

**Statement of A            T**

1. I have worked for Durham Leisure Limited for 4 years, always at The Drunken Duck. Before that, I spent 6 months working at the premises when it traded as The John Duck. Prior to that, I worked at The Fat Buddha and Love Shack in Durham for around 4 years. I started my career in hospitality as bar staff and then worked my way up to being a manager. Terry Haley at The Drunken Duck gave me my first managerial position. I was a supervisor for around 8 months before being promoted. I, together with J H , supervise up to ten staff at weekends.
2. I have signed up for a Personal Licence course. By the time of the hearing on 28<sup>th</sup> March, I will have completed it. I understand that Terry has arranged for five other members of staff to attend at the time.
3. I was at work on the night of the 4<sup>th</sup> March, together with my manager colleague J .
4. As part of our close down procedures, we shut the beer garden at around 11:45pm. I had gone to the front door of the premises to instruct the door team to begin shutting down the beer garden. I stayed at the front door to assist in turning away people who were arriving. J came to me to tell me that there was a disturbance in the pub garden and asked me to get on the Pub Watch radio, asking for assistance. I called the Police and within seconds they arrived via the front door. However, by the time they found their way through to the beer garden, the fight had finished. The individuals involved had dispersed. I had stayed at the front door throughout, ensuring that nobody else entered the premises. I instructed our DJ to stop playing and we began asking customers to leave. All of the door staff at this stage were at the rear of the premises.
5. I was asked by one of the Officers to show him the CCTV footage which I did. I understand that it is being said that nobody present on the night was able to provide access to the CCTV system but this is incorrect. I inputted the password and found the relevant footage. The Officer, who I know as T , then said that he knew how to operate our system and he took over. He then recorded the footage on his bodycam.
6. At no time that night was I asked to download the footage.
7. Another officer attended the premises at around 7pm on the following day. I was on duty, and he asked if he could download the footage. I gave him a memory stick with the footage recorded and he left the premises. Unfortunately, it had not recorded properly, and he returned at around 10:30pm. We tried again and I put it in a different format and gave it to him. He did not come back, so I presume that he was satisfied. I was also given mobile phone footage by a customer of the incident and I have provided this to the Police as well.
8. I have not been asked to provide a statement by the police in connection with the incident. It is our understanding that no arrests have been made and that indeed, the individuals involved were out and about in Durham, despite being banned by Pub Watch, on the weekend of 10<sup>th</sup> March.

Signed:

Dated:

**Statement of J H**

1. I have worked at The Drunken Duck since December 2020. Prior to that, I worked at Bohemia and The Butterfly Room for around three years, two years of which as an Assistant Manager. Before that, I worked at Players Bar in the City. I obtained my Personal Licence last year.
2. I was given a probationary period at The Drunken Duck and worked as bar staff, before then being promoted to manager, alongside A .
3. I was at the premises on the 4<sup>th</sup> March and was undertaking a general supervisory walk around at around 11:45pm. I was at the rear of the premises making sure that the doormen were closing the beer garden. We close that first and move everybody inside before shut down at midnight. I saw a commotion amongst a group of male customers. Having evaluated the situation and realising that the doormen were out of their depth, I quickly went to the front door and told A to use the Pub Watch radio to call for assistance. I went outside the premises and saw police officers next to the pizza shop. I asked him to come inside and assist, which is what they did. Other officers arrived almost immediately. If I recall correctly, around three officers in total came in. By the time they had got outside however, the disturbance had finished.
4. The DJ had stopped playing and the normal close down procedure had then begun. I recall seeing A assisting the police with the CCTV. I began then working with staff cleaning the bar down.
5. I have not been asked to provide a statement by the police.
6. I have been shown CCTV footage of a young woman, who is said to be vulnerable. I can recall seeing her on the night. I refused to serve her at the bar because I believed that she was drunk. I offered her water instead and told other staff to refuse serving her too. This can be seen on our CCTV I also made an entry in the Refusals Book. I accept that she was drunk, but she was not being aggressive or behaving in a way that made me believe that she was vulnerable. She was with a gentleman who I assumed to be her boyfriend. I can recall them kissing and cuddling. I saw her towards the end of the evening, just as we were closing down. At this point, I thought there was nothing to be achieved in asking the girl and her boyfriend to leave. I accept that perhaps with hindsight, I should have removed her but I certainly would not describe her as vulnerable. She can be seen on CCTV walking out of the premises and appeared to be perfectly capable.

Signed:

Dated:

## **Statement of Terence John Haley**

1. I am a Director of Durham Leisure Limited which owns and operates The Drunken Duck in Claypath, Ye Old Elm Tree and The Angel Inn in Crossgate.
2. Durham Leisure is the Premises Licence Holder at The Drunken Duck and I am the Designated Premises Supervisor.
3. In December 2019, I was in the fortunate position of being able to take leases of all three premises. The buildings are all owned by my father-in-law. Prior to that I had worked in event management. I also had a successful home improvements business which I sold. I was helped enormously at the beginning by P P who is a mentor assigned to me by Heineken.
4. Ye Old Elm Tree is a traditional tavern and one of Durham's oldest inns dating back to at least 1600. It won the local 2023 CAMRA City Pub of the Year. It is perhaps best known for its very popular Wednesday quiz. The Angel Inn is a music venue catering for what might be described as an 'alternative crowd'. It is particularly popular with customers who enjoy live rock music.
5. I employ around 20 staff in The Angel and Ye Old Elm Tavern, and 16 in The Drunken Duck.
6. The Drunken Duck, formerly known as The John Duck, was closed shortly after I took ownership for an extensive refurbishment costing around £350,000.00. It had become tired and dated, and was in desperate need of updating. The previous operator had been forced to cease trading because of his inability to invest in the business. It is now a popular City Centre pub operating during the week between the hours 2pm to 11pm and at weekends 12pm to midnight. During the week, we get mostly what might be described as an older crowd and then people in their 20s and 30s at weekends. We have a DJ on a Saturday night and live music on Friday nights. We are very keen on encouraging local musical talent and giving them a platform.
7. I employ 2 General Managers at The Drunken Duck, J H and A T. J and A have provided separate Statements in connection with this matter.
8. My day to day role is as an Operations Director. I work between all three premises, although I spend the majority of my time in The Drunken Duck. On average, I will attend the premises for at least three hours per day if not more. Recently my partner and I have had a baby so I have been spending a little less time than I would normally do in the business. J has recently taken on the role of DPS at the Premises and I will concentrate on my Ops' duties. A has also obtained his Personal Licence qualification and I have arranged for 5 other members of staff to obtain their Personal Licences too.
9. I was not present on the 4<sup>th</sup> March, although J and A both were. It is not correct to say that no member of management was in attendance that evening as the Police have suggested. I have attached a copy of the staff rota for reference. The Police spoke with A so know that he was present and J can be seen on CCTV. I understand that it is being said that I told the Police that no managers were present but this isn't so. I don't know if this is just a miscommunication but I certainly didn't say that.

10. I will say unequivocally that I was appalled by the scenes that I witnessed on CCTV from that night. All of my premises should be friendly and welcoming, and the incident which took place is not typical of The Drunken Duck.
11. I am in particular concerned by the way in which the incident was dealt with, or rather not dealt with, with by T3 Security Ltd, who are an independent door team that I had only recently employed to manage security at the premises. I have now parted company with them and intend pursuing them for failing to fulfil their contractual obligations. I have spoken to a litigation Solicitor and will seek compensation from them.

I originally engaged Alpha Security Ltd to work at my premises but, and after 3 years, I became concerned that they weren't providing the service that I envisaged so looked elsewhere. T3 were recommended to me by an Operator in Newcastle with multiple sites. I understood that they are engaged by a number of premises elsewhere in Durham. I have attached a copy of their Venue Pack which describes them as being Members of the North East Chamber of Commerce, and SIA Approved Contractor, a Security Systems and Alarms Inspection Certificate Holder ( SSAIB ) and a Contractors Health and Safety Assessment Scheme ( CHAS ) Approved Contractor.

Their website describes them as the ' leading North East Security Company ' and one of the UK's leading security companies whose clients include Wetherspoons, NHS, Greggs, Fenwick, Mitchell & Butler, NUFC , BBC , Durham County Council and Newcastle City Council. I had every reason to believe that they would provide the support that I was required of them.

The service to be provided by T3 is described in part 3 and 4 of their Venue Pack.

I had begun to be a little concerned about the individuals deployed by T3 in the first few weeks of their assignment and was assured that this would be taken care of. I spoke with their Operations Manager, P , on 7<sup>th</sup> March and it was accepted that they had failed me. I'm told that the Area Manager responsible for my account has now left the company.

T3 let me down significantly on 4<sup>th</sup> March. They were paid under our contract to provide suitable security services and it is clear from the CCTV footage that they failed to do as they ought to. CCTV footage will be shown at the hearing and I would like to have the opportunity of providing a commentary rather than trying to explain the incident in this statement.

I first learnt of the incident at around midnight that night when I was contacted by J . I then undertook a full debrief on Sunday morning. I made my own enquiries and was able to identify the individuals involved and passed this information to the Police, as well as putting them on the Pubwatch barred list. However, despite this, I received a message via Pubwatch telling me that the group were out in the City Centre on the weekend of 10<sup>th</sup> March. I understand that one of them was on bail for a similar offence.

I am not aware of any of them having been arrested.

12. I attended the Interim Steps Hearing on 8<sup>th</sup> March. I didn't really have the opportunity of being legally represented. I was not notified of the hearing until around 4:30pm on the previous evening, so didn't have time to instruct solicitors to represent me nor did I have the chance to prepare properly. I have never attended a hearing like this before so I felt a little at a disadvantage as a consequence.

13. There are a number of issues that were raised in that hearing which I entirely refute.
14. For example, it was claimed that I have not been attending Pub Watch meetings. Pub Watch meetings post-covid have been very sporadic. I think there have been about 6 of them in the last 18 months and we have attended either 3 or 4 . The impression could be given, however, that I have not engaged in the process, which is simply incorrect. One of the difficulties with the meetings is that they often get re-arranged and the venues change so it's difficult to keep track of when they are. However, I regularly contribute to the messaging system and consider myself to be an active member. The Police have conceded that I'm, as they say ' not the only one ' , but also agree that the organisation is a little chaotic with meetings being arranged and then re-arranged. I have always, however, been happy to commit to the scheme and work with the Chairman to see if it can be better organised.
15. In addition, it is said that I did not take part in the Pub Watch WhatsApp group. This is also entirely incorrect. I am probably one of the most active members during that period. I have 34 ' posts' since the end of September and the next most prolific participant is one of the organisers, T , with 13 posts in the same period. I would point out, however, that the Police have told me that they don't participate in the WhatsApp group and don't have access to it. This being so, I don't know how they could say in the hearing that I'm not engaged with it if they themselves aren't involved.
16. It is also said that I refused to accept the Police's offer of vulnerability training. The impression given is that I have refused other training. PC Ian Robertson emailed me on 7<sup>th</sup> September last year and I indicated an interest. I don't recall being given the date but accept that I may have just missed it. That being said, I give vulnerability training directly to my staff as part of their overall training. It's part of the Personal Licence course so I am familiar with the principles. As far as I am aware, we have not been offered any further training.
17. My relationship with the Police is certainly in my opinion, constructive. I get on well with Kelly in particular. I was told in a meeting that I attended with the Police on 16<sup>th</sup> March that Kelly has ' nothing but good words about me ' and agrees that I am ' totally engaged'. I also have a good working relationship with the Licensing Authority. The meeting was convened at my suggestion and was attended by Caroline, Kelly and Ian, together with my Solicitor. We wanted to discuss a way forward and agree the new schedule of conditions that we had proposed. We have now submitted a minor variation application to replace the current conditions. The current conditions, which I inherited when the licence was transferred to Durham Leisure, are badly drafted. The new conditions, which have been agreed with the Police, are attached.
18. Ian confirmed in the meeting on 16<sup>th</sup> March that the Police aren't aiming to have the premises closed and that this reflects the City Inspector's view. He thinks that the issues are ' resolvable' . He also very helpfully agreed that the only reason why a review had been instigated was the incident on 4<sup>th</sup> March and that we had been ' totally let down by the doorstaff'.
19. No issues have been brought to my attention before this incident, save that there was a concern about a month ago, with a 16-year-old who claimed to have entered the premises, but nobody was able to establish whether that was true or not. He had been found drunk outside of Tesco ( having been seen on CCTV licking their window ) and had been taken to the City Safe Hub. He claimed to have been in our premises but when we checked our CCTV there was no trace of him. He tried, however, to enter about a week later in the company of an older woman. When J challenged them she became aggressive. They were both refused entry. This did not result in any

warnings and indeed I have had none whatsoever whether formal or otherwise. I'm aware of a couple of recent ' spot check ' visits from the Police, including looking for underage drinkers, at the premises and these have found everything to be in order.

20. So far as the statement that there were ' 22 assaults, 9 incidents of public disorder at the premises, 2 domestic abuse and 4 incidents of anti-social behaviour ' attributed to the premises, I again refute this. This was referred to by the Police in the Interim Steps Hearing. However, I have now had sight of Caroline's statement of 14<sup>th</sup> March and it's clear that the figures given are misleading.
21. It is often the case with licensed premises, particularly prominent ones, that if anything happens in the street and the location is given at, as an example, 'opposite The Red Lion', then that offence or incident become attributed to the premises. This is because police logs reference geographical locations. This means that if an incident were to happen that has nothing to do with us, but mention is made of our premises, then when the police are then reviewing their intelligence records, there will be reference to our premises. The only way to be satisfied if incidents have any relevance is to analyse each individual log. An extreme example mentioned to me by my lawyer was an incident that was recorded by the Police in a case that he was involved in as happening in Berwick when in fact it occurred 30 miles away in Alnwick.
22. Indeed, sometimes incidents are recorded that have not actually happened. Occasionally when door staff for instance, eject someone from the premises, a counter allegation will then be made. None of this means that these incidents have actually taken place. Also, it should be remembered that an incident doesn't necessarily mean that someone has been arrested. It's not uncommon for people to make malicious complaints to the Police.
23. I would also like to comment that it's disappointing that incidents that have been reported by my staff are then effectively brought up against us.
24. Caroline's statement says that there are ' 32 reports linked to the premises '. However, as can be seen by an analysis of the details provided, any implication that there are 32 incidents which reflect badly on the management of the premises is wrong.
25. Indeed, the first incident referred to by Caroline took place at 0240 on 6<sup>th</sup> March 2022. This is the ' hammer attack ' referred to in the hearing on 8<sup>th</sup> March. We, however, had been closed for over 2 ½ hours and this had nothing to do with us. I wanted to particularly mention this because it was discussed before the Committee. The Police now concede that ' the incident was nothing to do with them '.
26. And referring to Caroline's paragraph 8, that incident shows my staff behaving responsibly and helping the female customer. Paragraph 9 is obviously a malicious call and had nothing to do with the premises. It's a little disappointing that this incident ( and others ) form part of the Police's evidence when it clearly just didn't happen.
27. Paragraphs 12 and 13 relate to an incident when our doorstaff, acting correctly, refused entry and were themselves assaulted. We know that the individuals involved had come from other premises. It seems rather unfair that this is being raised when my staff were doing what they were supposed to in the circumstances.
28. Paragraph 15 refers to an incident on 24th April 2022. I think it unlikely that a member of bar staff would have said that he had served a round of ' very strong shots ' since all of our products are a standard strength. I was never contacted about the incident

mentioned in paragraph 16 so can't investigate. And referring to paragraphs 18 and 19, we haven't been contacted about this and no CCTV was requested.

29. Paragraph 20 again appears to be a malicious complaint. We are one of the busiest bars in Durham and I know that other operators gossip about us and say things that aren't true. For example, the rumour circulating at the moment is that we have been closed for drugs. Unfortunately, it's just a fact of life.
30. The incident described in paragraph 21 is the theft of a mobile phone. Again, we can't say whether it was stolen or just lost ( and if lost where ). As I understand it, insurance companies require a Crime Number before they will pay out so lost phones are often reported as stolen just to get a reference for insurance.
31. Paragraph 22 highlights the problem with incidents that clearly have nothing to do with premises being recorded against the premises. How can we be held responsible for someone tethering a horse and cart in the street ! As Caroline confirms, the fight that occurred was in the street and nothing to do with us. I would like to point out that we have takeaways either side of us at which people congregate.
32. The incident mentioned in paragraph 23 is between a gentleman and his ex-partner. Again, this can't surely reflect on how we manage the premises and how we promote the licensing objectives.
33. Paragraph 24 appears to me to be a young lady who has been asked to leave the premises trying to get her revenge on us. She acknowledges that she was ' kicked out '. It just doesn't, with respect to the Police report, make sense. Firstly, she can't name her assailant but can say that she is 17 years old. She then says that she was hit over the head with a bottle but has an injury to her foot. She seemed more worried about getting her purse back, which she did because it was handed in. It clearly hadn't been stolen as she initially alleged.
34. The incident in paragraph 30 also doesn't ring true. There is no back lane at the rear of the premises. There is a wall with thorn bushes and then a drop down to the main road. If this happened, and I doubt that it did, it has nothing to do with our premises.
35. With reference to paragraph 31, I accept that our CCTV footage was only being stored for 12 days. Unknown to me, the system was overwriting but I have now upgraded it. In any event, there is was no condition on the licence stipulating a time period within which footage should be retained.
36. The doorman mentioned in paragraph 32 was sacked. This was one of the issues that lead me to part company with Alpha, mentioned above. Paragraph 34 refers to a complaint from someone who was ejected from the premises saying that he was ' dragged down the stairs and thrown out of the pub '. The steps leading out of the premises go up and not down so this doesn't add up. Again, I suspect that the complaint comes from someone who has been ejected and wants to have a dig at us as a consequence.
37. I accept that we didn't at the time have doorlogs at the premises , as referred to in paragraph 36, because we thought that it was the responsibility of the security company. I now keep my own records at the premises. Door logs were, however, kept off-site by the security company and they could have been provided if requested.
38. The incident in paragraph is a puzzling. Is it being said that the member of doorstaff, who had been assaulted, was only 17? This can't be correct. If CCTV was needed,

and a Manager was asked for it then it would have been provided so I can't see fathom why it is said that we were ' not supportive in providing CCTV '. As Kelly confirms, we are co-operative.

39. In incident described in paragraph was a bizarre circumstance. A large group of Travellers were in Durham to attend a wedding on the following day. They were in the premises and were all perfectly well behaved. However, at closing time they refused to leave saying that ' this is our culture and we don't leave at closing time ' I have to admit that my staff weren't sure what to do. Obviously, we have to be sensitive to minority cultures but at the same time we wanted to close up. They sat there, not drinking, but singing songs until the Police arrived and they happily then left.
40. Incident 44 seems to me to be a gentleman thinking of something to say in response to a Solicitor's letter from his ex-wife. I'm guessing that this is one of the ' domestic abuse ' allegations referred to in the Interim Steps Hearing. It can clearly be seen then that there aren't 32 incidents which reflect badly on how we run the premises. Caroline conceded in our meeting on 16<sup>th</sup> March that the Police have lost a lot of discretion on what is, and isn't, recorded now as a crime. Now everything has to be recorded in that way.
41. So far as the woman who appears to be drunk on CCTV on 4<sup>th</sup> March is concerned, she was not alone as is being perhaps inferred. She can be clearly seen on CCTV cuddling into a gentleman that we are presuming to be her partner. In addition, CCTV shows her being refused service by several members of staff because, I understand, she was visibly intoxicated. Also, when she leaves the premises she is perfectly capable and leaves unaided. I accept that our doormen probably should have asked her and her partner to leave the premises, but again this is yet another failing of theirs and another example of them letting me down. J gives further information about this in his statement.
42. The Committee were told at the Interim Steps Hearing that we didn't provide CCTV footage to the Police. Again, this is incorrect and as A confirms in his statement, he showed the Officers the footage on the night of the incident. We have sophisticated CCTV and there are around 5 steps that need to be taken, including the inputting of a password, before relevant footage can be viewed. It was said in the hearing that no-one present knew how to access the CCTV footage but it was accessed ( and without someone present who knew how to operate the system this couldn't have happened ) and the Officers were shown it. They were also provided with a copy on the following day. A tells me that he wasn't asked to download it on the night and that the Police recorded it on Bodycam. In addition, and as A explains in his statement, we were given mobile phone footage by a customer and we passed this onto the Police.
43. I take my responsibilities as an Operator very seriously. My family and I have invested significantly in our business and have no intention of risking it by not doing what is expected of us.
44. I have provided, for information, the register from the latest round of staff training. I mentor all of our staff and take them through their responsibilities as part of their continued training. The discussion includes topics such as underage sales, identifying drug use, our refusals register etc. I originally sourced training through CPL but now do it in-house. Going forward, I intend putting all of my core staff on a BIIAB course.
45. And finally, I'm pleased that we can continue, subject to the Committee's decision, to work in partnership with the Police. Closure has cost the business around £75000

which is an enormous amount of money. Had it not been for the door team's abject failure then we wouldn't be in this position.

Signed:

Dated:



# Done Duck Rota Week 27th Feb 2023



Sheet1

Sheet2

Sheet3

Department	Duck	Week Ending	5th March 2023
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Employee	Hours						
	MON 27th	TUES 28th	WED 1st	THURS 2nd	FRI 3th	SAT 4th	SUN 5th
EVENTS							
Misc						5-12 CLOSE CLOES	4- 4- 5-CLOSE
Cleaning							
A	LOCK UP	12:30-6 LOCK UP	LOCK UP	LOCK UP	11:30-12:30	10:30-CLOSE	IN & LOCK UP
J						4-CLOSE	4-11:30
T		6-11:30				4-CLOSE	
E	1:30-6		12:30-6	6-11:30	6-12:30	12-CLOSE	
J	6-11:30		6-11:30	12:30-6	6-12:30	3-CLOSE	
L					6-12:30	5-CLOSE	
E					6-12:30	5-CLOSE	
S	HOL	HOL	HOL	HOL	HOL	2-CLOSE	10:30-6



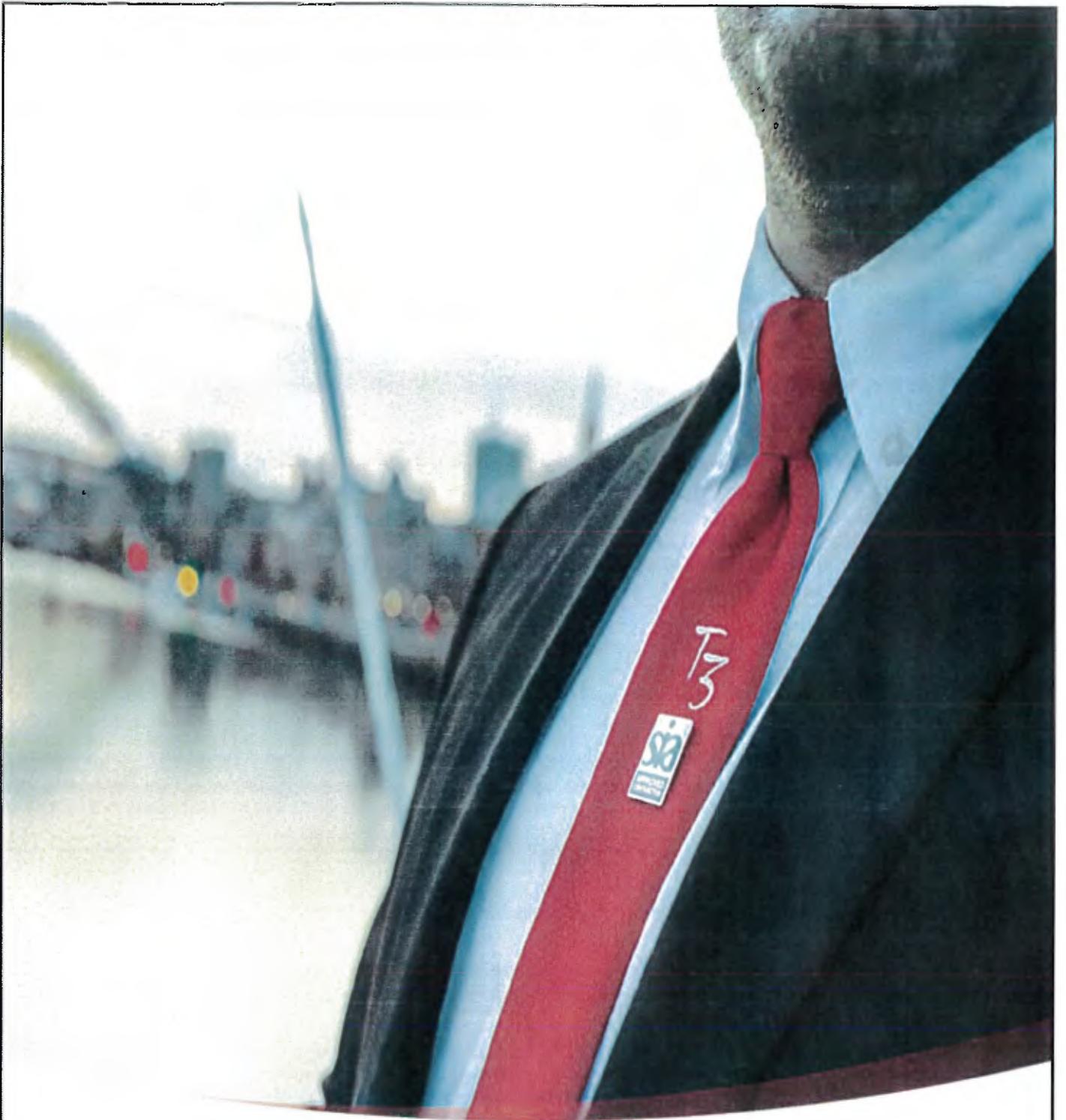
# The Drunken Duck

VENUE PACK

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Information Commissioner's Office



## ASSIGNMENT INSTRUCTIONS

**CLIENT:** DURHAM LEISURE

**VENUE:** THE DRUNKEN DUCK, DURHAM

**ASSIGNMENT NO.:** T3-C0016

**AUTHOR:** C. WITHERS

**REVISION:** 00

**DATE:** 03/02/2023





Record of Amendments

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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

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## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### 1. Purpose / Introduction

#### 1.1. *Context of the Assignment Instructions*

T3 Security Ltd is contracted by Durham Leisure to provide nighttime economy security provisions to their The Drunken Duck Public House venue, located in Durham, North East England.

The days and timings will vary throughout the duration of the contract; however, core requirements can be found in section 3.4.1 of these Assignment Instructions.

It is a requirement under BS7960 that Assignment Instructions should be agreed and approved between T3 Security Ltd and Durham Leisure and should be available upon the start of a contract.

Therefore, these Assignment Instructions have been prepared by T3 Security Ltd to provide all Door Supervisors the necessary information to carry out their duties in strict accordance with our legal and regulatory obligations.

It is a mandatory company requirement that all Door Supervisors working for T3 Security Ltd at this venue on behalf of Durham Leisure have been inducted and trained in the use of these instructions.

All Door Supervisors must read, sign, and accept their understanding of these instructions. This will be done with your respective line manager as part of your venue specific induction training which will be undertaken at the start of your duties.

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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

## 2. Contact Information

### 2.1. T3 Security Management Contact Details

Name	Role	Contact Information
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### 2.2. Client Management Contact Details

Name	Role	Contact Information
Terry Haley	Owner	

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2.3. *Organisation Chart / Escalation Routes*

Cr [redacted] has been allocated as the **Operations Manager** responsible for the management and governance of this contract on behalf of T3 Security Ltd. The contact details for Cr [redacted] can be found in section 2.1.

In the event of Cr [redacted] ; not being contactable during the delivery of your duties, employees must therefore contact the **24/7 control room** on [redacted]



## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### 3. Venue Information

#### 3.1. *Contract Requirements*

T3 Security Ltd is contracted by Durham Leisure to provide nighttime economy security provisions to The Drunken Duck Public House venue, located in Durham, Northeast England.

The days and timings will vary throughout the duration of the contract; however, core requirements can be found in section 3.4.1 of these Assignment Instructions.

Service provisions commenced week commencing on 30<sup>th</sup> January 2023 on an ongoing basis.

#### 3.2. *Service Provisions*

##### Door Supervision

**Private Security Industry Act 2001 (PSIA 2001) Definitions:** (extracts taken from SIA publication, Get Licensed April 2010)

A Door Supervisor is the person who works on a premises which is authorised by a local governing body. These generally include alcohol serving premises such as bars, pubs, clubs, and entertainment venues. The role of the door supervisor is to take responsibility for the security and the safety of the visitors and customers within the premises. They have the responsibility of judging the suitability of persons entering the venue and are responsible in making appropriate decisions as to who gains entry and who is deemed unacceptable. Judging criteria may include the age and behaviour of people trying to gain access within the venue, i.e., whether the person is under age, is carrying harmful weapons or illegal substances, or is displaying unruly behaviour. Door supervisors are also responsible for maintaining order within the premises, managing crowds, dealing with conflicts and emergencies inside the venue, and co-operating with management and police.

---

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3.3. Venue Location

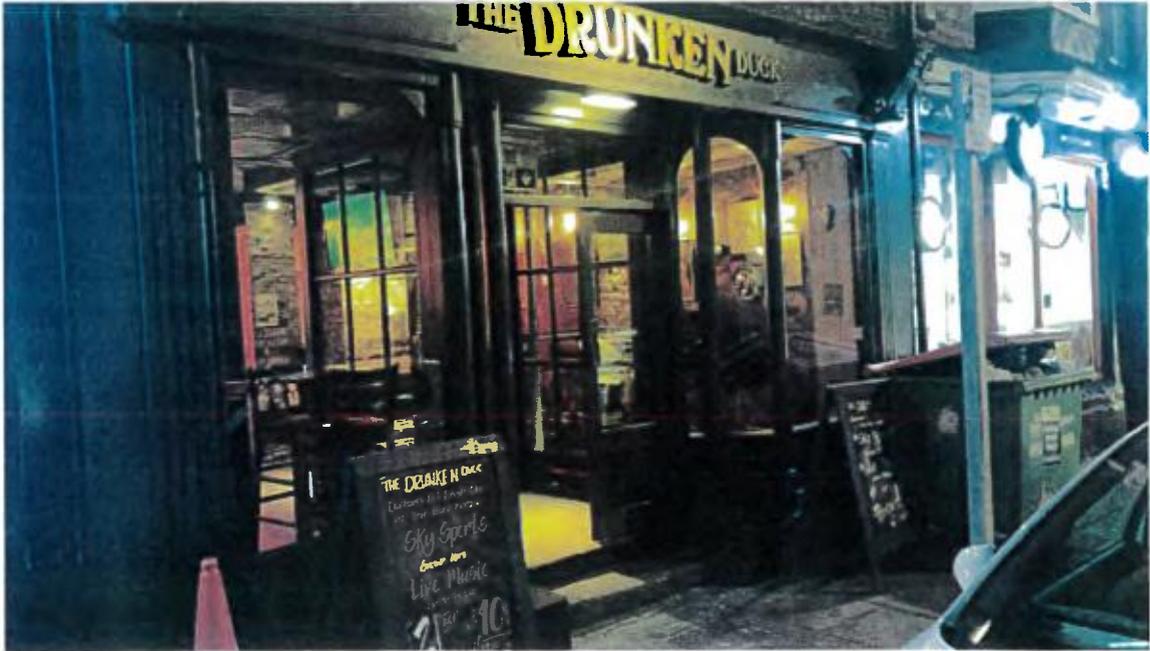


Figure 1 – Image of The Drunken Duck Front Entrance



Figure 2 – Location Map of The Drunken Duck, Durham



**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

**3.4. Venue Specific Instructions**

**3.4.1. Hours of Work**

The hours of work will vary during the trade seasons and as and when required by Durham Leisure Group. However, the following core hours apply to the delivery of this contract.

**February 2023**

Day	DS	DS Totals	Shift Timings
Friday	1 0	1	19:00-00:00 hrs.
Saturday	2 2	4	17:00- 00:00 hrs. 19:00- 00:00 hrs.

**3.4.2. Staffing Positions**

There is a requirement for the Door Supervisions to be positioned as per below: -

Friday will require 1 DS to be located at the main entrance of the venue.

Saturday will require 2 DS to be located at the main entrance of the venue.

1 DS will be required to be located at the end of the main bar.

1 DS will be required to be located at the rear of the venue.

**3.4.3. Venue Capacity**

The venue capacity is set at a maximum of **300**.

It is the responsibility of the T3 Security Door Supervisor to ensure that the capacity levels remain below this max threshold at all times.

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#### 3.4.4. Challenge 25

Under the Licensing Act 2003, it is mandatory for all licensed premises in England and Wales to adopt an age verification policy in relation to the sale or supply of alcohol.

Challenge 25 is a policy whereby anyone buying alcohol who appears to be below the age of 25, seven years above the age required to buy alcohol in the UK, can be asked to provide an acceptable form of ID.

Whilst the Challenge 25 policy is not in itself mandatory, for responsible licensees it can be a sensible way to meet this statutory "proof of age policy" condition. It can also prove to be an effective way of preventing, and even eradicating, underage drinking.



#### 3.4.5. Venue Specific Duties

All Door Supervisors are required to carry out the following duties during their shift: -

- Conduct regular walk throughs of the venue
- Conduct regular toilet checks
- Conduct regular fire exit checks
- Record all Incidents / Accidents in the 'Door Log' book
- Carry out Venue Capacity Checks
- Operate the 'Challenge 25' Policy
- Conduct random searches of customers upon entry to the venue
- Prevent externally purchased alcohol to be brought onto the premises
- Complete Timesheets in accordance with the Timesheet Procedures
- Adhere to the Durham Leisure Policies and Procedures at all times.

#### Notes:

- Beer Garden is open until Quarter to 12.
- When venue closes people are supplied with plastic cups to take drinks with them.
- Pool table is removed on a Saturday night.
- Male and Female toilets can be located on the Ground floor.
- Gold drunken duck cards are allowed to jump the queue at the venue.

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3.4.6. Venue Photos



Figure 3 – Image of outdoor area within The Drunken Duck, Durham

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Figure 4 – Image of the rear exit and Dj booth



*Figure 5 – Image within The Drunken Duck, Durham*



*Figure 5 – Image within The Drunken Duck, Durham*

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### 3.4.7. Dress Requirements

All Door Supervisors must be dressed in accordance with the company dress requirements. For the avoidance of doubt, please see below: -



**Acceptable**



**Not Acceptable**

- 1 Company Branded Jacket (*as issued by T3 Security Ltd*)
- 2 Company Branded Gilet (*as issued by T3 Security Ltd*)
- 3 White Shirt
- 4 Company Branded Tie (*as issued by T3 Security Ltd*)
- 5 Black Trousers (Cargo, Jeans or Joggers not acceptable)
- 6 Black Shoes/Boots (Trainers not acceptable)
- 7 Company Branded Hats (*as issued by T3 Security Ltd*) – During Cold Seasons
- 8 Arm Band (*as issued by T3 Security Ltd*)

### 3.4.8. Welfare

Welfare provisions may or may not be required during the execution of your duties. Employees must refer to the respective venue manager for further information.

### 3.4.9. Risk Management

A Venue Specific Risk Assessment has been prepared for the venue ahead of services commencing. This is a 'live' document that shall be amended in the event of a 'change' otherwise shall be periodically updated by the appointed persons.

Please refer to **Appendix 7.1 – Risk Assessment** for a copy of the bespoke assessment.

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## 4. Procedures

### 4.1. Key Responsibilities

- To protect the customer's staff and assets, from injury and/or loss, caused by intruders, fire, theft, damage, wastage or accident, so far as is, in the control of the Door Supervisor to do so.
- To prevent unauthorised persons entering the customer's premises.
- To ensure that all safety regulations including smoking laws are adhered to at all times.
- To report, as directed, all incidents or accidents in the accordance with the procedures.
- To maintain a standard of personal conduct and deportment, in keeping with the nature of the duties.
- To project a smart, helpful, courteous, and professional image at all times.
- To assist and advise the customer's management on matters affecting security.
- To diligently comply with these instructions and all reasonable requests for assistance, from the customer's management.

### 4.2. Booking On / Booking Off

All staff must 'clock in' and 'clock out' using the 'findmyshift' app. This is a mandatory business requirement and applies to all members of staff.

You are required to 'clock in' and 'clock out' for every shift, as well as using timesheets.

If you are changing location (for example going to another venue straight after you have finished the first one) please clock out when you leave the first location and clock back in when you arrive at your second location.

The 'findmyshift' app can be downloaded via the Google Play and Apple App Stores.



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## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### CLOCKING IN

#### Step 1



Login to the app using your email address and password (you would have been provided with these when you started with the Company).

#### Step 2



Touch the clock symbol at the top of the app.

#### Step 3



If you are on more than 1 rota, you will be prompted to select the applicable one.



Step 4



The app will then ask if you want to **share your location**.

It is a mandatory requirement that you touch the tick symbol. 

**DO NOT** tick the 'Don't ask me again' box. 

Step 5



If this is your first time 'clocking in', you may be prompted to allow your phone to access your location.

Select the **'While using the app'** option.

Step 6



You are now 'clocked in'.



The clock symbol will turn green.



**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

**CLOCKING OUT**

**Step 1**



Touch the **clock** symbol at the top of the app.

**Step 2**

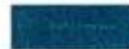


The app will then ask if you want to **share your location**.

It is a mandatory requirement that you touch the tick symbol.



**DO NOT** tick the 'Don't ask me again' box.



**Step 3**



You are now 'clocked out'.





## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### 4.3. Timesheets

all staff are politely reminded that they must complete timesheets in an accurate and efficient manner and in strict accordance with the company procedures.

For the avoidance of doubt, the following protocols apply to the submission of timesheets: -

- Timesheets **must** be submitted by no later than **0900hrs** on a **Monday** morning
- Timesheets **must** be emailed to [admin@t3security.co.uk](mailto:admin@t3security.co.uk) or sent via **WhatsApp** to **07984 120 910**. No other method shall be accepted by the Company
- There should be **one (1) timesheet** used **per venue/site each week**
- Timesheets **must be signed** by the venue/site management prior to submission (exception to this must be given by a member of the Senior Management Team in advance)

To avoid timesheet discrepancies/missing timesheets, please adhere to the following: -

- **DO NOT** complete timesheets prior to shift completion. Ensure that timesheets are completed at the end of each shift
- Every individual employee is responsible for ensuring a copy of the timesheet (relevant to themselves) is submitted to the payroll/admin in accordance with the instructions listed above to ensure that there are no gaps in timesheet submissions (i.e., individuals assuming that a colleague / line manager will be submitting on their behalf)

This is an imperative business requirement as it has a direct influence on subsequent client invoices.

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Client: Durham Leisure

Venue: The Drunken Duck, Durham



**WEEKLY TIMESHEET**

Week Ending: **27/11/2022** Venue: **The Three Lions**

Employee Name:	MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL
	0700 1900 12	0700 1900 12	0700 1900 12	0700 1900 12	0700 1900 12			60
	1900 0700 12	1900 0700 12	1900 0700 12	1900 0700 12	1900 0700 12			60
						0700 1900 12	0700 1900 12	24
						1900 0700 12	1900 0700 12	24
	0800 1730 9.5		0800 1730 9.5		0800 1730 9.5			28.50
		0800 1730 10.5		0800 1730 10.5				21
<b>DAILY TOTAL:</b>	<b>33.50</b>	<b>33.50</b>	<b>33.50</b>	<b>33.50</b>	<b>33.50</b>	<b>24.00</b>	<b>24.00</b>	<b>215.50</b>

Venue/Site Manager: \_\_\_\_\_

T3 Security Representative: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: **25/11/2022**

Signed: \_\_\_\_\_ Date: **28/11/2022**

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**Assignment Instructions**

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**Venue:** The Drunken Duck, Durham

**4.4. Incident & Accident Reporting**

All staff are reminded that we have a legal and regulatory obligation to report all incidents and/or accidents that occur during the delivery of our services either on client's premises or within the public.

In the unfortunate event of an incident or accident taking place at your venue/site, you must follow these two steps.

**Step 1**

***Complete an Incident/Accident Form (T3-FOR-0008)***

**Step 2**

***Send the completed form and any supporting information to the respective Operations Manager and the Head of Operations and copy in your***

**Note:** All Incidents or Accidents must be reported before completion of the shift.

Incident and Accident reporting forms can be found in the venue file. An example of a completed Accident/Incident Form can be seen in Figure 7 below.

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Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham



ACCIDENT/INCIDENT REPORT FORM

All Incidents/Accidents MUST be recorded

Where an incident may lead to further action, for example an accident or injury to a customer or a team member, it is vital that the incident/accident reporting procedure is followed correctly, and that all relevant details are recorded.

CCTV footage shall be retained on site to assist any investigation.

Date:	03/11/2022	Completed By:	
Time:	2230hrs	Badge No.:	007
Venue/Site Name:	The Three Lions	Signature:	

Category (please tick)	
Accident:	<input checked="" type="checkbox"/> Sexual Assault:
Damage:	<input type="checkbox"/> Theft:
Drugs:	<input type="checkbox"/> Violence:
Health & Safety:	<input type="checkbox"/> Other:

**Description of Incident/Accident:**  
 Door Supervisor) slipped over whilst on the main stair case within the main venue building.  
 appears to have suffered a broken leg and was in a lot of pain. Accident took place around 10:30pm.  
 Venue manager was present and witnessed falling.

**Action Taken:**  
 Ambulance was called and was taken to Newcastle General Hospital.  
 called his wife who will meet him at the Hospital.  
 I called Operations Manager to let him know situation.

Police Informed:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Pip No.	N/A	Time:	N/A
T3 Manager Informed:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Name:		Time:	10:15pm
Witness Present:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Name/Address:		Tel No.:	

T3 Security Management Declaration  
I confirm that all incidents/accidents have been recorded and all information is accurate and correct at time of completion

Role:	Please Tick	Signature:	Date:
Venue/Site Manager:	<input checked="" type="checkbox"/>		03/11/2022
T3 Duty/Ops Manager:	<input checked="" type="checkbox"/>		03/11/2022

ALL INCIDENTS/ACCIDENTS REPORTS MUST BE SEND TO HR@T3SECURITY.CO.UK

Document Title:	Incident / Accident Report Form	Owner:	
Document Ref:	T3-FOR-0008	Date:	07.12.2022
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Figure 7 – Example Completed Accident/Incident Report Form

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## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### 4.5. *Drugs & Alcohol*

T3 Security Ltd want to be a safe and responsible employer when it comes to our people, the environment, and the communities we serve. Drug and alcohol misuse can have a negative effect not just on an individual worker, but on their colleagues, customers, and the public. Having a safe working environment, providing excellent customer service and being able to make sound business decisions are all critical to the success of the company.

T3 Security Ltd therefore have a **zero-tolerance** policy with regards to using or supplying drugs or alcohol during working time, immediately before working time or during break periods.

Random drug and alcohol tests may be performed by either the T3 Security management team or the client's management team at their discretion.

### 4.6. *Use of Mobile Phones*

Mobile phones are not permitted to be used during the delivery of your duties except in the case of an emergency or with prior agreement of your respective Operations Manager.

### 4.7. *Eating/Drinking on Premises*

Consuming food and drink are not to be carried out whilst on duty, other than during the pre-agreed break periods and is to be conducted in the allocated welfare facilities only.

### 4.8. *First Aid*

All Door Supervisors are suitably first aid trained as part of their SIA Licensing Training. Refer to venue manager for details of the first aid provisions provided on-site.

### 4.9. *Fire*

All Door Supervision personnel are responsible for adhering to the venue specific fire procedures whilst working on the client premises.

In the event of a discovering a fire, the following actions are to be taken: -

- Raise the Fire Alarm
- Call for Assistance and Notify the venue manager immediately
- **NO** attempt must be made to extinguish a fire unless it can be put out immediately using the provided firefighting equipment and without danger to the Door Supervisor.
- The incident should be noted in the 'Door Log' and an 'Incident Report' prepared for submission to the head office.
- Where the attendance of the Fire Brigade is necessary, the Door Supervisor is to pass on any relevant information pertinent to the fire to the Fire Brigade or Venue Manager.

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## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

### 4.10. *Emergencies*

All Door Supervision personnel are responsible for adhering to the venue specific emergency evacuation procedures whilst working on the client premises.

In the event of an emergency, you must notify the venue manager immediately and call 999 if required.

### 4.11. *Bomb Threat*

In the event of a bomb threat being presented to the Door Supervisor during their shift, they are to notify the venue manager immediately or call 999 for emergency services and follow their instructions accordingly.

If a call is received, the Door Supervisor is to inform the venue manager immediately. If a call is received by the Door Supervisor, the following should be adopted:

- Keep talking to the caller
- Pretend difficulty in understanding
- Try and alert someone in the vicinity to listen-in on the call
- Ask the following questions:
  - Where is the bomb located?
  - When is it going off?
  - What does it look like?
  - Why are you doing this?
  - Who are you?

Door Supervisors must record details of answers to the above. Pay particular attention to the:

- Type of threat
- Exact location of alleged bomb
- Origin of the call (i.e.: public call box, private telephone etc.)
- The time of the call
- The accent of the speaker
- Gender (male or female) and possible age
- Any background noise that might provide a hint of where the call is being made from (e.g.: trains, traffic, typewriter)

In the event of a suspected package being found on the premises, the Door Supervisor is to follow the **HOT** Protocol in accordance with their Action Counters Terrorism (ACT) training.

A safe distance cordon must be established, and the venue evacuated in accordance with venue evacuation procedures.

A Bomb threat checklist can be found overleaf.

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<b>Use the exact words of the caller or given in the message</b>			
<b>Questions that should be asked</b>			
1) When is the bomb going to explode?			
2) Where is the bomb?			
3) What does the bomb look like?			
4) Why are you doing this?			
5) What is your name?			
6) What is your address?			
<b>Characteristics of the caller</b>			
Male <input type="checkbox"/>	Female <input type="checkbox"/>	Adult <input type="checkbox"/>	Juvenile <input type="checkbox"/>
<b>Voice</b>			
Loud <input type="checkbox"/>	High-pitched <input type="checkbox"/>	Quiet <input type="checkbox"/>	Soft <input type="checkbox"/>
Intoxicated <input type="checkbox"/>	Raspy <input type="checkbox"/>	Deep <input type="checkbox"/>	Pleasant <input type="checkbox"/>
Other <input type="checkbox"/>	Please state		
<b>Speech</b>			
Fast <input type="checkbox"/>	Slow <input type="checkbox"/>	Distinct <input type="checkbox"/>	Distorted <input type="checkbox"/>
Stutter <input type="checkbox"/>	Nasal <input type="checkbox"/>	Slurred <input type="checkbox"/>	Lisp <input type="checkbox"/>
Other <input type="checkbox"/>	Please state		
<b>Language</b>			
Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Foul <input type="checkbox"/>	Other <input type="checkbox"/>	Please state	
<b>Accent</b>			
London <input type="checkbox"/>	Northern <input type="checkbox"/>	Southern <input type="checkbox"/>	Local <input type="checkbox"/>
Foreign <input type="checkbox"/>	Which nationality?		
Regional <input type="checkbox"/>	Which region?		
<b>Manner</b>			
Calm <input type="checkbox"/>	Angry <input type="checkbox"/>	Rational <input type="checkbox"/>	Irrational <input type="checkbox"/>

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Coherent <input type="checkbox"/>	Incoherent <input type="checkbox"/>	Deliberate <input type="checkbox"/>	Righteous <input type="checkbox"/>
Emotional <input type="checkbox"/>	Laughing <input type="checkbox"/>		
Other <input type="checkbox"/>	Please state		
<b>Background noises</b>			
Factory <input type="checkbox"/>	Bedlam <input type="checkbox"/>	Quiet <input type="checkbox"/>	Voices <input type="checkbox"/>
Music <input type="checkbox"/>	Office <input type="checkbox"/>	Animal <input type="checkbox"/>	Traffic <input type="checkbox"/>
Trains <input type="checkbox"/>	Airport <input type="checkbox"/>		
Other <input type="checkbox"/>	Please state		
Time call received			
Name and rank of person receiving call			
Who has been informed?			
<b>Any other remarks</b>			

*4.12. Searches*

The customer's standard operating procedures (if applicable) take precedence over these orders (the reason for this inclusion is that many sites have site specific search procedures).

**General Information**

Door Supervisors are reminded that they have no right to search members of the public within prior consent.

**Search Guidelines**

- Door Supervisors are reminded that only male supervisors can search other males (at their consent)
- Door Supervisors are reminded that only Female Supervisors can only search other females (at their consent)
- Make your selections at random
- If there is a positive suspect, who the customer wishes you to search, do so in a manner that will not bring suspicion of special selection that might point at a person upon whose information the search has been based

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- The individual selected, must be asked whether he/she is willing to submit to the proposed search of outer clothing or hand luggage search
- The individual must be asked whether he/she has possession of any property which he/she should make the Door Supervisor aware of
- Should an individual refuse to submit to a search in accordance with venue requirements, the Door Supervisor must deny/refuse entry into the venue
- It will be the Door Supervisor discretion to consider whether the police should be called.
- In the event of a non-finding search, the Door Supervisor shall thank the individual and at their discretion determine whether access shall be granted or not

### 4.13. *Lost & Found Property*

In the event of lost property being handed to a member of the Door Supervision team, the Door Supervisor must hand the items over to the venue manager. Any personnel looking for lost property are to be politely directed to the venue manager accordingly.

### 4.14. *Code of Conduct*

We at T3 Security Ltd would like our clients and patrons visiting the venue to have a welcoming and positive experience of our door staff, which will shine through their presence, attitude, and professionalism.

Door Supervisors must be smartly dressed in strict accordance with section 3.2 of the Assignment Instructions. If there has been a venue specific dress code put in place then it must be adhered to, management can refuse staff to work if they are not suitably dressed.

Door Supervisors are not permitted to leave their shift prior to the shift ending without prior consent and approval from their respective Head Door Supervisor or Operations Manager.

SIA Licenses should be prominently displayed at all times using the company issued armbands.

Door Supervisors should not: -

- Chew Gum.
- Smoke, Eat or Drink outside of designated areas or times.
- Have hands in their pockets.
- Lean/Sit Down anywhere in view of Clients or Customers.
- Use their mobile phones in view of Clients or Customers unless authorised by their Operations Manager in advance.

#### **Attitude**

- Door Supervisors must offer a friendly greeting and a genuine welcome into the client venues, this is the first and last impression many people have, and it must be positive.
- Door Supervisors must open doors for customers where possible.
- Door Supervisors shall always smile and be polite.

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Client: Durham Leisure

Venue: The Drunken Duck, Durham

### Professionalism

The following principles shall be adhered to at all times:

- Support 'Challenge 25' policy
- Follow the venue specific 'Stop and Search Policy'
- Follow the venue specific 'Drugs Policy', please note that any illegal substances found or confiscated should be handed to the venue manager immediately and record in the 'Door Log'
- Follow the venue specific 'Vulnerable Person Policy' (if applicable)
- Follow the venue specific 'Crowd Dispersal Policy'
- Follow the venue specific 'Access/Egress Policy'
- Always adhere to venue capacity protocols
- Carry out thorough incident reporting of incidents and/or accidents
- Act fairly and not unlawfully, do not discriminate against any person on the grounds of colour, race, religion, sex or disability
- Do not drink alcohol or to be under the influence of alcohol or any illegal substances whilst on duty
- Never solicit or accept any bribes or other considerations from person(s)
- Do not fraternize with customers, friends, or relations whilst on duty
- Make yourself aware of the emergency evacuation procedure and position of fire exits within the venue

In the event of needing to remove customers from the venue, the following must always be adhered to at all times: -

- In the first instance, all efforts must be made to speak to customers (when and where possible) making it possible for them to leave on their own accord.
- Only in the event of a threat of violence from a customer are they to be removed using any physical force.

#### 4.15. *Environmental & Infectious Diseases*

Whilst the nature of the product is environmentally friendly, T3 Security Ltd can ensure a more marketable product by introducing sustainable working techniques and being aware of our environment impacts whilst providing our services.

Protection of the environment in which we live and operate is part of T3 Security's values and principles. We consider it to be sound business practice and believe that we can encourage awareness of environmentally friendly practices by taking such measures as outlined below and by getting our competitors and other businesses to do the same. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

Door Supervisors with their knowledge of what happens at their respective venues are well placed to be proactive in improving energy efficiency. They may be able to identify ways to reduce waste and

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work more efficiently. Any suggestions are welcomed and should be discussed with their respective Operations Manager and/or venue manager.

Below are some areas that the Door Supervisors should consider during the delivery of their duties.

### Lighting

Which lights are most often left on – and do they really need to be?

Lighting uses up a lot of electricity and the bill can be reduced substantially by switching off unnecessary lights. Examples of lights which are often overused include those in car parks or external areas which are left on during daylight hours; and lights in storerooms, or internal areas that are occupied infrequently. Lights left on in unoccupied buildings overnight can be a real waste.

A tour of your venue at different times of day and night may reveal several locations where lights can be turned off without any inconvenience to the site's users. However, there are potential risks, which must be considered. While much continuous lighting is unnecessary, a few areas may need to be lit continually to ensure health and safety, and the requirements of partially sighted people also need to be considered. Lighting is addressed as part of the venue specific Risk Assessment which can be found in '*Appendix 7.1 – Risk Assessment*'.

### Electrical Equipment

Can certain items of electrical equipment be turned off when not in use?

Computers, TV's, jukeboxes, slot machines and a wide range of electrical equipment found in venues and all cost money when left on. A single TV left on overnight can use 1Kwh of electricity, wasting money and adding to greenhouse gas emissions. Again, most of us are becoming used to reducing our own personal waste by switching off appliances in our homes (not leaving the TV on standby, unplugging mobile phone chargers etc.)

Often the same approach can be applied in the workplace. As with lighting, any policy of turning items off needs to be carefully thought through to make sure that essential and/or continually used equipment is not powered down by mistake such as CCTV systems.

This shall be discussed as part of your venue induction training conducted by your Operations Manager.

### Emergent Infectious Diseases (EID's)

Infectious diseases have the potential to pose a significant public health threat and danger of infection to staff, their families and the general population.

This section contains general policy elements that are intentionally broad and that depending on the specific organisation demographics, location, and current disease threats maybe subject to change.

It is not comprehensive and does not constitute medical or legal advice.

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**Date:** 03/02/2023



## Assignment Instructions

Client: Durham Leisure

Venue: The Drunken Duck, Durham

At T3 Security Ltd, our aim is to protect our staff, their families, and the general public from harm resulting from exposure to an emergent infectious disease while they are working for our Company, and in/ around our client's facilities.

T3 Security Ltd.'s management team will be vigilant and stay informed about RID's around the world. We shall ensure that staff are kept well informed as needed on potential risks of new infections in their geographic location through the changes to existing organisms and/or immigration, tourism, or other circumstances. Appropriate mitigation measures will be deployed as required such as face coverings, PPE, hand washing soaps and sanitising stations. This will be managed on a case-by-case basis and in strict accordance with the guidance provided from Public Health England.

Venue specific risk assessments and assignment instructions will be modified accordingly to reflect the introduction of these new hazards and potential changes to venue procedures and processes.

All Door Supervisors shall be educated on the exposure risks, symptoms, and prevention of the EID.

In certain circumstances where company or government guidelines dictate that potentially infected individuals must isolate or quarantine, the respective Door Supervisor must notify the venue manager and T3 Security Operations Manager immediately to obtain guidance and instructions accordingly.

### 4.16. Policies & Procedures

As part of your employment with T3 Security Ltd, it is a mandatory business requirement that we make you aware of our Company Policies and Procedures and make them available to you upon request.

A full list of company policies can be found in the table below: -

Item	Policy No.	Policy Name.
1	T3-POL-0001	Adverse Publicity Policy - Rev.00 - 08.12.2022
2	T3-POL-0002	Anti-Bribery & Corruption Policy - Rev.00 - 08.12.2022
3	T3-POL-0003	Anti-Facilitation Tax Evasion Policy - Rev.00 - 08.12.2022
4	T3-POL-0004	Anti-Slavery & Human Trafficking Policy - Rev.00 - 08.12.2022
5	T3-POL-0005	Carbon Reduction Policy - Rev.00 - 08.12.2022
6	T3-POL-0006	CCTV Policy - Rev.00 - 08.12.2022
7	T3-POL-0007	Changes in Circumstances Policy - Rev.00 - 08.12.2022
8	T3-POL-0008	Construction Products Regulations Policy - Rev.00 - 08.12.2022
9	T3-POL-0009	Counter Terrorism Policy - ##DRAFT##
10	T3-POL-0010	Corporate Social Responsibility (CSR) Policy - Rev.00 - 08.12.2022
11	T3-POL-0011	Data Protection Policy - Rev.00 - 08.12.2022
12	T3-POL-0012	Disability Policy - Rev.00 - 08.12.2022
13	T3-POL-0013	Driving at Work Policy - Rev.00 - 08.12.2022
14	T3-POL-0014	Environmental Policy - Rev.00 - 08.12.2022
15	T3-POL-0015	Equal Opportunities and Harassment Policy - Rev.00 - 08.12.2022
16	T3-POL-0016	Equality and Diversity Policy - Rev.00 - 08.12.2022
17	T3-POL-0017	First Aid Policy - Rev.00 - 08.12.2022

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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

- 18 T3-POL-0018 Health & Safety Policy - Rev.00 - 08.12.2022
- 19 T3-POL-0019 Health at Work Policy - Rev.00 - 08.12.2022
- 20 T3-POL-0020 Annual Leave Policy - Rev.00 - 08.12.2022
- 21 T3-POL-0021 Lone Worker Policy - Rev.00 - 08.12.2022
- 22 T3-POL-0022 Occupational Noise Policy - Rev.00 - 08.12.2022
- 23 T3-POL-0023 *Vacant*
- 24 T3-POL-0024 New and Expectant Mothers Policy - Rev.00 - 08.12.2022
- 25 T3-POL-0025 Quality Policy - Rev.00 - 08.12.2022
- 26 T3-POL-0026 Smoking Policy - Rev.00 - 08.12.2022
- 27 T3-POL-0027 Social Media Policy - Rev.00 - 08.12.2022
- 28 T3-POL-0028 Training and Development Policy - Rev.00 - 08.12.2022
- 29 T3-POL-0029 Transgender Policy - Rev.00 - 08.12.2022
- 30 T3-POL-0030 Whistleblowing Policy - Rev.00 - 08.12.2022
- 31 T3-POL-0031 TUPE - Rev.00 - 08.12.2022

**4.17. Company Handbook**

Company Handbooks are issued to all employees at the time of employment. Further copies can be obtained by contacting HR in writing on the following email address.

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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

## 5. Equipment

### 5.1. Client Provided Equipment

Qty	Item	Product Serial No	Company ID No
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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

5.2. T3 Security Provided Equipment

Qty	Item	Product Serial No	Company ID No
-----	------	-------------------	---------------

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**Assignment Instructions**

Client: Durham Leisure

Venue: The Drunken Duck, Durham

## 6. Declaration

### 6.1. *Client Declaration*

<b>Name:</b>
<b>Position:</b>
<b>Signature:</b>
<b>Date:</b>

In the absence of the signed acceptance from the Customer within 14 days of these Assignment Instructions being provided, T3 Security Ltd will consider that they have been agreed and will provide the list of duties described herein. Any alterations or amendments must be agreed by both the Customer and T3 Security Ltd before commencing.

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**Assignment Instructions**

Client: Durham Leisure  
Venue: The Drunken Duck, Durham

**7. Appendices**

- 7.1. *Risk Assessment*
- 7.2. *Staff Declaration Form*

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**Risk Assessment**  
Client: Durham Leisure  
Venue Name: The Drunken Duck

## HEALTH & SAFETY RISK ASSESSMENT

**Client:** Durham Leisure  
**Venue:** The Drunken Duck  
**Assignment No.:** T3-C0016  
**Revision:** 00  
**Date:** 03/02/2023  
**Assessor:** C  
**Assessors Role:** Operations Manager  
**Assessors Signature:** C.

**Document Title:** Risk Assessment

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## Risk Assessment

Client: Durham Leisure

Venue Name: The Drunken Duck

### Guidance Notes for completion of Risk Assessment

#### 1. Identify Hazards

- Walk around the venue/site and list the hazards that may cause harm during the delivery of security services. Consider any Occupational/Environmental Hazards and use the client's staff to help provide information and/or assistance in completing the risk assessment.
- Consider the number of people involved, their awareness of hazards, training, and physical capability. (Remember that other people could be affected by the actions of our employee(s) whilst carrying out their duties).

#### 2. Assess the Risks

- Using the numerical guide in the Probability/Severity Matrix below, indicate what the likelihood of the injury would be if the hazard were to cause an accident and put the corresponding number in the 3rd column. Now consider the severity of an injury using the 4th column.
- In column 5, multiply out the Probability and Severity numbers to give the hazard identified a 'risk rating'.
- Based on your findings, you will now need to evaluate controls to minimise the risk and reduce the risk rating.

#### 3. Control the Risks

- What are the control measures already in place to control the hazard/risk identified? Include these in column 6.
- Remember if you cannot eliminate the risk altogether you will need to control or reduce the risk to as low as reasonably practicable (ALARP).
- Write down any recommendations for further controls/training required into the 7th column.
- Introduce Safe Systems of Work (SSoW) where necessary and identify any training requirements associated with such systems. Personal Protective Equipment (PPE) should be considered as a last resort. Remember to assign responsibility for control measures/actions to be taken and when these should be completed (columns 8 & 9).
- Re-evaluate the Probability and Severity (columns 9 & 10) and add the new 'risk rating' into column 11.

#### 4. Record Your Findings

- Ensure that identified risks and controls in place are incorporated into the Assignment Instructions (AI's). Sign and date the Risk Assessment, specifying a review date for re-assessment.

#### 5. Review the Controls

- Ensure a copy of the Risk Assessment is placed on the customer file and saved in relevant electronic file locations and that all personnel affected are made aware of the assessment and have signed their acknowledgement.

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- Monitor the assessment and review/re-assess if the assessment becomes invalid, an incident occurs on site or there are changes that affect the risk profile.

		SEVERITY				
		1 (Insignificant)	2 (Minor)	3 (Moderate)	4 (Major)	5 (Catastrophic)
		No injuries No Env. Damage < £ 1k Damage	First Aid Required Low Env. Damage < £ 10k Damage	External Medical Med. Env. Damage < £ 100k Damage	Extensive Injury High Env. Damage < £ 1,000k Damage	Death/Major Injury Toxic Env. Damage ≥ £ 1,000k Damage
PROBABILITY	5 (Almost Certain) Expecting in normal circumstances (100%)	<b>MODERATE RISK</b>	<b>HIGH RISK</b>	<b>HIGH RISK</b>	<b>CRITICAL RISK</b>	<b>CRITICAL RISK</b>
	4 (Likely) Probable in most circumstances (>10%)	<b>MODERATE RISK</b>	<b>MODERATE RISK</b>	<b>HIGH RISK</b>	<b>HIGH RISK</b>	<b>CRITICAL RISK</b>
	3 (Possible) Might occur (> 1%)	<b>LOW RISK</b>	<b>MODERATE RISK</b>	<b>HIGH RISK</b>	<b>HIGH RISK</b>	<b>CRITICAL RISK</b>
	2 (Unlikely) Could occur (< 1%)	<b>LOW RISK</b>	<b>MODERATE RISK</b>	<b>MODERATE RISK</b>	<b>HIGH RISK</b>	<b>HIGH RISK</b>
	1 (Rare) Exceptional circumstances (< 0.1%)	<b>LOW RISK</b>	<b>LOW RISK</b>	<b>MODERATE RISK</b>	<b>MODERATE RISK</b>	<b>HIGH RISK</b>

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HAZARD	WHO MAY BE AT RISK	RISK			CONTROLS ALREADY IN PLACE (INCLUDING PPE)	FURTHER CONTROLS	ASSIGNED TO	COMPLETION DATE	RISK		
		L	S	R					L	S	R

<b>Risk of Violence incl. Assault &amp; Weapons</b>	All Personnel	5	5	25	Staff are trained in conflict management & Physical Intervention in line with SIA standards.	Escalation process in place for volatile situations.	T3 Security	On going	4	4	16
					DS staff to be radio linked.	Door logbook for incident recordings.	T3 Security	On going			
					DS staff to work in pairs with additional support on busy or high footfall events or in line with licensing conditions.	Regular radio checks between all DS.	T3 security	On going			
					DS's to control entry of authorised patrons via analysis and I.D checks.	DS's to be mindful of POP, people objects and places.	T3 security	On going			
					Random searches on entry on patrons for weapons, drugs and prohibited items.	CCTV, accessible via venue management.	T3 security/venue manager	On going			
					Body cams to be worn where / when required. Banned persons list available at request from GM.	Tables cleared of glasses and bottles at earliest convenience.	T3 security/venue manager	On going			
<b>COSHH</b>	All Personnel	4	4	16	COSHH controlled by site staff. AI's do not detail any interaction. Air monitoring and asbestos test undertaken.	S/O continue to report any irregularity to customer. Continually monitor	Venue Manager	On going	3	3	9
<b>Slips, Trips and Falls</b>	All Personnel	4	4	16	Staff advised to always wear suitable footwear. Staff advised to use handrails where / when possible, especially on stairways, ramps, and stairwells.	DS's to report venue staff of any spillages.	T3 security/venue manager	On going	3	3	9
<b>Weather</b>	All Personnel	3	3	9	DS awareness of weather conditions and advised to wear suitable clothing in relation to weather.	Continuous monitoring	T3 Security	Seasonal	3	3	9
<b>Fire and Emergencies</b>	All Personnel	5	5	25	Fire evacuation plans in place (staff to be advised of evac plan).	Regular fire drills carried out by venue.	Venue Manager	On going	4	4	16

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		L	S	R					L	S	R
					Fire assembly point assigned.	Staff to report potential hazards if / when discovered.	T3 security/venue manager	On going			
					Fire extinguishers onsite.						
					Fire alarm smash glass panels located throughout venue.	Staff advised to contact emergency services for more serious incidents.	T3 security/venue manager	On going			
					Fire exits situated in building.						
<b>Anti-Terrorism</b>	All Personnel	5	5	25	All DS's to complete the Act e-learning course to heighten awareness.	Regular walk throughs, identifying any suspicious or unattended baggage	T3 security	On going	3	3	9
					Random Bag searches on entry						
<b>General House Keeping</b>	All Personnel	4	4	16	Area of work to be always kept clean	Operations Manager to complete workplace inspection during venue visit.	T3 Security	On going	2	2	4
<b>Searching</b>	All Personnel	5	5	25	Searches to a condition of entry and of customer consent.	Information to be recorded in DS logbook.	T3 security	On going	3	3	9
					Searches to be carried out in pairs and supported with CCTV where and when possible.						
<b>Venue Over Crowding</b>	All Personnel	5	5	25	Capacity levels are set for 300 persons max.	Counter Clickers front of house.	T3 security	On going	3	3	9
					DS's to monitor floor space available in line with venue capacity.	Hourly numbers recorded in DS log.	T3 security	On going			
<b>Noise Pollution</b>	All Personnel	4	4	16	Staff to be provided with earmuffs / plugs to reduce impact of loud noise when working inside the venue to prevent in temporary or permanent damage to hearing and/or infections.	Internal staff to be rotated around between noisy and quiet areas.	T3 security	On going	2	2	4
<b>First Aid / Injury</b>	All Personnel	4	4	16	All Door Supervisors to be First Aid trained to a nationally recognized qualification.	Staff advised to contact emergency services for more serious incidents or accidents	T3 security/venue manager	On going	3	3	9

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		L	S	R					L	S	R
					First Aid kit onsite and replenished / refreshed accordingly.	Incidents logbook to be completed accordingly.	T3 security/venue manager	On going			
<b>Insufficient Door Staff</b>	All Venues	2	2	4	DS numbers are set in line with venue individual license requirements.	Operation Manager to be informed of any short fall or failings of requirements.	T3 security	On going	2	2	4
<b>Lone Worker</b>	All Personnel				Lone working not required due to license conditions.	None	T3 security	On going	3	3	9
<b>Manual Handling</b>	All Personnel	5	5	25	Staff don't do any heavy lifting as part of the standard assignment.	Further training to be provided to ensure staff are fully aware of how to handle disabled clients.	T3 security/venue manager	On going	4	4	16
					Staff to follow appropriate manual handling / lifting technique.	DS's to refer to SIA training when removing / evicting customer(s).	T3 security/venue manager	on going			
<b>Smoking Areas</b>	All Personnel	5	5	25	DS's are only permitted to smoke on staff breaks and not in public view.	Smoking is permitted and advised in outside seated area only.	T3 security/venue manager	On going	4	4	16
					Customers are advised to smoke away from front entrance, allowing safe egress and clear ingress and egress for staff and other customers.	DS's to be aware of any restrictions or curfew of glasses, bottles, or alcohol within smoking area.	T3 security/venue manager	On going			
<b>Transport</b>	All Personnel	4	4	16	DS's to be mindful of surroundings and environment when evicting or refusing entry to customers. ie road highways and throughfares.	Hi viz vests / jackets available where and when required.	T3 security	On going	3	3	9
<b>Smoke / Fog</b>	All Personnel	5	5	25	Employee health questionnaire to be completed on commencement of employment.	DS's to advise Operations manager of any medical conditions that may be irritated or worsened by such hazards.	T3 security	On going	4	4	16
<b>Balcony's</b>	All Personnel	4	4	16	Safe working capacity to be enforced to prevent overcrowding.	DS to control the flow of travel to and from balcony where and when required.	T3 security	On going	3	3	9
					DS's to ensure the behaviors of customers is safe and sensible and not						

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		L	S	R					L	S	R
					endangering themselves or others around.						
<b>Glazing / Mirrors</b>	All Personnel	5	5	25	DS's to receive a full venue induction before commencement of first shift.	Induction to be recorded via IAuditor.	T3 security	On going	4	4	16
						DS's to report to venue of any breakages.	T3 security	On going			
<b>Drugs</b>	All Personnel	5	5	25	Drug searches (random or when required) as condition of entry.	DS's to follow venues drug policy.	T3 security	On going	4	4	16
						Any findings & confiscations to be recorded in DS logbook.	T3 security	On going			
						All class A, B, & C substances to be stored within the venues drug safe and handed over to at a convenient time.	T3 security/venue manager	On going			
<b>Welfare</b>	All Personnel	4	4	16	DS's to be aware of staff welfare facilities i.e., staffroom, toilets, or cloak rooms.	Operation's manager to conduct a regular staff welfare visit.	T3 security	On going	4	4	16
						Staff appraisal system in place.	T3 security	On going			
						Staff refreshment's available in line with weather and working conditions.	T3 security/venue manager	On going			
<b>Pyrotechnics</b>	All Personnel	4	4	16	DS's to be advised and briefed by the client or organizer of any event involving any polytechnics.	Safety Corden to be observed when such events or displays are in operation.	T3 security/venue manager	On going	3	3	9
<b>Queues</b>	All Personnel	4	4	16	DS's to be aware of queue management system for venue.	Induction to be recorded via IAuditor.	T3 security	On going	3	3	9
						DS's to report to venue of any breakages.	T3 security	On going			
<b>Outside Garden/ Seating Areas</b>	All Personnel	4	4	16	DS's to be aware of overcrowding in all external areas in line with venue max capacity.	Venue specific rules to be adhered to when external areas are in use i.e., all customers to be seated.	T3 security/venue manager	On going	3	3	9
					Only customers or authorised personnel to be permitted entry to external areas.	DS's to be aware of special requirements for said area i.e., pet friendly.	T3 security/venue manager	On going			

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		L	S	R					L	S	R
					Tables cleared of glasses, bottles, and crockery at earliest convenience.	venue manager	On going				
<b>Poor Lighting</b>	All Personnel	5	5	25	DS's to be alert when accessing, working in such areas.	Torches provided for poor visible areas i.e., Dark or poorly lit dancefloors.	T3 security	On going	3	3	9
					DS's to have radio links with all DS's	Hi viz vest available if / when required.	T3 security	On going			
<b>Electricity</b>	All Personnel	5	5	25	All equipment PAT tested by client, any irregularities to be report by DS	None	venue manager	On going	2	2	4

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