Chapter 7: Using equipment relevant to a door supervisor

Venue capacity

In order to ensure compliance with health and safety legislation and fire safety regulations, it is vital that door supervisors monitor how many customers and staff are allowed inside the premises at any one time. Venues, as a part of their licensing conditions, have a maximum capacity (or occupancy) figure, which is based on how many people can be safely evacuated from the premises in an emergency. Strictly adhering to this figure helps ensure the safety, comfort and enjoyment of those inside.

Radio calling

Staying in constant contact with door supervisors working within the premises will ensure that the venue capacity is not breached and the comfort, security and safety of the customers will not be compromised.

Using CCTV

Used alongside radios and handheld counters to ensure that the venue capacity is protected, as well as the staff and customers' safety and security.

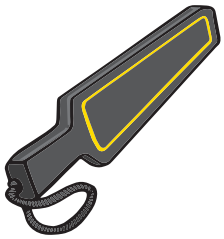


Safety equipment for door supervisors

As a door supervisor, you will often be outside of a venue in all weathers. You will also be vulnerable to a variety of hazards. The venue risk assessment will determine what personal protective equipment (PPE) is required to be worn and what security equipment is needed to carry out the various tasks while controlling entry and exit.

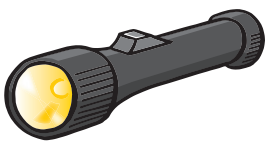
Examples of personal protective equipment (PPE) for door supervisors include:

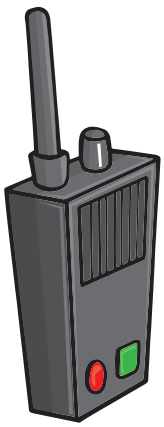
- waterproof clothing
- high-visibility clothing
- headwear
- gloves (needle/slash-resistant)
- rubber gloves and face shields (body fluids)
- stab-resistant vests
- ear defenders
- eye protection
- safety footwear



Security equipment:

- metal detectors and/or mirrors for searching
- body-worn CCTV
- radios
- mobile phones
- personal alarms
- torches
- equipment as it applies to the incident e.g. to help control infections
- breathalysers for testing the level of alcohol in the blood







Handheld counters

Handheld counters are useful when monitoring venue capacity, with one counter being used to record all those entering and another to record those leaving.



Chapter 7: Using equipment relevant to a door supervisor

Body-worn cameras

A body-worn camera is a 'hands-free' video recording device that is worn by a door supervisor. They record images and verbal evidence and are often seen as a tool to help:

- deter crimes
- secure evidence against offenders
- curb behaviour of customers and door supervisors
- identify offenders
- self-protection against malicious allegations

Communication devices

Door supervisors working internally and externally of the premises need to stay in constant contact with each other and must have communication channels available to the police, fire service, ambulance and other external services such as street pastors and St John Ambulance. Communication devices used within the security industry can include:

- radios and earpieces
- mobile telephone
- internal telephone systems
- internal public address systems (Tannoy)
- the venue DJ

All radio equipment should be tested and fully charged prior to use.



Telephone communications

As a door supervisor, you may well have to use the telephone during the course of your duties, whether to speak to other members of staff or to answer the phone to outside organisations or members of the public.

It is important that this is always done professionally and politely.

Phone calls need to be answered appropriately, in line with company guidelines. Enquiries should be answered correctly, but also bearing in mind company confidentiality. Important and/or urgent telephone calls or enquiries must be recorded correctly (phone logs) and all messages should be passed on promptly and accurately.

As a door supervisor, you will need to use effective communications when using the telephone, only using polite and clear language.

Although you should try to help enquirers if you can, you must not promise to do things that you are not allowed to authorise yourself.

Radio communications

Radios are important or even life-saving tools in your armoury. Care needs to be taken to ensure that radios are kept in good repair, that they are fully charged before a tour of duty and that they are used correctly.

Effective radio communication between security teams and other people on site is essential and helps to deal with incidents swiftly and efficiently.

Although radio procedures, call signs and pro-words vary between different organisations, there are a few basic guidelines that all security staff should follow.

REMEMBER

A **ACCURATE**

B **BRIEF**

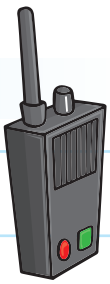
C **CLEAR**



All radio communication should be **accurate**, **brief** and **clear**.

You will need to familiarise yourself with local radio etiquette and you will need to know the call signs of other members of staff and other partners who may have access to the channel (police, CCTV operators, site management, etc.). You will also need to know how to use the radio correctly.

Chapter 7: Using equipment relevant to a door supervisor



Before using the radio, you should think about what you want to say, and then check that no one else is already transmitting. After pressing the transmission button, position the microphone about 5cm away from your mouth and speak clearly at normal speed. Common procedure words (pro-words) are often used to assist in the communication process. Check with your venue as to the radio protocol to start and end messages. Remember, when using a radio or writing a report be:



The phonetic alphabet

The NATO phonetic alphabet was developed in the 1950s to be intelligible and pronounceable to all NATO allies in the heat of battle. It is now widely used in business and telecommunications in Europe and the rest of the world. The phonetic alphabet requires words to be spelt out by their letters during a conversation. All the letters sound different, so there is no confusion about what people are saying. You may need to use the phonetic alphabet during the course of your duties as a security operative, as you may well have to use the telephone or radio to communicate with other members of staff, outside organisations or members of the public. It is important that this is always done professionally and politely - always remember to use clear language. Effective telephone/radio communication between security teams and other people on-site is essential and helps to deal with incidents swiftly and efficiently.

LETTERS

The Phonetic alphabet

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

NUMBERS

Numbers

0	Zero	5	Fife (five)
1	Wun (one)	6	Six
2	Two	7	Seven
3	Tree (three)	8	Ait (eight)
4	Fower (four)	9	Niner (nine)