

GTWCONSULTANCY

STANDARD OPERATING PROCEDURE (SOP)

Management of Intoxicated or Unwell Persons

1. Purpose

This SOP provides guidance for security staff on the safe management of intoxicated or unwell individuals within venues or events. The procedure aligns with basic UK first aid principles using the ABCD assessment model and ensures incidents are escalated appropriately.

2. Scope

This procedure applies to all security personnel, supervisors, and control room staff working at venues, events, or licensed premises.

3. Responsibilities

Security Staff: Identify intoxicated or unwell persons, ensure safety, conduct basic ABCD checks, and escalate incidents.
Supervisors: Support staff and ensure correct reporting procedures.
Control Room: Log incidents and coordinate escalation including emergency services.

4. Immediate Actions

1. Ensure the area is safe.
2. Move crowds away where required.
3. Notify the company control room immediately.
4. Check if the individual responds to voice.

5. ABCD Assessment

A – Airway: Ensure airway is clear.
B – Breathing: Look for normal breathing.
C – Circulation: Observe colour, sweating, or collapse.
D – Disability: Use AVPU scale (Alert, Voice, Pain, Unresponsive).

6. When to Call an Ambulance

Call 999 immediately if the person:

- Is unconscious or cannot stay awake
- Has breathing problems
- Is vomiting repeatedly
- Has seizures
- May have taken drugs or been spiked
- Has suffered a head injury

7. Monitoring

If conscious, move the individual to a safe quiet area. Monitor breathing and level of consciousness until medical staff arrive.

8. Actions Security Staff Must NOT Take

- Do not force fluids or pour drinks into someone's mouth.
- Do not give lime, food, or stimulants.
- Do not splash water on the person.
- Do not leave the person unattended.

9. Incident Reporting

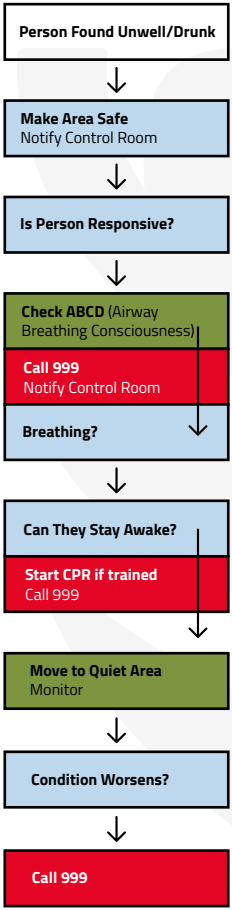
All incidents must be recorded in:

- Incident Log
- Security Job Form
- Shift Debrief Report

Key Rule:

If you cannot wake them properly – **CALL 999.**

- Always notify the company control room.
- Never give food or force drinks.
- Move the person to a safe area and monitor.



Operational Flowchart