

Chapter 1: Crimes relevant to door supervision

The Role of a door supervisor

A door supervisor is anyone who provides a Security Service in or at any premises, building or event that is licenced to sell alcohol to the public.

Door supervisors can be seen working at pubs, wine bars, night clubs, hotels and restaurants In most of our towns and city centres most nights of the week. Although supervisors no, matter who they are employed by are required by law to have an SIA licence to be able to carry out their roles.

Door supervisors need to be aware of a variety of civil and criminal laws and they also need to know what powers they have to deal with different situations when laws are broken.

Types of crimes

There are many serious offences that you may have to deal with during the course of their duties as a door supervisor. these are mostly criminal offences for which people can be arrested and prosecuted and the guilty verdicts in court who result in a wide range of punishments such as probation orders, fines, and terms of imprisonment.

Murder

This is committed when a sane person over 10 years of age, through some deliberate act or omission, causes the death (which takes place within a year and the day of the attack) of a human being, either intending to kill that person or some other person, or intending to cause grievous bodily harm.

Assault (GBH with intent)

Whoever show unlawfully and maliciously by any means whatsoever wound or cause grievous bodily harm to any person with intent to do grievous bodily harm to any person, or intense resist or prevent the lawful apprehension or detainer of any person, shall be guilty of an offence.

Whoever shall unlawfully and maliciously wound or inflict any grievous bodily harm upon any other person, either with any weapon or instruments shall be guilty of an offence.

Assault (ABH)

It is an offence to assault any person thereby occasioning him actual bodily harm.

Aggravated Assault (Serious)

An assault is classified as serious if the victim sustained an injury resulting in detention in the hospital as an inpatient, or any of the following injuries, whether or not they were detained in hospital: fractures, internal injuries, severe concussion, loss of consciousness, lacerations requiring sutures which may lead to impairment or disfigurement, or any other injury which may lead to impairment or disfigurement.

Assault

Assault may be very simply defined as an attack upon another person. An attack ranges from violent infliction of personal injury to very trivial tax and indeed need not involve any personal injury at all. Examples would be a punch which is aimed but does not connect, a gun pointed without being fired, or a dog being set upon another person, but where that person receives no actual injury.

Common Assault

An offence of common assault is committed where a person either assaults another person or commits battery.

Rape

A person commits an offence if:

- He intentionally penetrates the vagina, anus, or mouth of another with his penis.
- Someone does not consent to the penetration.
- Someone does not believe the other consents.

Sexual Assault

A person commits an offence if:

- He intentionally touches another person.
- The touching is sexual.
- Does not consent to the touching.

Crimes against property and premises

Danger with intent endanger life

It is an offence for a person without lawful excuse to destroy or damage any property, whether belonging to himself or another, intending to destroy or damage any property or being reckless as to whether any property would be destroyed or damaged, and intending the destruction or damage to endanger life of another or being reckless as to whether the life of another would be thereby endangered.

Reckless endangerment

A person commits the crime of reckless endangerment if the person recklessly engages in conduct which creates a substantial risk of serious physical injury to another person. Reckless conduct is that exhibits culpable disregard of foreseeable consequences to others from act or omission involved.

Criminal Damage

A person without lawful excuse destroys or damages any property belonging to another, intending to destroy or damage any such property, or being reckless as to whether any such property will be destroyed or damaged, shall be guilty of an offence.

Vandalism

Any person who, without reasonable excuse, wilfully or recklessly destroys or damages any property belonging to another shall be guilty of the offence of vandalism.

There must be either a deliberate intention to damage the property or act so reckless as to show utter disregard for the consequences.

The statutory charge of vandalism is used when property is damaged in the vast majority of cases. If the value is particularly high however, the common law crime of malicious mischief may be more competent as punishment can be greater.

Attempted vandalism may be a constant charge if there has not been damaged or destruction to the property.

Malicious mischief

Malicious mischief consists in the willful, wanton, and malicious destruction of, or damage to, the property of another person. There must be malice, either actual or inferred, on the part of the perpetrator, as intentional damage caused by the accident, or under a reasonable belief of right, is not criminal.

Threats to damage

A person who without lawful excuse makes to another threat intending that the other would fear it would be carried out, destroy or damage any property belonging to that or third person, or to destroy or damage his own property in a way which he knows is likely to endanger other life of a third person, is guilty of an offence.

Robbery

If he steals, and immediately before or at the time of doing so, and in order to do so, he uses force on any person, or puts or seeks to put any person in fear of being then and their subjected to force.

Robbery is the felonious appropriation of property by means of violence or threats of violence. Violence or threats of violence are an essential element of robbery and must have been used with the theft. The appropriation of the property must be simultaneous with the violence used or threatened.

Burglary

Defence of burglaries committed by a person who enters the building or part of a building as a trespasser with the intent to steal anything therein, or inflict grievous bodily harm on any person therein, or do unlawful damage to the building or anything there in, or having entered any building as a trespasser steal or attempts to steal anything or in flakes or attempts to inflict grievous bodily harm on any person there in.

House breaking

The offence of house breaking refers to incidents where somebody broke or (attempted to break) into someone else's home without permission and stole (or attempted to steal) something. This includes breaking into any office private business et cetera.

Theft

A person is guilty of theft if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it; and thief and steal shall be construed accordingly.

Theft is the taking and appropriating Of property without the consent of the rightful owner or other lawful authority. In other words, taking something belonging to someone with the intention of not giving it back. Theft and all its aggravations is an arrestable offence for door supervisors, as it is a crime against the common law.

Fraud

The common law of fraud in Scotland is very broadly defined. All that is required is that the accused, by a false pretence, induces the victim to do something which he or she would not otherwise have done. An example could be obtaining services by deception unlike other legal systems there is no requirement that fraud has an economic element, or any requirement that the victim has been induced to act to his or her detriment.

Possession of an offensive weapon

It is an offence for any person without lawful authority or reasonable excuse, proof well shall lie on him, to have with him in any public space an offensive weapon. Offensive weapons can be classed as any article made or adapted for use to cause injury to the person or intended by the person having it with him for such use. This includes vehicles, knives, glass and baseball bats.

Possession of bladed or sharply pointed articles

It is an offence for persons have with him any article which has a blade or is sharply pointed in a public place without good reason or lawful authority, the onus of proof being on the carrier this includes a folding pocket knife if the cutting edge of its blade is 3 inches.

Made as a weapon: include knuckledusters, batons, flick knives, swords.

Adapted as a weapon: include razor card, change with sharpened links, bottle smashed in half prior to use.

Intended to use as a weapon: include hammer, baseball bat, kitchen knife, bottle, vehicle.

Chapter 2: Conducted effective search procedures

Rights to search

As a door supervisor, you are still a private member of the public and therefore have no legal or statutory right to search any person without permission.

It is most important, therefore, that you'll take permission beforehand from a person you wish to search. Searching someone without the necessary consent could result in:

- criminal proceedings for assault being taken against you
- civil action being taken out against you and all the venue
- a criminal case against a person who committed a crime failing, as the search that found the evidence was illegal as consent was not obtained

Types of searches

The types of searches you will undertake as a door supervisor will be dependent on the types and potential customers of premises at which you work. What you are required to do will be specified in the venue search policy, which is a part of the admissions policy. You must always follow these guidelines. Subject to your venue search policy, you may be required for example, to search:

- people and all their bags on entry
- people already in the premises
- rooms in the premises or the whole building

Searching people

As part of the venue's admission policy, people may need to be searched before entry. The requirements consent to a search before being allowed entry usually to stop people from bringing any weapons or drugs, sharp objects, suspect packages, or any other unauthorised items.

The search policy should be clearly displayed at the entrance of the venue. There are three types of search selection policies:

general- everyone is searched.

random- selection is based on a random factor such as every fifth person.

Specific- a specific person is selected as there is evidence or any indication that they may be concealing an illegal or prohibited item.

Search refusals

As consenting to a search at the entrance is a condition of entry, anyone refusing to be searched to be politely but firmly refused entry. If a venue has a point of entry search policy, this should be clearly displayed at the entrance to explain the search to a potential customer, and the reasons for it. Any refusal should be noted in a search register or incident log.

Searching people and their property

Searches should be conducted in a friendly, routine way to reduce any feelings of embarrassment that the person might feel and they must not be seen as an act of discrimination by way of any particular door supervisor. When carrying out searches of people and their possessions, it is important that consideration is given to protected characteristics identified in the Equality Act 2010 and the laws relating to discrimination in Northern Ireland. This includes age, disability, gender reassignment, marriage and civil partnership, pregnancy in maternity, race, religion or belief in sex or gender. Also which should be carried out in a polite and courteous manner to avoid violent behaviour. Some people may feel intimidated or it when being searched, while others may be used to it. You should talk to people as you search to help them feel at ease, this also gives you the opportunity to explain the search policy. Fourth stop if it is feasible to do so, have an empty table in a dedicated search area so that you can ask people to empty the contents of their pockets and bags on the inspection, prior to their outer clothing being searched.

You should try to carry out the search as quickly and as effectively as possible, thanking them for their assistance afterwards.

To prevent any false allegations of theft being made against you, you should always try to have another door supervisor or member of staff present during a search to act as a witness or in case of

violence.

If you can, try to carry out all searches within the view of CCTV.

Special care should be also taken when searching people who may be in possession of drugs as there is a possibility of infection from the drugs themselves or from dirty needles. You can now buy nitrile resistant as well as rubber gloves for searching purposes, which are ideal for these situations. When the emphasis on the searching is for weapons, you may wish to use a slash proof gloves as protection against knife injuries or you can use search ones, metal detectors or archway metal detectors. these pieces of equipment can indicate the presence of both knives and firearms.

Body searches need to be made in a thorough systematic way to ensure that nothing is missed. You should advise Rd method of searching and should use the same system every time so that you do not forget to search particular areas.

A good way to search is to start from the top at the front and work your way downwards, then move behind the subject to repeat the process.

All searches must be carried out with consideration and respect for the person concerned. As a security operative you should not show sensitivity when searching transgender individuals.

searching rooms or buildings

Outside areas, buildings or individual rooms within the venue may also need to be searched before opening and closing.

Door supervisors may also be required to search for:

- weapons
- suspicious or missing people
- criminal activity eg. drug dealing
- suspect vehicles
- suspect packaging
- signs of intrusion
- stolen, missing or damaged property

Specific pre entry searches over the venue may be carried out by door supervisors to ensure that the premises are safe from any other prior to the first customers being allowed to enter.

Before conducting such an area search, you must ensure that you have sufficient support from colleagues to be able to conduct the search efficiently, effectively and safely. You also need to ensure that you have any necessary equipment with you to assist in the search and that you have a suitable method of calling for assistance if necessary.

Lockdown procedures and closing cheques should be carried out with the duty manager- this is to ensure that all windows and doors are locked. Closing cheques should also ensure that no patients are left in the toilet, VIP areas or areas in which it is easy to Stow away or fall asleep.

Search documentation

Venues that require the security team to search people or their property must provide a suitable method of recording searches.

Proper search records help to:

- ensure and show that such policies are being complied with
- identify reasons for individual searches
- protect security staff against malicious allegations
- protect the person who is being searched
- act as evidence in criminal proceedings

Most venues will provide door supervisor the formal search register or book to record details of searches conducted at their premises. Some venues require search details to be recorded on an incident report form with just by CCTV, unless an item is found and secured.

Search records, when used, are to be completed by the door supervisors conducting the search and should contain details such as:

- day, date and times of search
- location of search
- details of person searched
- details of the door supervisor searching and any witnesses
- reason for search
- details of such refusal
- details of anything found during search
- any action taken
- signatures

Dealing with property found during a search

Any stolen, illegal, suspect or unauthorised items found must be dealt with correctly, following the venue search policy. The DPS and control room should also be informed when unauthorised items are found. Possible actions, depending on what is found and under what circumstances, may include:

- giving a verbal warning
- reporting to your supervisor or line manager for advice
- reporting to the DPS for advice
- looking after an item for the customer until they leave
- seizing item and refusing entry
- seizing item, arresting customer and calling the police

Any items, including drugs that seized, must be kept securely or placed in the drug amnesty box if available. The items should then be properly recorded and reported following the local police.

Always follow procedures specified in the venue search policy.

Incidents or accidents

As a door supervisor, you must record all incidents or accidents that occur during his search, you must complete an incident report form and the incident or accident should be reported to the person in charge as soon as possible, with the emergency services contacted if needed.

You must always follow the venue's policy/assignment instructions.

Chapter 3: drug misuse legislation, issues and procedures relevant to the role of a door supervisor

Drugs

All drugs are potentially dangerous, but more so when they are misused or abused for non-medical or recreational purposes. The effects of different types of drugs vary widely, depending on the strength of the dose, the amount taken, the abusers state of mind and health, and whether they have been taken in conjunction with other substances such as alcohol. The quality of drugs bought on the streets would also vary, with differing degrees of purity and strength.

Add to these the risk from various methods of taking the drugs and it is easy to understand why most countries around the world have had to bring in laws to regulate their manufacture, sale, distribution and possession.

Night clubs and pubs have traditionally been seen as good places for drug dealers to sell their wares, and it follows that buyers were going to certain licenced premises purely to buy drugs. Door supervisors working at such venues have a moral, professional and legal duty to prevent the illegal sale and use of controlled drugs and to try to reduce the effects of such abuse, such as overdoses and accidents.

In order to keep incidents like these to a minimum, it is necessary to prevent drug dealers from entering the premises to supply drugs, and prevent users from bringing their own drugs in.

Misuse of Drugs Act

The Misuse of Drugs Act covers a whole range of different drugs offences that can be committed by the various people in the chain. It is important that as a door supervisor, you have at least a very basic knowledge of these so that you can understand what offences can be committed by whom and what powers you have to deal with them.

The main offences include:

- manufacturing controlled drugs i.e. growing or making them
- possessing a controlled drug i.e. having them on you or having control of them
- possessing a controlled drug with intent to supply, i.e. having a large supply and intending to share or supply them to others
- Allowing controlled drugs on premises i.e. knowingly permitting someone to possess, use or supply drugs on premises over which you have some control

Types of illegal drugs

All of the major controlled drugs found in and around licenced premises have been listed here, but there are other lesser known and little used drugs in each of the categories.

Class A drugs: the most harmful drugs are found under this category namely the narcotics and hallucinogenic drugs. narcotics were included in this class because of their dangerous addictive qualities, and the hallucinogenic drugs because of the violent reactions and activities of those who take them. these include crack cocaine, cocaine, crystal methamphetamine, methadone, heroin, LSD, MDMA, psilocybin.

Class B drugs: these are middle of the range in the series of illegal drugs. these include amphetamines, barbiturates, ketamine, cannabis, codeine, Ritalin.

Class C drugs: There are many drugs listed under this category, most of which are benzodiazepine or tranquillizers. These include GHB, rohipnal, anabolic steroids.

Other less harmful drugs are restricted under medicines act, and many other drugs are available under prescription from a doctor. The law on so called legal highs changed in May 2016, when the Psychoactive Substances Act came into force. This new law made it illegal to supply any psychoactive substances for human consumption, to sell them or even give them to anyone. The punishment for doing so ranged from prohibition notices, warnings or up to seven years in prison.

Drug dealers

Drug dealers come in all shapes and sizes, races and ages, and make it their business not to stand out or bring attention to themselves. For this reason, you will need to be particularly vigilant to prevent regular dealers from starting up business on your premises.

Dealers tend to position themselves in the same place whenever they visit the venue so that their customers get to know where to find them. These places tend to be the darker, more secluded areas of the pub or club, usually it's far away from the door staff and CCTV as possible.

They will often spend much of their time looking out for people who might be watching them.

Dealers also sometimes use runners and minders to help them carry and supply drugs, so regular short visits to a suspected dealer by another person would warrant further observations, particularly when watching for any obvious passing of cash or the drugs themselves.

Signs that might indicate that drug dealing is taking place at the venue might include:

- individuals being approached by lots of different people
- people making regular trips to the toilets with different people
- obviously covert conversations followed by exchanges
- a reduction in sales of alcohol
- information from customers or staff
- drugs litter being found

Drugs litter

While the premises are open, and at the end of the night, you will need to cheque for drugs later which might indicate that illegal drugs are being used or sold on the premises.

Drugs litter includes any packaging that the drugs might come in, or items that have been used to take the drugs.

Drugs litter includes:

- Syringes and needles
- magazine paper apps
- small piece of cling film
- small self-sealing bags
- hand rolled cigarette ends with the cardboard filters
- torn cigarette paper packets

Signs and symptoms of drug misuse

It is also important that as a door supervisor, you're able to recognise when someone is suffering from the effects of illegal drugs. It is part of your role to prevent entry at the front door to anyone showing signs that they have taken drugs, but also to be able to spot anyone inside the venue who may have taken drugs after getting in.

Because there are so many different types of illegal drugs out there, and because people react to drugs in different ways it is often difficult for adults supervised to tell exactly what type of drug someone has actually taken.

Common symptoms include:

- Uncoordinated behaviour
- irritability or aggression
- repetitive movements or actions
- mood swings
- confusion
- over excitement and or talkativeness
- dilated pupils
- obvious signs of stress or anxiety
- dizziness
- traces of powder under the nose
- bloodshot or watery eyes
- repeated sniffing or twitching
- excessive sweating
- looking drowsy
- falling asleep
- unconsciousness

Finding drugs during a search

One of the main reasons that door supervisors are tasked to search customers at the entrance to the venue is to prevent illegal drugs from being brought onto the premises. The venue search policy will explain exactly what you need to do on finding what you suspect to be an illegal drug during a search. If, for example, you search a customer at the point of entry for finding small magazine wrap containing a white crystal like substance who don't away in the back of the persons wallet, then you would certainly have reasonable grounds to suspect that the substance might be cocaine.

Option 1: cocaine is a Class A drug column and unlawful possession of a Class A drug is an indicatable offence, so you would have the power to seize the drug, arrest the customer, call the police and hand both the customer and the drug over to the police when they arrive. Procedure under arrest must be properly reported and recorded for powers of arrest for various types of drugs.

Option 2: alternatively Caroline you could seize the drug Carl and refuse entry to the customer and then record the find and report it to a supervisor or the DPS, before pushing the seized drug somewhere secure until it can be dealt with.

Scotland: there is no legal right to rest in Scots law, but there is a common law of detaining the person for the police.

Which option you take will be determined by the circumstances on your venue search policy, but both options are lawful. Some menus despite arresting call the police on any court in possession of drugs, whereas others prefer suggest refuse entry for small amounts, only arresting when large amounts indicating dealing are found.

Certainly, should you find anyone actually dealing drugs on the premises, they should be arrested and should hand them over to the police, provided that is safe for you to do so.

If you suspect that customer is regularly selling drugs at the venue but you cannot actually catch them committing the offence yourself then the DPS and the police should be informed. The police may decide to start cover or playing close observations on the premises themselves.

Safety: door supervisors should only seize drugs and arrest people if it is safe to do so. never put yourself in any unnecessary danger. Personal protective equipment should always be worn before handling any form of drugs litter. Any needles found should be stored in proper shop boxes, or an empty box or if a sharps box is not immediately available. Blood stained tissues or bandages should be placed into a proper contamination bin, such as the sanitary towel bin, or can be flushed down the toilet.

Chapter 4: preservation of evidence relevant to the role of a door supervisor

Evidence

When working as a door supervisor: whenever you arrest someone for committing an offence: or you witness something that you are later asked to provide a statement about: you may ultimately have to give evidence in subsequent court proceedings:

The rules of evidence are very straight, so it is important that you have a clear understanding of them and should at least know what is acceptable to a court and what is not. Evidence, in its simplest form, is information that may be presented to a court to decide on the probability of some point in question and particularly as to how it may determine a person's guilt or innocence.

Old court proceedings are governed by the laws of evidence that turn what facts may be proved in order to decide whether the accused is guilty or not, and how and by whom those facts may be proved.

The factor most criminal cases that need to be proved or disproved by evidence are the identity over the accused, whether or not they committed the offence for which they are on trial and any necessary knowledge or intent connected to the crime.

Relevance

Evidence is set to be relevant to court proceedings if his existence tends to show the truth, or otherwise, with a fact which is in issue in those proceedings. All facts admissible in evidence must be relevant to the proceedings, but not all relevant facts may be admissible in evidence due to legal rules.

Admissibility

a fact is admissible when the laws allow it to be proved in evidence .

Types of evidence

Direct: direct evidence is something seen, heard, or experienced by the person who relates it. It normally connects the accused directly with the offence in some way.

Circumstantial: circumstantial evidence can be described as presumptive or indirect evidence. Although it does not prove the offence itself, it proves other facts which, when added to other evidence colour support an inference or presumption of guilt.

Hearsay: evidence is hearsay if it relates to something that a witness has heard another person (not the accused) say about the offence, but they do not know to be true for themselves. That evidence can only be given by the person who experienced it for themselves.

Oral: oral evidence is that given by a witness when they verbally relate to the court what happened. The witness may recount from their first-hand knowledge what they said, saw, heard, tasted, felt, smelt or did at any relevant time.

Documentary

Documentary evidence includes any drawn, written, or printed document in any form which communicates visual or written messages from one person to another. A door supervisors' notebook or the incident log may be tendered as evidenced comments or stolen cheque which has been passed as payment. The original document itself is primary evidence, and any copy of it is secondary evidence. Such evidence can be presented to the court by a witness, who can explain its relevance orally. Over documentary evidence could include footage from fixed CCTV, body worn cameras, company mobile phones or computer records.

Real

This can be anything that is produced as an exhibit to the court by any person who has first-hand knowledge of its existence and relevance to the matter in question. Items such as weapons or drugs found by door supervisors can be real evidence.

Forensic

Forensic evidence is scientific evidence like fingerprints, footprints, DNA, blood, and hair. This type of evidence is vital to the police for linking suspects to scenes, victims, and crimes.

Perjury

Under the Perjury Act of 1911, it is a serious criminal offence for any person who is lawfully sworn as a witness in judicial proceedings, to willfully make any statement that they know to be false or do not believe to be true. At a Crown Court, anyone found guilty of such an offence may be sentenced to return of imprisonment for up to seven years

Preserving evidence

If a serious crime occurs on the premises, as a door supervisor, you are in an ideal position to be able to take charge of the scene and act in a way that could preserve valuable evidence for the police. In a serious incident or at the scene of a crime comment you should:

- take control
- contain potential evidence
- call for support and inform management
- cordon off the area
- restrict access to the scene
- show the police any potential evidence
- record what you have done

You should always consider CCTV evidence, items used during a crime and evidence like fingerprints, footprints, DNA, blood, hair and tool marks. Forensic evidence like this is invaluable to the police when investigating crimes and prosecuting offenders.

Reporting procedures

You may have to deal with a variety of events during the course of your normal duties as a door supervisor. You may also have to become involved in serious incidents or be called to the scene of a crime.

The venues policies will give details of what to do and who to inform when serious incidents occur or when crimes are committed, and these must be followed.

Serious incidents like injuries, fires or bomb threats will all require the assistance of the emergency services. You must know how to inform them and be able to provide them with as much information about the incident as possible, so that the appropriate help can be sent to deal with it.

Crimes, arrests, serious disorder and incidents taking place inside or outside of the premises will usually mean that the police have to be called.

Incidents reports will need to show:

- The day, date and time of the incident
- What happened
- How it happened knew line where it happened
- How you were alerted to it
- What you saw
- What you were told
- What action you took
- What the result was
- Details of any witnesses
- Any descriptions of people or property

As a door supervisor: you will need to ensure that you record as much information about the incident or crime as you can at the time it occurs, so that's a proper report can be made once the matter has been dealt with. A notebook is the ideal place to record such details at the scene. This information can be put into a formal incident log later if required.

Typical incidents that would require recording properly include:

- Entry refusals
- Ejections
- the use of force
- arrests
- serious crimes
- accidents
- searches
- seizure of drugs weapons or other items
- disputes and complaints
- suspicious behaviour visits by police or other authorities/agencies
- all other emergencies

Incidents reports should explain:

- how
- what
- where
- when
- why
- who

Remember:

A – Accurate

B – Brief

C – Clear

Purely factual, without personal opinion, and each separate report should be signed, dated and timed.

Using notebooks

Well full incident reports can be completed in the relative comforts of an office or staff room, there are occasions when you may need to make accurate comment timely notes while working at the scene of an incident. To ensure that sufficient details about a routine or unusual event are taken at the time, you will often need to use notebooks. A full report can be made of the incident later, using the information in the notebook that was taken at the time. Security notebooks are still official documents, however, should be used properly at all times. They should only be used to record work related matters. For these reasons, notebook should be kept securely as they may contain confidential information about the venue, the client, the security company all operational procedures.

Remember, your notebook may need to be produced and used as evidence in court.

Notebooks need to be completed in black ink, and notebook rules should apply. The mnemonic 'NO ELBOWS' is a useful way of understanding and remembering the general rules for when using notebooks.

NO Erasers

NO Leaves (pages) torn out

NO Blank Spaces

NO Overwriting

NO Writing between the lines

NO Statements in direct speeches

Notebooks should be record both routine and unusual events. As well as recording day today information like JT or shift times, they should also be used at incidents or during emergencies to record descriptions, names and addresses of witnesses, vehicle registration numbers and timings.

Notebooks should only ever be used to record workplace information, and never to record personal information or reminders. Other documents used to record details might include:

- incident reports
- logbooks
- search registers
- visitors' registers
- key registers
- duty sheets
- accident reports
- lost/found property registers
- message books
- handover reports
- police statements
- other venue-specific reports

Chapter 5: Licensing law relevant to the role of a door supervisor

Licensing laws

This section is intended to bring your attention some of the basic licensing laws that you should be aware of to enable you to carry out your duties as a door supervisor working on licensed premises. It is not a comprehensive guide to licensing but it will highlight some of the common regulations and offences you are likely to encounter as front-of-house security.

With many of the offences in licensing law, the license holder may be liable for the actions of the people working for them, even if they are not actually present when the offence is committed. The license holder may be convicted of a licensing offence, even if the employees has acted with total disregard of their express instructions.

As a door supervisor, you act as an agent of the license holder and as such, can in certain circumstances be held responsible for the observance or breach of those laws.

The Licensing Act 2003

The licensing Act 2003 is focused on the promotion of 4 main licensing objectives. It introduced the separate licensing of the actual premises used to sell alcohol, and of the individuals that manage them. Its key aims are to:

- Protect the public from alcohol-related crime, nuisance, and anti-social behaviour.
- Provide police and other authorities with powers to deal with problem premises.
- Recognise the role of licensed premises in the community.

Northern Ireland Licensing Order 1996:

- Offence for a minor to (<18) to be on licensed premises.
- Offence for a minor to purchase/intoxicating liquor.
- Offence to sell/permit consumption/deliver for consumption on or off the premise.
- Offence for minor to represent themselves as 18+ to purchase intoxicating liquor.

Licensing Objectives

The 4 licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm.

All licensing authorities must promote these objectives in everything they do concerning licensed premises. The person managing licensed premises must implement practices and measures to promote them as well, and all members of staff working on the premises, including door supervisors, must be made aware of their roles in promoting the licensing objectives in everything they do.

The Licensing (Scotland) Act 2005

The licensing (Scotland) Act 2005 came into force on 1st September 2009 and focused on the promotion of five main licencing objectives. it's introduced a separate licencing of the actual premises used to sell alcohol and of the individuals that manage them. It has increased powers for police and licencing boards to deal with problem venues and close down unlicensed premises for breaching the Licencing (Scotland) Act 2005. therefore, supervised direct role in ensuring licenced premises are compliant within the law.

Its key aims are to:

- Protect the public from alcohol related crime, nuisance and anti social behaviour
- provide police and other authorities with powers to deal with problem premises
- recognise the role of licenced premises in the community

If you are working as a door supervisor in Scotland, it is important that you know the five licencing objectives and understand how they impact how the premises you are working at must operate.

Five licencing objectives are:

- Preventing crime and disorder
- securing public safety
- preventing public nuisance
- protecting children and young persons from harm
- protecting and improving public health

Licensable activities

The Licencing Act refers specifically to premises and individuals engaged in what are called licensable activities. Licensable activities include:

- the sale of alcohol by retail
- the supply of alcohol on club premises
- the provision of regulated entertainment
- the provision of late night refreshment

The types of businesses, organisations and individuals that are normally regulated by the act include:

- Pubs
- wine bars
- night clubs
- members clubs

- off licences
- supermarkets
- corner shops
- restaurants
- hotels
- cinemas
- charities
- late night takeaways
- burger vans

There are two types of licences required before any premises can be used to conduct any of the licensable activities; a premises licence and a personal licence.

Premises licence

A premises licence is the single licence, issued by the local licencing authority, that allows specific premises to be used for any of the licensable activities. A premises licence can be granted to an individual over the age of 18, a company that wants to run a business from there and or organisations such as charities or educational institutions, once a premises licence has been granted for a specific venue, it will remain in force until it is either revoked or surrendered, or until such time as the venue is no longer being used for licensable activities or the actual premises licence holder dies, becomes incapacitated or goes bankrupt. It is illegal to operate a licence premises without the relevant licence being granted by the authorities.

Personal licences (not applicable in Northern Ireland)

A personal licence, however, can be granted to an individual who wishes to sell or authorised the sale of alcohol at a venue with the premises licence.

Designated Premises Supervisor (DPS)

The designated premises supervisor (DPS) is a person who holds their own personal licence and has been nominated as the individual for the time being specified in that licence as the premises supervisor. There can only be one DPS for each premises and they are the person responsible for the day to day running of the premises.

England is the main point of view countability and should be easily identifiable by the police and other authorities as the person in overall charge of the venue. The DPS must be named on the operating schedule and will, for example, devise and implement the venues admissions policy and other venue specific house rules.

Scotland: the premises manager is the person responsible for the day to day control of the licence premises. One and only one DPS is required where the sale of alcohol by retail takes place.

Northern Ireland: in Northern Ireland the role of the designated premises supervisor is known as 'responsible person'.

Door supervisors

Door supervisors, acting as agents of the DPS, need to work under the direction of the DPS at all times. They need to enforce the admissions policy and house rules on the DPS's behalf and work to help the run the venue in line with the four licencing objectives.

Point of entry

The first contact that potential customers have with the premises or event is at the point of entry (the entrance). It is the first point of sale, and the door staff are the first members of the venue staff that they will meet. It is important, therefore, that all members of the door team display professional appearance and attitude at all times.

It is here, at the entrance, that you will get the chance to improve the image of your profession in the eyes of the public. The way that customers treated her can have significant impact on their perceptions of the whole venue.

It is at the point of entry that you are required to use your judgement fairly and effectively while enforcing both the laws of the land and venues own policies and conditions.

Refusals

Refusing entry to unsuitable people is an important unnecessary part of your job as a door supervisor. Acting on behalf of the DPS, and under the licensing laws, door supervisors and other members of staff have the right to refuse entry to anyone who is drunk, for example, for anyone whose presence on the premises with subject the DPS to possible prosecution. Each venue will have its own admissions policy and house rules. In fairness to customers, and to help the door supervisors working at the entrance, and notice should be displayed outside the premises explaining what those policies and rules are. This helps potential customers to assess for themselves whether they are likely to be allowed entry before joining the queue, and show the grounds on which people are likely to be refused entry, showing that it is not just a decision made by a particular door supervisor at the time.

When refusing entry to customers, it is important that you do so in a polite and professional way, really explaining the reasons for the refusal.

Entry can and should be refused for the following reasons:

- The venue is already full
- the customer is under the influence of alcohol or drugs
- the customer is underage or cannot prove age suitably
- the customer does not comply with the venue's dress code
- inability or refusal to pay the entry fee
- a refuse all to be searched
- known troublemakers
- banned or subject to an exclusion order
- poor attitude
- any other breaches of other reasonable venue specific entry conditions

Ejections

As a door supervisor working on licence premises, one of your main tasks is to maintain order. Furthermore, the prevention of crime and disorder is one of the licencing objectives.

During the course of your duties, you may well have to ask people to leave a pub or a club as a result of their behaviour, and as a last resort may have to physically eject them from the premises if they refused to leave and asked.

Licence premises offer what is called an open invitation to members of the public to enter, whether on payment or otherwise, for an evening's entertainment. That invitation may, however, be withdrawn at any time.

Door supervisors, acting on behalf of the DPS can have the right to refuse entry to anyone who's presence is not welcome. Further to this, customers already on the premises may be contrast passes if the invitation to remain is withdrawn and they refused to leave when asked to.

As a door supervisor, you will need to use the rules of trespass mentioned in chapter two of this module to remove unwanted people from the premises.

Police powers

The Licensing Act 2003 based on other authority specific powers in relation to licenced premises.

The police, the licencing authority and other responsible authorities have the right to enter and inspect licenced premises at any reasonable time to assess the venue against the licencing objectives.

They can also answer to investigate whether the licence will activities taking place or about to take place on licenced, and whether they are being held in accordance with the premises licence itself and

any of its specific conditions.

The police may at any time enter any licence premises if they suspect that a new fence under the licensing act is taking place or is about to take place. The police do not need a search warrant to be able to do this, and it is an offence for a door supervisor or any other member of staff to obstruct or prevent the police from carrying out their duties. Furthermore, the police are allowed to use reasonable force to enter licence premises to carry out their duties if they need to.

Environmental health officers (EHO) also have the power to close specific licence premises to prevent noise nuisance. Again, the police can use reasonable force to close their premises if they need to.

They can also apply a Magistrates Court (sheriff court in Scotland) foreclosure order to close all licensed premises in a specific area for up to 24 hours. They may do this if they anticipate public disorder or nuisance problems due to a demonstration or a large sporting event.

It is an offence to open a licence premises while it is subject to a closure order.

Children and young people

The protection of children from harm is one of the four licensing objectives in England and Wales and one of the five licensing objectives in Scotland. This is to protect children from any form of harm arising from licensable activities. This might include psychological harm caused by adult entertainment, or physical harm from unsafe premises or alcohol itself.

Everyone working on licence premises has a moral as well as legal duty to protect children and young people. The following information will focus on the law regarding children on licence premises, and in particular on the consequences of selling alcohol to those under the age of 18.

Selling alcohol to under 18s

It is always against the law to sell alcohol to anyone under 18- without exception. A fine of an unlimited amount for doing so can be imposed by the courts.

Furthermore, a premises licence holder whose premises are caught selling alcohol to under eighteens on two occasions within a three-month period can be fined up to an unlimited amount and can have their licence suspended for up to three months (Policing and Crime Act 2009).

Bar staff are committing an offence if they knowingly allow the sale of alcohol to anyone under the age of 18, particularly when they could have prevented the sale from taking place; The maximum penalty if convicted is an unlimited fine.

Also, adults are committing a separate offence if they buy or even attempt to buy alcohol for someone under 18; a fine of an unlimited amount can be imposed by the court for doing so.

Allowing under 18s to consume alcohol

Even just allowing a person under the age of 18 to consume alcohol on the premises is an offence.

There is, however, one exception to this. Anyone aged 16 or 17 may be allowed to drink the beer, wine or cider bought for them by an adult, provided that it is consumed with a proper table meal when accompanied by the adult.

Collecting or taking delivery of alcohol

It is illegal for an adult to send anyone under 18 alcohol for them if it isn't from an off licence for example.

It is also an offence for alcohol to be delivered to a person under the age of 18 if it is also allowed that delivery to take place.

There are only two situations when a person under 18 can take delivery of alcohol that has been ordered by an adult:

- At home
- when working on licence premises it is part of their duties

Scotland: in Scotland, challenge 21 is no longer permitted and the challenge 25 scheme is enshrined under section six of the alcohol et cetera (Scotland) Act 2010 and must be followed.

Age verification policy

There must be an age verification policy in relation to the sale of alcohol on the premises. An age verification policy is a policy in which steps are to be taken to establish the age of a person attempting to buy alcohol on the premises (the customer) if it appears the person selling the alcohol that the customer may be less than 25 years of age (or such older age as may be specified in the policy).

When you, as a door supervisor, or any other members of staff are checking the age of someone attempting to buy alcohol, you should remember LADS:

L - look carefully at the person attempting to buy alcohol.

A - Assess their likely age. Do they look under 18, 21 or 25?

D - Decide whether to ask them for appropriate documentary proof of age.

S - Sure? Make sure that they are old enough before the sale is allowed.

Test purchasing

Test purchasing is where a person under the age of 18 is legally sent into licenced premises to attempt to buy alcohol, to find out if those premises are complying with the law regarding the sale of alcohol to children and young people.

Test purchasing operations are usually carried out by either the police or the weights and measures department of training standards.

If, during such an operation the underage person manages to buy alcohol, then the police can issue an on the spot fine of £90 to the person that actually sells the alcohol.

If the person is taken to court for the offence and found guilty, they could be fined up to an unlimited amount.

The police or trading standards may even ask for review of the premises licence itself, which could ultimately lead to its suspension or revocation.

Disorderly conduct

It is an offence to knowingly allow disorderly conduct to take place on licenced premises. The maximum penalty for this offence is a fine of up to £1000. everyone working at the venue, including door supervisors, has a legal duty to prevent disorderly conduct from being allowed on the premises. This is why it is so important that as a door supervisor, you are careful in your selection of customers at the point of entry, and that you monitor the behaviour of those already inside the venue. Anyone displaying disorderly or anti social behaviour should be asked to leave or must be ejected if they refused to do so.

Drunkenness

It is also an offence to allow someone who is drunk and all disorderly to remain on the premises. Anyone who is obviously drunk should be asked to leave all must be ejected if they refuse to do so. Anyone removed from the premises for being drunk or disorderly commits a further offence if they re-enter or attempt to re-enter the venue.

Selling alcohol to someone who is drunk

It is a specific offences cell or allow the sale of alcohol to someone who is drunk. Selling alcohol to someone who is already drunk can result in on the spot fines or court fines of up to £1000.

This is why it is so important that all door supervisors are vigilant at the point of entry, so that people who arrived already drunk or refused entry, to prevent them from being allowed more alcohol once inside.

Acceptable documents to prove age:

- a valid passport
- a valid EU photographic driving licence
- a proof of age standard scheme (PASS) card with a hologram

Gambling

The Gambling Act 2005 states that certain gambling activities are permitted without the authorization on licenced premises.

Gambling activities now allowed include:

- equal chance games (with stake/winnings limits)
- poker and poker style games (with stake/winnings limits)
- small incidental raffles
- customer lotteries
- bingo

Owners and managers of all licenced premises are expected to comply with the code of practise on gambling and gaming machines published by the Gambling Commission. It is recommended that specialist advice is sought before allowing other types of gambling to take place on the premises.

Smoking on licensed premises

Smoke free legislation A to protect both employees and the public from the damaging effects of second hand smoke.

In 2007 it became illegal for anyone to smoke in virtually all enclosed public places or workplaces. This includes licenced premises like pubs, clubs, hotels and restaurants. Smoking rooms are no longer allowed.

As a door supervisor, you should familiarise yourself with areas around your premises where staff and customers are allowed to smoke and you must ensure that customers refrain from smoking inside the venue itself.

If anyone smokes in an area which they are not allowed to, then the person smoking as well as the venue could be fined. Customers who do not comply with your request regarding smoking should be asked to leave the premises.

Prostitutes/Soliciting

It is against the law to allow prostitutes as solicit for business on any licenced premises.

How to come into the premises for a drink or a meal but cannot ply their trades from there.

It is also against the law to allow any licenced premises to operate as a brothel.

Sex establishments

Under the Policing and Crime Act 2009, such in licenced premises are licenced by the local authority so that we can operate as sex establishments.

A sex establishment is essentially any premises at which lap dancing or nudity is provided as entertainment for profit. Local authorities can grant a licence for such activities on licenced premises but always attach stringent policies and conditions to it. It is against the law to run a sex establishment without a licence, and to contravene on any of the terms, conditions or restrictions of the licence.

All sex establishment licence prevent anyone under the age of 18 from entering, for example.

Door supervisors working at licenced sex establishments need to make sure and fully understand down the terms, conditions and restrictions covering the venue, so that they can effectively help the DPS to ensure that the premises are run according to the law.

Chapter 6: Queue management and venue capacity responsibilities relevant to a door supervisor

Responsibilities when controlling queues and crowd capacity regulations

It is important that all door supervisors have access to most up to date guidance from the government to ensure that they comply with the current legislation. This may require individuals to regularly cheque which relevant websites and receive alerts/notifications directly from the SIA and health and safety executive.

The role of the door supervisor at the points of entry, including refusals and ejections is discussed in module 5. another vital part of venue management is managing queues to prevent conflict and exceeding the venues capacity. the venue capacity is stated on the premise licence.

You need to be aware of all the venue access points, including access ability access points such as for wheelchairs.

A consideration of queue management is now social distancing. Social distancing may be an ongoing requirement for infection control but also helps prevent conflicts from developing due to individuals not having sufficient personal space.

Personal protective equipment has always been considered important whilst carrying out bag searches or searching person due to the possibility of contact with bodily fluids or sharps. Since the emergence of COVID, PPE has become even more essential. Gloves should always be worn when in contact with other people's possessions or body. Gloves should be changed or sanitised in between contact with each individual's possessions or body. Additional PPE should include face coverings, high visibility jackets, et cetera. PPE is discussed in module 1.

Responsibilities of a door supervisor when managing queues include:

- Having a professional appearance and attitude
- ensuring that only appropriate people can enter
- ensuring that only the appropriate numbers of customers can enter
- ensuring safe entry for customers

All door supervisors have a professional appearance and attitude as per the information on page 102.

Personal appearance

A security operative should at all times:

- Wear clothes which is smart, presentable, easily identifies the individual as security operative, and is in accordance with the employers guidelines; and
- wear his/her security industry authority licence on the outside of their clothing whilst on duty, displaying the photograph side.

Professional attitude and skills

A security operative should:

- greet visitors to the premises in a friendly and courteous manner
- At fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives responsibility;
- carry out his/ her duties in a professional and courteous manner with due regard and consideration to others;
- Behave with personal integrity and understanding;
- Be fit for work and remain alert at all times; And
- develop knowledge of local services and amenities appropriately.

General conduct

In carrying out his/ her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person;
- not drink alcohol or be under the influence of alcohol or drugs;
- Not display preferential treatment towards individuals;
- never abuse his/ her position of authority;
- Never carry any item which is, or could be considered to be, threatening;
- report all incidents to the management; And
- cooperate fully with members of the police and partners, local authority, security industry authority, and other statutory agencies with interest in the premises or the way they are run.

Organisation/Company values and standards

A security operative should:

- Adhere to the employee organisation/ company standards;
- Be perceptive of the employee organisation/ company culture and values; And
- contributes to the goals and objectives of the employee organisation/ company.

Entry control/ admissions policy

It is a key responsibility that all door supervisors know and understand the venue admissions policy and the maximum capacity for the venue. The admissions policy is there to ensure that the premises complies with the licencing laws, as well as any venue specific requirements detailed in the premises licence.

You need to be aware of the admissions policy for event each year that you work at and you must ensure that it is over.

Advised to do provide most it was working at the entrance as two:

- What time customers can be allowed in from
- what time customers must be stopped from entering
- two management prevent exceeding the maximum capacity of the venue
- payment requirement
- what types of people should be refused entry
- what forms of ID acceptable for proof of age
- the dress code
- any illegal or prohibited items
- the search policy
- what to do with any illegal or prohibited items found
- the maximum numbers of customers allowed on the premises at any times (you may be required to use counters/clickers to count people in and out of the venue).

In order to provide proper control of the queue at the point of entry, it is important to:

- monitor the queue at all times
- meet and greet potential customers in a courteous and professional manner
- build positive relationships with their customers to encourage them to return to the venue in the future
- maintain observations throughout the queue
- provide good customer service
- safely control the entry of customers and ensure safety inside
- enforce the admissions policy on behalf of the DPS
- carry out search procedures where required
- monitor and assess the attitudes and behaviours of potential customers
- assess the sobriety of the customers
- deny access to unwelcome or unsuitable people

Door supervisors have responsibility in relation to crowd capacity regulations, devices such as manual tally counters should be used to count customers in and out of the premises and entries should be halted once capacity has been reached.

Talking to customers and using effective communication techniques help the door team to build good relations, manage customer's expectations and reduce incidents of conflict, therefore enhancing the reputation of the staff and the venue itself.

An affective admissions policy, if it is enforced fairly and equally, will go a long way towards ensuring that the customers can enjoy themselves and that door supervisors and other members of staff work in a safe environment.

Ejections and refusals

People that are ejected from or refused entry to a venue are often more vulnerable to specific crimes for attacks. It is important that as a door supervisor you are aware of the fact that often lead with vulnerable people including:

- Sobriety
- drug use
- age
- mental capacity
- attitude
- crimes and licencing offences

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 licencing conditions, have a maximum capacity figure, which is based on how many people can be safely evacuated from the premises in an emergency. Strictly adhering to this figure ensures the safety, comfort and enjoyment of those inside.

Radio calling

Staying instant contact with the doors as working within or seem comparable 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 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 for door supervisors include:

- waterproof clothing
- high visibility clothing
- headwear
- gloves (needle/slash resistant)
- rubber gloves and face Shields
- stop resistant vests
- ear defenders
- eye protection
- safety footwear

Security equipment:

- metal detectors and/ or mirrors for searching
- body worn CCTV

- radios
- mobile phones
- torches
- equipment as it applies to the incident for example to help infections control
- breathalysers for testing the level of alcohol in the blood

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 or supervisors
- identify offenders
- self protection against malicious allegations

Communication devices

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

- Radios and earpieces
- mobile telephone
- internal telephone systems
- internal public address systems
- 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 considered appropriately, in line with company guidelines thought including lost libraries should be answered correctly, but also bearing in mind company confidentiality. Important and/ or urgent telephone calls or inquiries must be recorded correctly (phone logs) and all messages should be passed on properly 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 inquiries if you can, you must not promise to do things that you are not allowed to authorise yourself.

Radio communication

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 they are used correctly. Next effective radio communication between 60 teams another one and helps to deal with the incident 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 communications should be accurate, brief and clear.

You will need to familiarise yourself with local radio etiquette and you need to know the call signs of other members of staff and other partners who may have access to the channel. you also need to know how to use the radio correctly.

Before using the radio you should think about what you want to say, and then cheque that no one else is already transmitting. After pressing the transmission combats in what position the marker in about 5 to metres away from from your mouth clear to normal silly Abbey centre speed. Common procedure words are often used to assist in the communication process. Cheque with your venue as to the radio protocol to start and end messages.

The phonetic alphabet

The NATO phonetic alphabet was developed in the 1950s to be intelligible unpronounceable to all NATO allies in the heat of battle. It is now widely used in businesses and telecommunications in Europe and the rest of the world. The phonetic alphabet requires word to be spelt out by their letter during a conversation. All the letters sound different comments 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 a 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

A – Alpha

B – Bravo

C – Charlie

D – Delta

E – Echo

F – Foxtrot

G – Golf

H – Hotel

I – India

J – Juliet

K – Kilo

L – Lima

M – Mike

N – November

O – Oscar

P – Papa

Q – Quebec

R - Romeo

S – Sierra

T – Tango

U – Uniform

V – Victor

W – Whiskey

X – X-ray

Y – Yankee

Z - Zulu