



## Customer search policy

### 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

Depending on the event it may be necessary to conduct searches of customers' bags and clothing to prevent crime and disorder and ensure public safety. This policy deals with the approach.

We are committed to ensuring that our venue, staff and customers can enjoy our surroundings free from harm and are committed to treating everyone fairly, compassionately and in a non-discriminatory manner.

### How and when to implement the search policy

In the interest of customer safety, we will sometimes operate a random search of 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/organiser or on the advice of the police.

- At certain large events a sign will be displayed on the entrance and in the bar, area clearly stating:  
*To provide our patrons with safe and comfortable surroundings, we may request permission to search people entering these premises as a condition of entry. Thank you for your cooperation.* It is everyone's job to check that signage is in place.
- The customer should be informed that they are being searched as part of our entry search policy. Searches should also be conducted where there is a reasonable belief that the customer has been using drugs or may be in the possession of drugs or other illegal items or offensive weapons.

Implementation of the search policy will be instigated by security or the senior member of staff on duty.

If we decide to implement the search policy for an event, then the following steps should be taken:

- Brief security and or any staff who will be controlling the door that the search policy has been activated.
- Any guest suspected to be carrying weapons drugs or alcohol not purchased on the premises should be searched.
- Customers highlighted by other sources such as the police, partnership agencies, Pub watch, CCTV or other intelligence should be searched.
- Two members of security or staff will be present when any search is made to protect staff against any potential allegations

## 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.

## How to perform the search:

- The search must be conducted by security or a member of staff. Females will be searched by female staff, males by male staff.
- You must **request permission** from customers to conduct a search. If the customer refuses, they should be automatically denied entry.
- You should not open customers' bags; the customer must open their own bags, coats and empty out their own pockets at your request.
- 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.
  - 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.
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- The Rufus Centre operates 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.
  - Any items that have been confiscated should be placed in a sealed in a clear plastic bag along with a note of any details regarding where, when and how they were found. A log should be made in the incident and the police should be contacted. Whilst still on the premises, the bag should be kept in a secure location until it is in the hands of the Police. Make use of a safe, if one is available.

## Date Created:

## Date of last review: