

SIRV

Thank you for downloading our

**EJECTING PEOPLE SOP**

## CONTENTS

1. Introduction
2. Ejecting People SOP
3. About SIRV
4. Disclaimer

# INTRODUCTION

**Working with our community we've put together some SOPs for you to use, free of charge.**

**The SOPs are designed to be read by the individual on the ground and follow the format used by our decision support system, a decision tree that asks one question and provides one or more answers and instructions.**

# EJECTING PEOPLE SOP

## NOTE

References to 'Control' can either refer to superiors in a control room or any decision making authority

## Page 1

QUESTION: Is ejection owing to:

- Behaviour or
- Unauthorised Access

ANSWER: Behaviour (go to page 2)

ANSWER: Unauthorised Access (go to page 8)

## Page 2

QUESTION: What is the reason for ejection?

ANSWER: The behaviour is affecting the safety and enjoyment of others (go to page 3)

ANSWER: Threatening/abusive/insulting behaviour (go to page 3)

## Page 3

### INSTRUCTION:

- Request the attendance of another security officer
- Explain the property is private and reserves the right to refuse entry
- Explain to the person they have acted in a manner which, in the opinion of the management, has, or is likely to, affect the safety or enjoyment of other visitors or staff
- Ask the person to cooperate with you, ask them to leave and escort them to the nearest exit
- Be courteous, use the words 'please' and 'thank you' more than any other words

*CONT....*



## Page 4

**QUESTION:** Has the person cooperated with your request to exit?

**ANSWER:** Yes, complete Ejection form (go to page 14)

**ANSWER:** No (go to page 5)

## Page 5

**INSTRUCTION:** Contact Control to assess whether an enforced ejection of the person is necessary

**QUESTION:** Is a force-able ejection required?

**ANSWER:** Yes, go to page 6

**ANSWER:** No, Complete Ejection form (go to page 14)

## Page 6

QUESTION: Is the decision to contact the Emergency Services and ask for police attendance or to perform ejection without police attendance?

ANSWER: With police in attendance, complete ejection form after ejection (go to page 14)

ANSWER: Without police in attendance (go to page 7)

## Page 7

### INSTRUCTION:

- Ensure you have a second security officer in attendance before attempting any ejection
- Agree with Control and the second security officer the exit to which you will remove the person to
- When ejecting if you have to use force it must be REASONABLE, PROPORTIONATE and NECESSARY.
- Remember if it is not necessary to use force it can never be reasonable or proportionate or even within the law. Remember COMMUNICATION before CONFRONTATION.

After ejection, complete ejection form (go to page 14)

## Page 8

### INSTRUCTION:

- Confirm whether the person has a legitimate reason for gaining access.

Note: Someone gaining access to a venue with an admission fee without having paid the appropriate sum is also termed unauthorised access

QUESTION: Is the person NOT authorised to be in the location?

ANSWER: Yes (go to page 9)

## Page 9

### INSTRUCTION:

- Explain the property is private and reserves the right to refuse entry
- Be courteous, use the words 'please' and 'thank you' more than any other words
- Ask the person to cooperate with you and escort them to the nearest exit

QUESTION: Is the person resisting your request to be escorted to the nearest exit?

ANSWER: Yes (go to page 10)

ANSWER: No, complete ejection form after ejection (go to page 14)

## Page 10

### INSTRUCTION:

Contact Control and request the attendance of another security officer to escort the person from the premises

QUESTION: Is the person still resisting your requests to exit?

ANSWER: Yes (go to page 11)

ANSWER: No, complete ejection form (go to page 14)

## Page 11

### INSTRUCTION:

- Contact the Emergency Services by dialing 999 and ask them to attend site and assist you in the ejection of an unauthorised person
- Inform the person of the contact with the police and stay with the person until the police arrive
- Only force-ably eject the person without the Police in attendance with Control's explicit authorisation.
- After ejection complete Ejection Form (see page 14)



## Page 12

QUESTION: How are you ejecting the person?

ANSWER: Without police attendance (go to page 7)

ANSWER: With police attendance (go to page 13)

## Page 13

### INSTRUCTION

- Contact the Emergency Services by dialing 999 and ask them to attend site and assist you in the ejection of an unauthorised person
- Inform the person of the contact with the police and stay with the person until the police arrive
- After ejection complete Ejection Form (see page 14)

## Page 14

### Ejection Form suggested fields

|                                   |                          |
|-----------------------------------|--------------------------|
| Date & Time                       | Images (if applicable)   |
| Site & Location                   | Comments                 |
| Was there any CCTV coverage       | Reason for ejection      |
| Was CCTV footage viewed by anyone | Sketches (if applicable) |
| Location of CCTV                  | Person(s) name           |

*CONT....*

## Page 15

|                           |               |
|---------------------------|---------------|
| Contact no                | Disability    |
| Gender                    | Ethnic Origin |
| Name of reporting officer |               |

## ABOUT SIRV

**Systematic Intelligent Risk Valuation (SIRV), is a software platform used by some of the biggest brands in the world to improve the quality of reporting and decision making.**

**Find out more at [getsirv.com](https://getsirv.com)**

**Got any feedback? We'd love to hear your thoughts, please email [info@sirv.co.uk](mailto:info@sirv.co.uk)**

# DISCLAIMER

The information contained in this website is for general information purposes only. The information is provided by SIRV Systems Limited and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of SIRV Systems Limited. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, SIRV Systems Limited takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.