

G's, Deans Court, Market Square, Bicester. OX26 6AA

Door Supervisor Policy

Prior to being engaged in employment at G's, whether directly or indirectly, paid or unpaid, all door supervisors to be trained in the below.

All door supervisors, whether directly or indirectly, paid or unpaid, to receive refresher training in respect of the below every 6 months.

1. Door supervisors are to be shown a copy of the current premises so that they understand **ALL** conditions attached to the premises.

2. Particular attention shall be given in respect of:

- a. Numbers of door supervisors those are required at certain times on certain days.

On Thursday, Friday and Saturday a minimum of **ONE** door supervisor **MUST** be on duty from 2200hrs.

On Thursday from 2300hrs an additional one door supervisor is to be on duty making a total of **TWO** door supervisors being on duty from 2300hrs on Thursday.

On Friday and Saturday from 2300hrs an additional two door supervisors are to be on duty making a minimum total of **THREE** door supervisors being on duty from 2300hrs on Friday and Saturday.

On Friday and Saturday night an additional one door supervisor to be on duty from midnight making a minimum total of **FOUR** door supervisors on duty on a Friday and Saturday from midnight.

When any adult entertainment takes place at G's as defined on the premises licence the additional condition requiring a minimum of **TWO** door supervisors has effect.

- b. Completing an entry in the log book before each shift. In particular each door supervisor shall ensure the log contains:

- i. The door supervisor's name;
- ii. His/Her Security Industry Authority Licence Number
- iii. The time and date he/she commenced and concluded their duty
- iv. Agency details
- v. Full details of any incidents that may occur at the premises whilst open for business
- vi. The door supervisors shall sign each entry

- c. Checking fire exits are clear, unobstructed and unlocked before each shift.
- d. Completing the log book for any incident that may occur at the premises.
- e. No entry or re-entry to the premises whatsoever on Friday, Saturday and Sunday after 0215hrs.

Door supervisors are to monitor closely any queues that may form from 0145hrs and if a queue is still in place at 0200hrs, dependant on persons leaving the premises, advise potential customers who are not in the queue of the restriction of entry after 0215hrs and **NOT** permit them to join the queue if they feel at that point any persons joining the queue shall still be in the queue after 0215hrs.

Door supervisors are to advise any customers who wish to leave the premises after 0215hrs of the restriction of entry and advise them if they leave the premises they shall not be permitted to re-enter the premises that evening.

- f. No under 18's being permitted entry to, or remaining on, the premises after 1800hrs until close.

Should a door supervisor be on duty at 1800hrs they are to conduct a check of the premises and if they suspect anyone to be under the age of 18 conduct an ID check. If the door supervisor is not satisfied the individual is aged 18 or over they are to advise the individual of the restriction of no under 18's being permitted on the premises after 1800hrs and ask them politely to leave the premises.

- g. Ensuring all external doors remain closed after 2300hrs until close when regulated entertainment is taking place at the premises.

Door supervisors are to ensure that when regulated entertainment is taking place from 2300hrs until close that any external windows in areas where live or recorded music is taking place shall be kept closed until when the regulated entertainment is no longer taking place and any door(s) leading from the areas where the regulated entertainment is taking place to outside be closed for the same period save for entry and exit to the premises.

- h. Checking IDs and what to accept.

Door supervisors are to use Challenge 21 for checking IDs in that when customer appears to be aged 21 or under they must be asked to provide proof of their age.

The only forms of identification to be accepted are ones with a photograph and from the following list:

- i. A valid photo drivers licence
- ii. A valid passport

iii. A recognised valid proof of age scheme card bearing the PASS hologram logo.

i. Ensuring that customers disperse quickly and quietly from the premises and that High Visibility clothing must be worn if on duty outside the premises.

3. Smoking Area – When an area is being used as a defined smoking area a door supervisor shall be assigned the responsibility of monitoring the area. The door supervisor shall monitor the area so as to prevent any disorder occurring. Attention should be paid to ensure that no entry is permitted to the premises via the smoking area to persons from outside the boundaries of the area in preference to the main entry point to the premises. Non customers shall be encouraged not to loiter at, or near the boundary of the smoking area.

G's General Door Supervisor Policy

All door supervisors MUST be licensed with the Security Industry Authority (SIA) as a Front Line Door Supervisor.

Managers must:

- Complete door supervisor check sheets for each and every door supervisor employed and retain the check sheet for no less than 12 months.
- Check door supervisors badge numbers on the SIA website at regular intervals.
- Adopt a 'No badge No work' policy in respect of door supervisors.
- Record SIA badge numbers at the start of each shift.
- Ensure all door supervisors are familiar with the premises.
- Ensure door supervisors are made aware of previous incidents and pub watched customers .

Door Supervisors must:

- When on duty wear their SIA badge in a clearly visible position.
- Complete the log book in full at the start and finish of each and every shift.
- Ensure they are familiar with the premises.
- Ensure they are familiar with all company policies and procedures in respect of security, fire and terrorism.
- Take charge of a town/city link radio if one is available at the premises.
- Perform checks at the start of each shift in respect of premises security.
- If the end of the shift is when the premises are closing to ensure the premises are clear of all members of the public and the premises are secure.

- Assist in any evacuation of the premises.

Dispersal Policy

Procedure for dispersing crowd & patrons from the end of evening.

- 1 Door supervisors shall employ good queue management techniques at all times, both from the point of view of common decency, customer relations and that of safety. Crushing, which can lead to injury, and queue jumping, which can arouse hostility and violence, must be prevented. Door supervisors should promote a smooth throughput of people, minimising a build-up of people immediately inside the venue.
- 2 Door supervisor work clearly involves a degree of supervisory responsibility. They shall patrol a venue regularly and be easily located in case of an emergency.
- 3 Door supervisors must co-operate and communicate effectively with those responsible for first aid and any other workers or volunteers present to give advice and information.
- 4 Towards the end of the evening the lights will be gradually raised and the music gradually lowered to make customers aware the venue is preparing to close.
- 5 A presence of security shall be deployed to the main areas to encourage customers to leave calmly and quietly, the ethos of the team will be a unobtrusive approach providing customer service and satisfaction, whilst encouraging customers to leave. Door supervisors will identify any possible friction or incidents and proactively address them. Any fractious groups or individuals will be separated and removed by alternative exits, where possible. An announcement may be made by a member of security or management requesting customers to keep noise to a minimum and to make their way home safely.
- 6 As customers disperse outside door supervisors are to be redeployed to the front doors to increase a high profile presence and encourage customers to depart quietly and safely.
- 7 Whilst monitoring and dispersing crowds in a public area security need to be aware of any incidents arising ensuring that they pro actively intervene where possible and is safe to do so, customers need to be forewarned that any disorderly behaviour will effect possible re admission in the future and/or possible action from Pubwatch and/or law enforcement agencies.
- 8 Should an incident arise that is unmanageable then the door supervisors will contact the police and monitor from a safe distance whilst ensuring innocent members of public safely depart from the premises, the senior door supervisor will ensure ail team members are deployed to the necessary areas.
- 9 Security will ensure that any incidents are addressed early and immediately to ensure no further escalation of the incident.

- 10 Should any customer require first aid then staff will ensure this is provided where possible, should this not be possible an ambulance will be called to assist the customer.
- 11 All incidents will be logged in the venues incident log book and if appropriate statements will be provided to the police to ensure a prompt and effective investigation.
- 12 Door supervisors will work in partnership with local police, always cooperating promptly with any reasonable request.

Procedure for licensed door staff on action taken with incidents outside the licensed venue premises

- 1 All staff will take pro active measures to ensure the right type of client visit the premises; this will include Identity checks, level of intoxication, judgement on character and prior behaviour as well as dynamic assessment on the person(s) suitability to visit the venue.
- 2 Door supervisors will ensure pro active measures inside the premises are deployed and any behaviour that breaches licensing regulations, guidelines or in house policy is addressed and defused immediately.
- 3 Door Supervisors are empowered under the Licensing Act 2003 and SIA guidelines to enforce any such regulation whilst acting on behalf of the premises.
- 4 In the event that an incident arises outside of the venue the following procedure should be followed. It should be fully understood that door supervisor's authority under the Licensing Act is not valid in public areas outside of the licensed premises.
- 5 Door Supervisors should only address such issues under their own personal preference or choice, such action can be taken under Common Law. Section 3 of The Criminal Law Act 1967 states:
 - Staff should demonstrate a reasonable relationship of proportionality between the means employed and the aim pursued. Action taken is unlikely to be regarded as proportionate where less Injurious, but equally effective alternatives exists.
 - A person may use such force as is reasonable in the circumstances in the prevention of a crime, or in the effecting or assisting in the lawful arrest of offenders or suspected offenders unlawfully at large.
 - Common law has always recognised a person's right to act in defence of themselves or another, also to prevent crime and if necessary arrest offenders. If the force used to prevent such crime or repel an attacker is both necessary and proportionate to the threat or danger faced it can be deemed reasonable in the circumstance. The test to be applied for self defence is that a person acted reasonably in the circumstances as they honestly believed them to be at the material time.

Procedure to follow upon identifying and incident outside the premises

- 1 Identify incident outside of the premises.
- 2 Observe incident, inform local CCTV, where possible, of the incident.
- 3 Phone police if necessary (Door Supervisors have limited authority outside of premises)
- 4 Door Supervisors cannot be instructed to deal with an incident outside of the venue jurisdiction.
- 5 Door Supervisors can only intervene if they wish to do so under the above legislation.
- 6 If the situation is safe to do so then staff to assist with basic first aid, if they are suitably trained and where possible staff to contact emergency services If their services are required.
- 7 The safety of door supervisors this is paramount and can only be determined by the door supervisor themselves, should an incident be deemed too risky then door supervisors should work in partnership with local police to address any incident.

G's Individual Door Supervisor Log

Surname:	
First Name:	
Home Address:	
Post Code:	
Mobile Number:	
Home Number:	
Date of Birth:	
SIA Badge Number:	
SIA Expiry Date:	
Start Date:	
Agency Contact Name:	
Agency Name and Address	

Agency Contact Number:	
Door supervisor signature to confirm reading & understanding the duties expected by G's	
Dates of refresher training in procedures & signature of door supervisor	

The manager is required to complete this form in full before any door supervisor is employed. They must also take a copy of the SIA badge and attach a copy to this form.

Signed

Full name: _____ Date: _____