



# TWININGS

SECURITY & CONSULTANCY

AW House

To whom it may concern

Further to the application for a premises license at 15-19 Garmin Road, N17; We have been the Cause's security company since 2019 and during this time we have had minimum incidents while working at this Venue; as such we would like to add our support to the license application submitted.

As a security company, our team are trained above the minimum standard set out by the sia;

- Staff are trained to a minimum of Basic life support; this qualification is refreshed annually
- We provide a qualified medical team (EMT); The medic team have a minimum of a FREC 3, FPOSI Level 4, MIRA, PHTLS, TECC and ILS
- The Head Door holds a minimum of an ILS qualification
- All staff are regularly trained in Ask Angela and WAVE
- All Security Staff attend monthly in-house training, this includes (but is not limited to); Customer support, Conflict Management, Use of Body Worn Cameras and Data protection, Mental health First Aid Awareness, Safeguarding, First Aid refreshers, Statement writing, Ask Angela and WAVE, Search procedures, ACT 1 and ACT 2, Fire Marshall.
- We deploy breathalysers to medic team, and these are used if we believe a customer or a potential customer are over intoxicated, this also allows us to provide welfare to intoxicated customers before they leave. This reduces the risk of harm and incidents.
- Welfare Teams are provided to monitor the crowd inside the venue ensuring that any customers at risk are brought to the attention of the security and medic teams for monitoring
- We have a Welfare/Medic room where customers can attend for quiet space, medical attention and welfare. Water and blankets are available here, as well as monitoring from our qualified medic team
- At all times we try our best to contact friends and family of vulnerable customers however this is not always possible. If this is the case, the customer is closely monitored until they are safe to leave the venue, and then our security team ensures they leave via a licensed Taxi/Mini Cab.
- Body Worn Cameras are deployed to the security team; this uploads immediately and is available immediately upon upload to authorities if requested. Any incidents that have been captured are evidenced and held on the system for a minimum 18 months.
- Daily log books and incident report books are kept on site
- All security team should have a pocket note book to note anything of concern immediately/as soon as possible.

Having a well trained security team at this address, can also help to address localised crime, as the high vis presence can be a deterrent, along with the training our team receives and the BWC worn.

Kind Regards

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