INJURED PARTY
VICTIM DETAILS (FULL NAME & CONTACT DETAILS)	CCTV FOOTAGE
SEQUENCE OF EVENTS	DETAILS OF ATTENDING POLICE, AMBULANCE
DESCRIPTION OF OFFENDERS	CAD REFERENCE NUMBER
DETAILS OF INJURIES/PAIN ETC	TIME EMERGENCY SERVICES CONTACTED
HOW INJURIES CAUSED	TIME EMERGENCY SERVICES ATTENDED
OPEN PALM STRIKE, CLOSED FIST, WEAPONS ETC	AFTERMATH (ARRESTS, MEDICAL ATTENTION, ETC)

WRITTEN COMMUNICATION AN OVERVIEW:

In essence your report must be **Clear, Concise, Accurate** and written in plain English. Follow the guidelines and with experience you will improve your report writing skills. An incident report must accompany any entries reporting situations or circumstances that may require further investigation or are not regular usual occurrences.

DO	DON'T
<ul style="list-style-type: none"> ✓ Complete the report as soon as possible following the completion of the incident to ensure details are fresh in your mind ✓ Ensure you detail events in chronological order (the order that they happened) ✓ Ensure you complete the report in neat, clear handwriting. Print if necessary ✓ Ensure you complete the report in ink, not pencil. ✓ Ensure you sign the report and include your name ✓ Remember the simple rule regarding whether to complete an incident report or not, 'IF IN DOUBT, MAKE ONE OUT'. ✓ Always carry a notebook and pen to allow you to note down details during any incident. 	<ul style="list-style-type: none"> ✗ Use pencil to complete the report. It can be erased and altered. ✗ Delay in completing the report. Vital detail may be forgotten and omitted. ✗ Complete it in a hurry. Plan the report first. ✗ Include your opinion. Stick to the facts. ✗ Try and complete the report simply from your memory. ✗ Use your notes to refresh your memory beforehand. ✗ Be afraid to ask for advice before completing the report. ✗ Forget to supply the venue management with a copy.

This policy contains information relevant to all Door Supervisors in situations where there is a necessity to interact with customers because of **DRUNKENNESS, POTENTIAL INTOXICATION or SOME OTHER SUBSTANTIAL REASON (SOSR)**

Drunkenness is a consequence of drinking intoxicating liquors to such an extent as to alter the normal condition of an individual and significantly reduce his capacity for rational action and conduct. Consumption of alcohol does not in itself indicate a customer is "drunk" you need to assess their manner, deportment, conduct, behaviour before forming an opinion and either refusing further service or asking them to leave the premises.

Once a decision is made to refuse service, you should be cautious not to escalate the situation as it is likely to cause conflict which has potential to lead to violence. Convey the message professionally, using professional language removes you personally from the situation. Refer to specific behaviours which concern you. The primary reason to refuse service is a concern for the welfare of the customer, it is generally difficult for a customer to argue with you if the reason you have made the decision is a genuine concern for their wellbeing or vulnerability.

Risks to welfare, particularly with vulnerable customers (for example, lone females) have been identified and it is important that all Door Supervisors are trained in their responsibility and to the best of their ability ensure the welfare of vulnerable customers. The overriding priority is always to ensure the safety and security of yourselves and others.

The decision to refuse entry due to intoxication will only be made after careful consideration and evaluation of the potential customer exhibiting clusters of behaviour attributed to the physical characteristics of drunkenness. Single indicators presented in isolation should be disregarded. Before you make that final decision to refuse; summon the Security Manager or Venue Manager to confirm they agree that the individual is unsuitable and the perspective customer can be informed of the result of the consultation.

EXAMPLE: Pre-loading (drinking in the queue) or attempting to enter the venue already exhibiting signs the customer has consumed an excessive amount of alcohol.

CO-ORDINATION

Fine motor skills affected. Often illustrated by dropping change & spilling drinks

ALCOHOL SMELL

The smell of an intoxicant is an indication of the consumption of alcohol not necessarily drunkenness

UNSTEADY GAIT

Beware making an assumption based solely of one indicator, look for a combination of 2/3 clusters of behaviour.

SLURRED SPEECH

May potentially be attributed to a disability or illness not immediately obvious to the server.

EYES GLAZED

(or) Bloodshot. Dilated or Constricted pupils may be an indicator of prescription or recreational substance abuse.

BEHAVIOUR(s)

- Tiredness, drowsiness or falling asleep inside the venue
- Responsiveness to simple questions (how old, date of birth etc)
- Vomiting

The medical room has been designated a "chill out" zone for a 2-stage ejection of drunk but not disorderly customers. The "chill out" zone can be used in the cases where a customer is particularly vulnerable or for example lone females. Water and Welfare checks will be provided by the medic.

