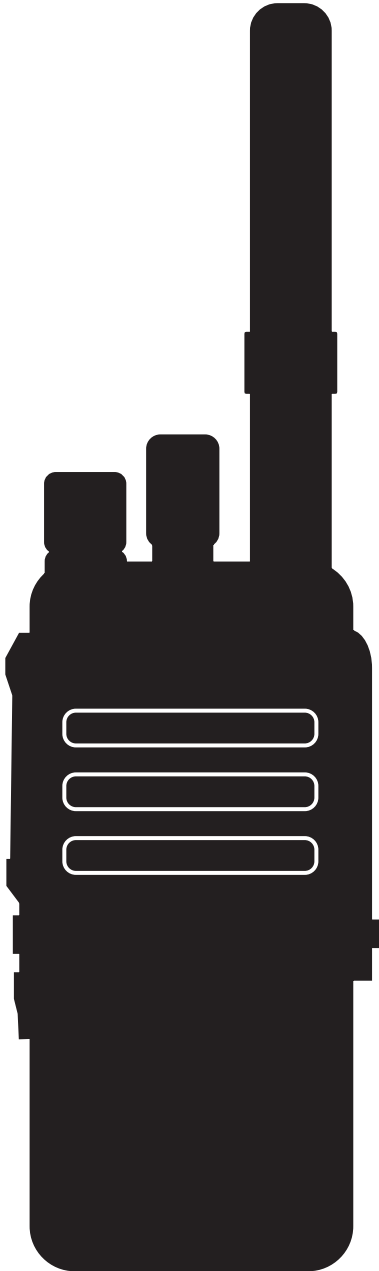




HAM MER[®] SMITH

SafetyNet
Radio
User Guide

Connecting the Hammersmith Business Community

SafetyNet Radio

User Guide

The Hammersmith BID SafetyNet radio system is a fast time link, bringing the business community, policing teams and CCTV together to make the town centre a safer and more connected environment in which to work, invest in and for visitors to enjoy.

Through every day use, the information sharing between users leads to a significant increase in security vigilance, a rise in crime prevention awareness and promotes a team approach in combatting offences of shoplifting, violence, theft and anti-social behaviour impacting the business community.

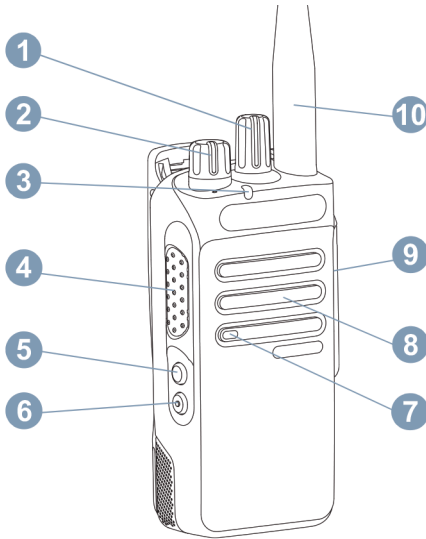
As of July 2020, the threat level to the United Kingdom from international terrorism has been categorised as:

‘SUBSTANTIAL - AN ATTACK IS LIKELY’

This threat level has been consistently high since 2017 and reflects the real and present danger facing UK communities today.

SafetyNet is an essential backup for increasing town centre security and protecting the business community. It is not a direct replacement for the 999 system. In the event of an emergency please ensure that police are also called on 999. Non-emergency calls remain via 101.

SafetyNet Radio



Handset

1. Channel Select
2. Volume Adjust
3. LED. See below
4. Push-to-Talk (PTT) Button
5. Not used
6. Not used
7. Microphone
8. Speaker
9. Accessory Connector
10. Antenna

LED

- Flashing Red - Low battery
- Flashing Amber - Out of range (Capacity + System)
- Solid Green - Transmit
- Double Flashing Green - Receive
- The DP2400 model does not have an emergency button

Switching On

- Make sure that the battery is fully charged (solid green LED in charger)
- Remove the radio from the charger dock.
- Switch on by turning the Volume Adjust (2) clockwise until you hear a musical tone.
- Always select Channel 1 (1)
- To transmit, hold the PTT (4) until it bleeps..keep it pressed.. pause for a second.. then state your message whilst continuing to hold down the PTT button

Best Practice

Radio users are actively encouraged to 'book on' with the BID CCTV operator when they open for business and conduct regular radio checks throughout the day. This will ensure your radio is working correctly and enable other users to hear who is 'on watch' at a given time. Additional benefits also include an increased familiarisation with the radio and greater user confidence.

The radio must remain fully charged and be easily accessible at all times. This may be on the shop floor, by reception or worn by a public facing member of staff or your contracted security personnel - it must be instantly available when you need it most.

Take your time when transmitting, get to know how it works and start connecting with the Hammersmith BID network.



ACCURACY, BREVITY & CLARITY

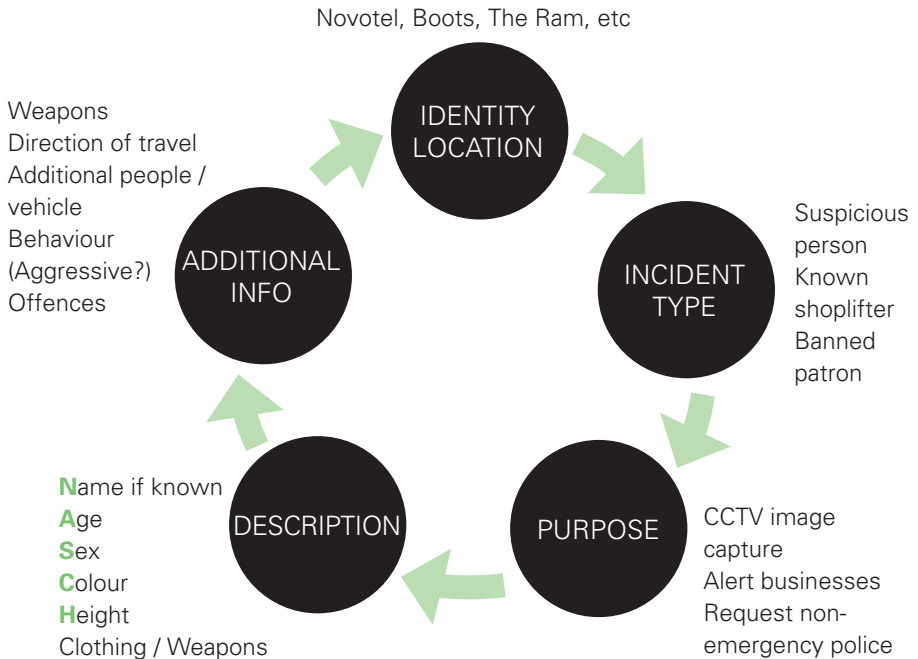
The general principles of radio speak



Actively listening to and transmitting over the radio more frequently promotes a strong security culture and increases vigilance across the Hammersmith business community. Closer relationships will be formed with the support networks that have been created for your business through the **Safety**Net scheme.

STRUCTURED & SIMPLE COMMUNICATION

Five steps to a successful message



Before you transmit your message, take a second to think about what you want to achieve. Keep it to the point and simple. Remembering the content of the five steps above will enable you to deliver a clear and structured message with ease.

Call Signs

All radio users should use their business name as their call sign. Road names may also be used after the business name to confirm the exact location of the transmission for example:

‘CCTV CCTV...This is Boots Broadway..OVER’

Other examples of the transmissions you could be making on a daily basis include:

“CCTV CCTV...THIS IS THE NOVOTEL...

We have a suspicious male outside...can you monitor”



“ALL RECEIVED NOVOTEL... monitoring now”



“ALL PUBWATCH ALL PUBWATCH..

THIS IS BELUSHI’S..A banned customer wearing a QPR top has just been evicted”



“ALL RECEIVED BY HOP POLES.. Belushi’s do you have a better description”



SPEAK CLEARLY, SLOWLY & CALMLY

- DO NOT PANIC

Easy to understand messages will bring help quickly

"CCTV CCTV...
THIS IS PRIMARK...
We have a known
shoplifter walking
down King Street"



"50 year old...
white male..5'4"
tall..heavy build..
wearing a red
jacket..OVER"



"ALL RECEIVED
PRIMARK.....go
ahead with your
description and
direction of travel..
OVER"



"I have him on
camera...ALL
SHOPWATCH WE
HAVE A KNOWN
SHOPLIFTER
OUTSIDE TK
MAXX..OVER"



"TK MAXX TK
MAXX..THIS IS
PRIMARK...Be
careful he can be
aggressive and
had a bottle in his
hand..OVER"



"CCTV...THIS IS
TK MAXX..He
came in and stole
a leather jacket,
he's violent..I've
called 999..OVER"



Additional learning for more experienced users

Although not essential for a first-time user who is not trained to a professional security standard, here are some useful terminologies used by the police that you may want to adopt.

ALL RECEIVED - The receiver acknowledges your message

OVER - I have finished speaking and expect a reply or a reply is necessary

OUT - I have finished speaking and no reply is necessary or expected

NEGATIVE – A more suitable alternative to “no”

STAND BY - Usually addressed to an individual unit and invites the caller to wait while an enquiry is made or other transmission is taking place.

ACTIVE - Used in the opening address of a message it signifies that the content following needs immediate attention.

URGENT ASSISTANCE - Caller or location require immediate help – usually used when under threat of or direct use of violence. All users hearing “**ACTIVE**” or “**URGENT ASSISTANCE**” should listen but not interrupt the transmission.

In describing the colour of someone the IC (Identity Codes) are:

- **IC1** - White - North European
- **IC2** - White - South European (Mediterranean)
- **IC3** - Black
- **IC4** - Asian (Indian, Bangladeshi or Pakistani)
- **IC5** - Chinese, Japanese or any other South East Asian
- **IC6** - Middle Eastern (Arab/North African)

When spelling, use the NATO phonetic alphabet to make sure everyone can understand what is being said:

A	ALPHA	F	FOXTROT	K	KILO	P	PAPA	U	UNIFORM
B	BRAVO	G	GOLF	L	LIMA	Q	QUEBEC	V	VICTOR
C	CHARLIE	H	HOTEL	M	MIKE	R	ROMEO	W	WHISKY
D	DELTA	I	INDIA	N	NOVEMBER	S	SIERRA	X	XRAY
E	ECHO	J	JULIET	O	OSCAR	T	TANGO	Y	YANKEE
								Z	ZULU

Don't stress if you end up transmitting a O for Orange or Z Zebra, the most important factor is getting the message across clearly and enjoying using the radio with confidence.

