



Customer search policy

Date Created:

Expected Standards

There are 4 licensing objectives of equal importance:

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

It is a condition to conduct searches of customers bags and clothing to prevent crime and disorder and endeavour to provide a safe environment for our staff and customers.

How and when to implement the search policy

In the interest of customer safety, we will search all customers as a condition of entry. This search policy may be implemented depending on the type of event taking place, risk assessment by an event manager or on the advice of the police.

- **A sign** is displayed on the entrance and in the entrance, cloakroom and toilets clearly stating: ***“Mandatory searches of bags and clothing of all our customers is a mandatory requirement to gain entry to ANTIX.”*** An additional sign is displayed in the entrance, cloakroom and toilets stating: ***“No weapons or drugs are allowed on this premises. Anyone found in possession of either will have them confiscated and immediately reported to police.”*** It is everyone’s job to check these signs are always in place and visible.
- The customer should be informed that they are being searched as part of our entry search policy.
- After 22:00 or whenever door supervisors are on duty (except when the premises is hired exclusively for a private party- where door staff will be risk assessed) The Premises License Holder shall ensure that the DPS, or in his/her absence other responsible person shall ensure that the outer clothing, pockets and bags of those entering the premises is searched by door security personnel (where possible) of the same sex, in cases where there is reasonable suspicion that drugs, defined as Class 1 or Class 2 controlled substances under the Misuse of Drugs Act, or weapons are being carried. Metal detecting wands will be used as part of the search procedure and parties refusing to submit to a search when asked will be refused entry. In such cases where controlled substances or weapons are found the Premises License Holder shall ensure that the DPS, or in his/her absence other responsible person shall inform the Police in order that they may take any necessary action.
- Drugs and weapons seized will be placed in a locked receptacle set aside for this purpose. The means for securing or unlocking the receptacle will be retained by the premises license holder or the designated premises supervisor or in their absence any other responsible person. A record shall be made of the seizure, the time, date and by whom, and to whom the items were handed on to in a bound book specifically kept for that purpose. Such a book to be produced to an authorized officer of the Licensing Authority or a constable upon request. The premises license holder shall make suitable arrangements with the Police for the collection of any seized items.

What you are searching for:

- Illegal and recreational drugs
- Offensive weapons both obvious and concealed (these can include knives disguised as pens and credit cards) or an item that could be used as one
- Sharps (drug needles, scissors, glass or anything that could inflict harm)
- Alcohol (can be concealed in water or fizzy drink bottles, these should be confiscated)
- Noxious/corrosive liquids (these can be concealed in perfume bottles)
- Stolen goods
- Explosives
- Other unauthorised objects such as laser pens, fireworks, paint sprays, items we don't want in our venue.

How to perform the search:

- The search must be conducted by a SIA door supervisor.
- You must **request permission** from customers to conduct a search. If the customer refuses, they should be automatically denied entry/ejected.
- You should not open customers' bags; the customer must open their own bags, coats and empty out their own pockets into provided basket at the search station at the entrance.
- Metal detecting wands will be used as part of the search procedure covering all areas of the body.
- All searches should take place with a witness present preferably in an area with CCTV coverage.

When searching, consider your own personal safety.

- Are you in a safe environment to complete the search? – consider taking the subject to a more secure area preferably with CCTV coverage.
 - Ask the subject "Do you have anything on you that you shouldn't have?"
 - Ask the subject "Do you have anything on you that could harm me or you?"
 - Do not put hands in pockets – ask the customer to empty their pockets out into the basket on the search shelf.
 - Be conscious that if the subject is concealing something, if you get close to discovering it, they may react in a violent manner.
 - Be careful if searching a waist band or belt - sharps can be concealed in these areas.
 - It is best practice to wear gloves when searching.
- We operate a zero-tolerance policy on drugs and weapons and anybody found in the possession of drugs or weapons will be refused entry.
 - Items should be confiscated and dealt with under our drugs and weapons policy.
 - If you believe the drugs are for supply rather than personal use then the police should be notified immediately and an attempt should be made to detain the customer or at least to monitor their movements after they have left the premises.

This policy is published on our website (www.barantix.com)