

CCTV System

- A high-quality CCTV system that is capable of producing a clear, recorded image in all lighting and weather conditions that can reasonably be expected. The image must capture sufficiently so as to be admissible as evidence for the purpose of identification.
- The CCTV system must be properly maintained in good working order at all times the premises are open, and that footage is stored for a **minimum of 7 days**.
- Ensure that access to the CCTV system is permitted only to authorised staff. (Stored in a secure room and password-protected). Particular care should be taken after any incident involving violence that Staff do not interfere with footage.
- Appoint a named CCTV manager and deputy to take overall responsibility for the system.
- Ensure that checks are carried out from time-to-time to ensure that CCTV cameras have not been moved from their original position, or otherwise interfered with.
- Train adequate members of suitable staff (eg:duty managers) to use the CCTV system to it's full potential thus ensuring that a member of staff is always available to replay footage and download material onto DVD or Video Tape immediately following an incident.
- Prepare an Evacuation Procedure for use in any Emergency, such as any Fire, Serious Disorder or Incident involving weapons. Ensure all Staff are trained to assist in evacuating customers as required.
- Prepare an '**Incident Management Protocol**' specifically to include advice on dealing with Disorder, an Early-intervention plan, an Ejection Policy, and advice regarding Use of Force. This Protocol should include Duty Managers, and Waiters.
- Ensure all staff are adequately trained regarding the '**Incident Management Protocol**' and that it is implemented by Duty Managers and Waiters.
- Maintain an Incident Book at the premises and ensure all Staff use it to promptly record details of any incident of Crime or Disorder on the premises, staff involved, Police involvement, outcome, etc. (Failure to comply should be a disciplinary offence, as it indirectly places all staff under higher risk in the future).