

RADIO GUIDANCE AND ETIQUETTE

The radio link is **NOT** a replacement for emergency services.

Please call 999 in the case of an emergency.

TALKING ON THE RADIO

- Press and Hold the “Push To Talk” (PTT) button and wait for a series of tones before speaking
- Hold the radio approximately 3 inches away from your mouth.
- Speak in a calm, slow, and clear voice.
- Keep messages short and precise.
- Listen and respond to requests for further information.
- Monitor the radio until the issue is resolved.

SIGNING ON AND REQUESTING A DAILY RADIO CHECK

- Ensure no ongoing communication before conducting a radio check.
- Always start with your premises name.
- Example: *"This is [Premises Name]. All radio users, can I have a radio check, please?"*
- Standard reply: *"[Premises Name] hearing you loud and clear."*
- Always acknowledge responses with a *"thank you."*

WHILE USING THE RADIO, DO NOT:

- Swear.
- Engage in casual conversation.
- Talk over other users.
- Use racist or sexist remarks.

Under the General Data Protection Regulation (GDPR), radio users are not permitted to use names to identify persons of interest unless using an earpiece.

CHARGING THE RADIO

- Always turn off the radio before charging.
- Do not leave the radio switched on while in the charger.

WHEN TO USE THE RADIO

1. Suspicious Behaviour

If you observe suspicious activity:

- Alert all radio users.
- Provide a description of the person(s) using the appropriate format.
- Update the information if the individual leaves, including their direction of travel.
- Respond to further information requests.

2. Theft or Attempted Theft

If theft or attempted theft occurs:

- Alert all radio users.
- Describe the suspect(s) as per the format below.
- Provide details of the suspected stolen items.
- Follow internal policies and procedures.

3. Urgent Assistance

If there is imminent danger to staff or customers:

- Dial 999
- You can also press the alarm button on your radio and call for immediate assistance, stating your premises name.
- If another user activates their alarm and requires urgent assistance, dial 999 on their behalf.

The radio link is NOT a replacement for emergency services. The police and CCTV control team cannot guarantee a response via the radio link. All immediate police response requests should be made by dialling 999.

GIVING A DESCRIPTION

Provide descriptions in a clear and professional manner:

- **Gender:** Male / Female.
- **Ethnicity:** White, Black, Asian, Roma.
- **Clothing:** Describe logos, colours, and distinctive features.
- **Accessories:** Handbags, bags, prams.
- **Associates:** Mention accompanying individuals, such as children, or groups.

Nationalities should NOT be mentioned over the radio.

RADIO COMMUNICATION GUIDELINES

Call Signs

Each user's call sign corresponds to the premises name. **Examples:** TESCO, MR WOLFS, MOTHERS RUIN

Format: *(Call Sign) to (Receiver)*

Conducting a Radio Check

Perform a daily radio check to ensure functionality. **Example:** "TESCO radio check, please."

Receivers

Most stores are equipped with a radio. **Example:** "MR WOLFS to MOTHERS RUIN."

Other available receivers include:

- **Brunel:** Bristol City Council Operations Centre, area surveillance camera operators assisting with monitoring.
- Please note, there are Retail Support Rangers that work within the Bristol Shopping Quarter (Broadmead area), they use the radios and communicate with stores there. They are not able to attend to issues outside of this area.

Establishing Communication

- Address the intended recipient's call sign and wait for a response before proceeding.
- Speak clearly and loudly.
- Keep messages concise.

Example of a Radio Call

Sports Direct: "Sports Direct to Retail Support."

Retail Support: "Yes, receiving."

Sports Direct: "A male wearing a black coat and carrying an orange bag has just stolen from us and is walking towards the Podium. "

Retail Support: "Understood. I am on the Podium now. Were you able to recover your stock?"

Sports Direct: "Yes, stock has been recovered."

Retail Support: "I will monitor him and provide location updates."

What 3 Words

- It would be beneficial to know your What 3 Words for the door to your premises. This helps the authorities locate your premises quickly if required.
- You can find this information through the What 3 Words app, or www.what3words.com

For any questions regarding radio usage, please contact info@bristolbcrp.org

This Store Net System operates under an Ofcom Licence issued to Store Net Radio Systems Ltd. All users must adhere to training guidance. Failure to comply may result in prosecution.