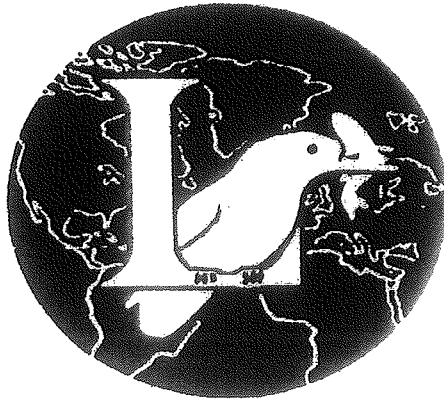


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LAKESIDE COUNTRY CLUB

Door Supervisor Briefing

Version 2

July 2012

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BRIEFING

Door supervisors contribute to the smooth-running of the event and help to provide the public face of the company. They are one of the first people that the public meet when they arrive on site, so door supervisors have a really important part to play.

Well briefed door supervisors will help events run safely and smoothly and time is allowed at this briefing session for questions and answers.

The notes below are intended as an aide-memoire only, to be adapted as appropriate. It is suggested that the briefing notes should cover the areas listed below:

Introduction to the facilities; its layout and management

Areas covered:

- Roles and responsibilities
- Fire exits
- Toilets
- First aid
- Crowd profile
- Procedures for the event
- Start and finish time for event

Forward intelligence

Include in the briefing any information received

General requirements of door supervisors

1. Any incident involving or relating to drugs or illegal substances, criminal acts or public disorder, will be investigated by the door supervisor/s who witnessed the incident in a calm and diplomatic manner and without using any force or bodily contact, encourage the offenders to retire to the reception area to resolve the matter or take further appropriate action if deemed necessary,
2. At any time a serious criminal offence is committed, a drug related incident or a public disorder incident occurs, police intervention will be sought, door supervisors will endeavour to keep the offenders detained until arrival of the police.
3. Once police presence is at the scene, door supervisors will co-operate with police instructions and remain at the scene, until discharged by the police officer in charge
4. Take all reasonable and practical steps to ensure the health, safety and welfare of yourself and others e.g. those attending the event so far as is reasonably practicable.
5. Direct customers to where they want to go e.g. toilets and first aid point
6. Carry out safety checks
7. Control or direct customers who are entering or leaving the premises, to help achieve an even flow of people to and from the premises.
8. Staff entrances, exits and other strategic points
9. No drugs to be consumed at any time
10. Recognise crowd conditions so as to ensure the safe dispersal of customers and the prevention of overcrowding.
11. Carry out security patrols inside and outside the building

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12. Assist the emergency services as required
13. Respond to emergencies (such as the early stages of a fire); to raise the alarm and take the necessary immediate action.
14. Undertake specific duties in an emergency or as directed by the venue manager or the appropriate emergency service officer.
15. If in any doubt about any of the above or if an emergency should arise, please contact the venue manager.

Communication and radio call signs

Key personnel will be issued with two-way radio handsets, channel traffic should be kept to a minimum.

Unattended baggage or suspected baggage

Report any suspicious baggage or packages to the club manager and do not touch

Duties before event

1. All door supervisors reporting for duty must report to the duty manager and sign in on the company register, complete all details listed in the register and while on duty wear their badge of authority in a prominent position on their person.
2. Any person who is suspected of carrying drugs, illegal substances or offensive weapons will be stopped (at the discretion of the door supervisors) and be asked to consent to a search, refusal by the customer will result in non admittance to the premises, When consent is given by the customer the search will, at all times be conducted with courtesy and politeness.
3. Make sure that your designated area is carefully checked
4. Make sure that any hazards to customers are identified and promptly reported
5. Correctly assess the seriousness of the hazard in consultation with the venue manager and take action which is appropriate to the nature of the hazard and the circumstances.
6. Make sure that whatever action you take does not endanger yourself or others
7. Clearly report the hazard and the action you have taken to the venue manager
8. Complete all necessary records legibly and correctly

Areas:

1. Confined areas
2. Open areas
3. Public areas
4. Non-public areas

Hazards:

- Dangerous facilities
- Debris
- Possibility of unauthorised entry
- Fire
- Hygiene
- Unsafe entrances and exits
- Defective signage
- Defective lighting
- Suspicious articles
- Defective emergency equipment

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Duties during event

1. During shows, dancing sessions and intervals, auditorium door supervisors will regularly circulate all accessible public areas, including toilets, which will be checked at regular intervals.
2. At closing time door supervisors will remain on duty until all customers have left the premises.

Duties after event

All incidents will be recorded in the door supervisors register

Emergency procedures

- Door supervisors shall insure that members of the public and other third parties are immediately moved away from the fire area to an area of comparative safety.
- If possible, and only if safe to do so, attempt to extinguish the fire with any available portable fire extinguisher. You must not place yourselves or others at risk.
- All fires, no matter what size or whether dealt with, must be reported to the venue manager who will notify the fire brigade if it is deemed necessary.

Emergency vehicles access

- The areas directly in front of the main doors are to be left clear for emergency vehicles (police, fire, and ambulance) including unmarked emergency vehicles on production of suitable ID.
- Check traffic cones are in place in front of building to prevent illegal parking blocking fire exits
- Traffic cones may be removed from club frontage once auditorium is clear

Training

The briefing covers fire safety and general health and safety. After the briefing there will be a tour of the facilities.

It is the responsibility of management to ensure that all safety personnel, whether employed in-house or under contract, are trained and competent to undertake both their normal duties and their roles under its emergency and contingency plans. The training also covers the specific needs of vulnerable people.

Emergency evacuation procedure

In case of emergency contact the venue manager immediately. An immediate assessment of the situation will be made, if the situation warrants it, the building will then be evacuated.

- When all people are out, secure your area to prevent re-entry until the all clear is given.
- On completion of evacuation make your way to the rendezvous point in your position, but if you need to evacuate site report to the rendezvous point for a roll call. The rendezvous point is the car park.
- All other personnel should report to the rendezvous point on hearing the emergency announcement.

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Be sure the appropriate extinguisher is used e.g.

Type	Suitable for
Water / Foam	Wood Paper and Textiles
C02	Electrical and flammable liquid fires
Dry powder	Flammable liquid and electrical fires

Bomb threat

If a telephone bomb threat is received details of the call must be recorded as accurately as possible. It is essential that the information is immediately passed to the police for evaluation and response.

Code of conduct

Door Supervisors are representatives of the management, and during many events are the only point of contact between the management and the public.

1. This event is for the public and they must be respected and looked after at all times please, be polite, courteous and helpful.
2. Door supervisors should at all times be smartly dressed. Their appearance should be clean and tidy.
3. Door supervisors should at all times concentrate on their duties and responsibilities

Door supervisors should never.

1. wear clothing that may appear partisan or may cause offence while on duty
2. Celebrate or show extreme reaction to the event
3. Eat, drink or smoke in view of the public
4. Consume alcohol before or during the event
5. Use obscene, offensive or intimidating language or gestures.

Disorderly Behaviour

Door supervisors should attempt to isolate the person from other persons. Then immediately contact the venue manager.

First Aid

Reception staff maintain a list of first aiders, the door supervisors must make themselves aware of any and all qualified first aiders present during any event/performance, first boxes can be found in the following locations.

- Reception desk
- Kitchen
- Bars

Lost Children

All Staff and door supervisors are asked to take special care when approaching lost or distressed children. They must ensure when going to the assistance of a child that they do not allow themselves to be alone with the child or perform any action that might be misinterpreted or otherwise put themselves under suspicion.

Special care should also be taken when children are around moving vehicles or equipment.

Lost Property

Contact the front desk

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DE-BRIEFING (Points to consider when conducting a de-briefing)

The de-briefing should cover any incident or other matter actually or potentially affecting the safety, comfort or well being of visitors. This should include, but not be limited to:

- Any problems observed with the structure, fabric or fittings of the building
- Any issues arising from the movement, location or conduct of customers
- Any breaches of the club regulations
- Any feedback from staff or customers
- Any new factor likely to affect the identification of hazards or the result of a risk assessment.
- Report issues while the facts are still fresh in their minds and / or to complete an incident report.
- provide for all relevant information to be recorded and retained
- identify any faults to be remedied
- Collect information on planning future events
- Inform the door supervisors of any action arising out of the debriefing

Notes: (please continue on a separate sheet if necessary)

LAKESIDE EVENTS SCHEDULE

TYPE OF EVENT	CHILDREN	MD	SIA	CA
Boxing, Wrestling and any contact sport	YES	YES	MAX	
Darts, Snooker or any other non-contact sport	YES		MAX	
Commercial Exhibitions and Trade Shows/Promotions	YES			MAX
Conferences and Seminars for Business/Religious/Community	YES			MAX
Dancing Competitions	YES			MAX
School Proms	YES		MAX	
Fashion Shows and Clothing Exhibitions/Sales	YES			MAX
Cabaret Shows	YES		MAX	
Charity Fund Raising Events	YES			
Nationally recognised Family Occasions	YES			MAX
Birthdays, Christenings, Engagements, Weddings and Wakes	YES			MAX
Pantomimes and Military Tattoos	YES			MAX
Adult Entertainment	NO		MAX	
Public Music Events	YES		MAX	

Notes:

- a. Events where "manned guarding" or customer searches take place require SIA staff.
- b. Medical doctors are mandatory for all contact sporting events.
- c. Customer Attendants are trained fire evacuation marshals and general helpers.
- d. Where maximum is indicated in the SIA/CA columns this is based on ticket sales using the agreed ratio.
- e. This list is generic, not exhaustive, merely illustrative.