

Supporting Women and Girl's Safety Policy

The safety of women and girls is a major concern for many people. The tragic deaths of Sarah Everard, Sabina Nessa and others serve as a reminder that this is an urgent public safety issue we all need to act on.

The private security industry makes a valuable contribution to this.

As an SIA licence holder, you play a vital role in protecting members of the public. You also have a duty of care with regard to [people in vulnerable situations](#), and your training included ways to identify and report predatory behaviour.

If you have concerns about someone's safety you should consider doing one or more of the following:

- report your concerns to your supervisor or the site/venue management
- seek the help of street pastors or street marshals
- take advantage of any local or national schemes aimed at keeping people safe, such as 'Ask Angela'
- in the case of a young person or vulnerable adult, call a relative of the person to help
- get a taxi or private hire vehicle for the person concerned (private hire vehicles must be booked through a licensed operator by phone, app or at a booking office; taxis can be hired the same way or hailed in the street or at a taxi rank)
- use 'safe havens' or other local initiatives run by organisations such as St John's Ambulance
- call the police

We sometimes receive reports from the police that licence holders have provided lifts home to drunk or otherwise vulnerable people whilst on duty. The information extends from genuine well-meaning acts of assistance to allegations of rape and sexual assault. We know this behaviour applies to a small number of licence holders, but it damages the reputation of everyone else in the industry.

You have been trained on the [standards of behaviour](#) we require of an SIA licence holder. These include behaving with personal integrity and understanding, as well as never abusing your position of authority. If you are aware of colleagues who do not meet these standards, please report their behaviour to us on our website.

Thank you for your dedication and professionalism in protecting the public.

Standards of Behaviour

1. Personal appearance

A security operative should at all times:

- wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines

2. Professional attitude and skills

A security operative should:

- greet visitors to the premises in a friendly and courteous manner
- act 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
- use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- be fit for work and remain alert at all times
- develop knowledge of local services and amenities appropriately

3. 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
- co-operate fully with members of the police and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they are run
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4. Organisation/company values and standards

A security operative should:

- adhere to the employing organisation/company standards
- be perceptive of the employing organisation/company culture and values
- contribute to the goals and objectives of the employing organisation/company

Protecting yourself and others

The private security industry plays an important role in the protection of the public.

We suggest that you read our [advice for security operatives](#). This includes:

- Guide to safer physical intervention for door supervisors
- Safer physical intervention for door supervisor's poster
- A guide to safer restraint

You can also read:

- [Case study - A fatal restraint](#)

Helping vulnerable people

When working in the night-time economy you have an important role to identify and support people who may be vulnerable.

Look out for signs of vulnerable individuals, who might be:

- under the influence of alcohol or drugs
- alone or receiving unwanted attention
- separated from friends
- lost or isolated
- being followed or threatened
- victims of child exploitation
- under the age of 18
- elderly
- with mental ill-health
- with learning, physical, or a range of invisible disabilities

Report concerns at once to your supervisor or the venue management.

If you are concerned about someone's ability to get home safely, please consider the following:

- seek the help of street pastors, street marshals or any other active schemes
- call a relative to help in the case of a younger or vulnerable adult
- get a taxi or private hire vehicle for the person concerned (private hire vehicles must be booked through a licensed operator by phone, app or at a booking office; taxis can be hired the same way or hailed in the street or at a taxi rank)
- use 'safe havens' or other local initiatives run by organisations such as St John's Ambulance
- call the police

Well-trained, professional, reliable security is an essential part of a business's front-line services to customers.

Please continue to fulfil your role to the highest standards. Thank you for your dedication and professionalism in protecting the public.

