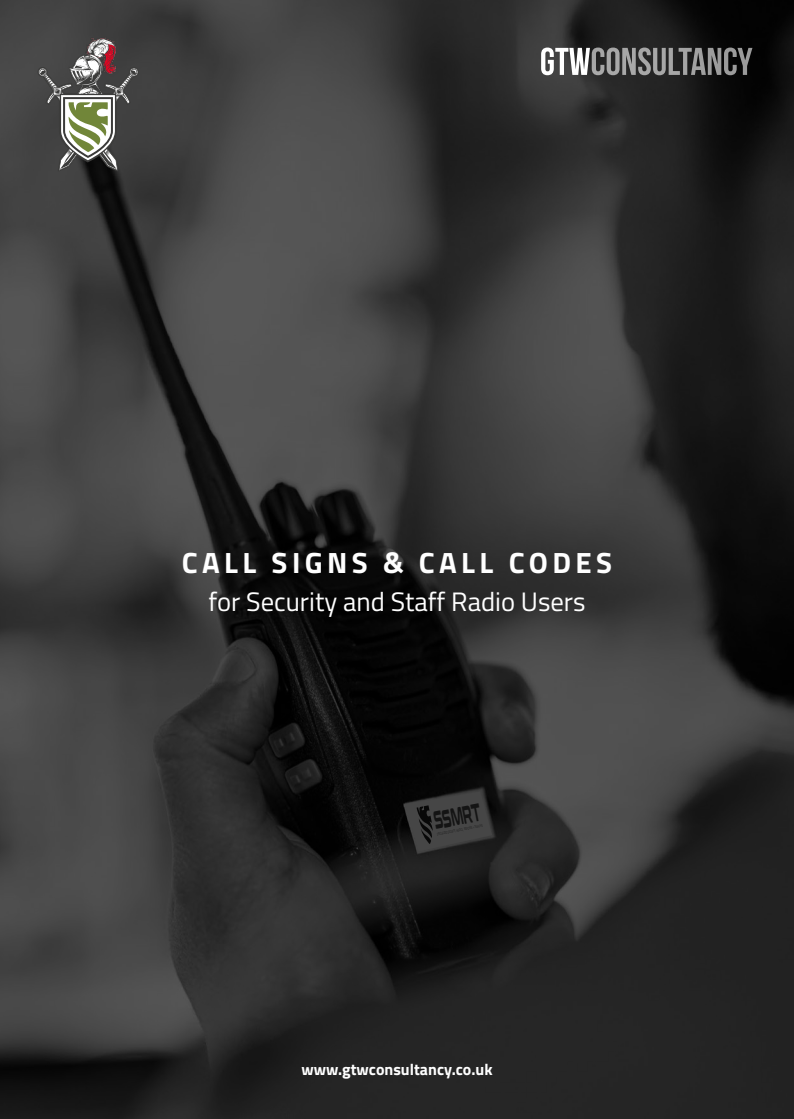
GTWCONSULTANCY

CALL SIGNS & CALL CODES

for Security and Staff Radio Users



www.gtwconsultancy.co.uk

GREEN (non urgent)	AMBER (elevated)	RED (priority)
Non urgent message that needs to be relayed over radio.	Elevated risk. **Immediate response**. Security are required, low risk call-examples include intoxicated patrons or venue staff receiving verbal abuse.	Priority Call. **Immediate response**. A serious and immediate risk to life or property. Larger scale disorder that requires the attention of the entire security team.

MR BROWN	MR ASH MR WIRE	CODE BLACK
This call sign is reserved for conflict resolution. If dealing with an irate customer call for **MR BROWN**. A member of the security team will switch with the caller and handle the complaint.	The **MR ASH** call sign is reserved for smoke detected in the venue. Use **MR ASH Zone #**. The **MR WIRE** call sign is reserved for suspicious packages. Use **MR ASH Zone #**.	**CODE BLACK** call sign is reserved for Emergency Evacuation of the Venue.

MAYDAY	Police Attendance Required Urgently. Venue Manager to Call 112 or 999.