



**Expectations of Bridgegate Staff when operating in Greenwich Students' Union spaces – signed agreement.**

This agreement dated ( \_\_/\_\_/\_\_ ) is made between Greenwich Students' Union (GSU) and Bridgegate Security (GB) Limited operative \_\_\_\_\_

I, the above named Bridgegate Security (GB) Limited operative, agree to,

1. Arrive on time for my shift.
  - I understand that late arrivals without prior or acceptable excuse will be reported to Area Manager as a risk and I will not return to site.
2. Understand that GSU students are not like the usual patrons I engage in a commercial club, and that they need to be managed in a less confrontational manner that does not impact my safety or that of any staff/patrons of the space.
  - All incidents will be reported and may be investigated by the University of Greenwich and/or Greenwich Students' Union.
3. Read and understand the GSU Door Policy to be ready to implement said policy.
  - I will ask for clarification on any point I do not understand.
4. Acknowledge that the students' safety is the primary concern in any given situation unless the student poses a risk to the venue, staff or our student membership.
5. Always protect our venue's licence and not to place said licence in jeopardy by way of detrimental action(s).
6. Acknowledge that if I am suspected of holding or distributing any illegal substances on campus, that I can expect to be searched and if necessary, detained.
  - This includes anything taken from a customer and not reported to GSU Duty Manager.
7. Only have my mobile phone out if or when strictly necessary (with prior consent of Head Door Supervisor or Shift Leader) or when on a break.
  - This includes taking your phone out when on the dance floor, in the toilets or on the door at any time (if not using as a torch or evidence gathering). If this is seen by management or by confirmed reports (CCTV), I understand that I will be off the job, incident reported to Area Manager and will not return to site.
8. Ensure that all students' identities are respected and protected as per the GSU Safe Space policy.

- This is available at <https://www.greenwichsu.co.uk/pageassets/aboutus/constitution/GSU-Safe-Space-Policy-Updated.pdf>
  - Personal relations with any patron of any GSU space whilst on shift is not allowed. Strictly no overtly familiar touching as this is highly inappropriate and in contravention of GSU Safe Space Policy.
9. Ensure that physical intervention is a last resort and to indicate to non-compliant student/s prior to physical intervention that you are going to physically remove them by means of deploying the 5 Step Appeal Model.

## **The 5 Step Appeal**

### **Step 1 - The Ethical Appeal**

Ask the person to do something eg please stop shouting, or please leave. Some people will respond to this.

### **Step 2 - The Reasoned Appeal**

Re-enforce the rules, what should be happening, explain why you made the request and link it to how they have behaved.

### **Step 3 - The Personal Appeal**

An appeal to them – do you think it's a good idea to behave like this/speak to me like that. Give them options for what might happen once they calm down

### **Step 4 - The Practical Appeal**

This is the final appeal to them before action. The last chance! What can I reasonably do to sort this out, get you to leave for now. This does confirm to them their resistant behaviour and the need to do something.

### **Step 5 - Action**

Which option you choose will be based on the threat as you see it, having considered all the impact factors.

10. In the event that a student demonstrates signs of intoxication and are a risk to themselves, the venue, the staff and other students, I will ensure that the student is brought to the front of house to be monitored and cared for. If necessary, I will call an ambulance.

– I will read and understand the information displayed in the venue about how students can get home safely from the venue and be able to relay this if asked.

Door Staff Name: \_\_\_\_\_

SIA License Number: \_\_\_\_\_

Date of Agreement: \_\_\_\_\_

Signed Door Staff: \_\_\_\_\_

Duty Manager Name: \_\_\_\_\_

Signed GSU Duty Manager: \_\_\_\_\_