

MOJO NOTTINGHAM

SECURITY ONBOARDING GUIDE

Door Supervisor Venue Induction and Standards

Venue	MOJO Nottingham
Address	10 Thurland Street, Nottingham, NG1 3DR
Licensed Capacity	300 guests
Document Owner	General Manager
Issue	Issue 1 July 2026
Source	MOJO Nottingham Venue Operations Manual, Issue 1

This guide must be read as part of the venue induction. Completion does not replace SIA training, the law, company policy or instructions from authorised management.

1. Purpose and Expectations

This guide sets out the venue-specific information and minimum standards expected of every SIA licensed Door Supervisor working at MOJO Nottingham. Security and management share responsibility for protecting guests, staff, contractors and the public, promoting the four licensing objectives and maintaining a safe, welcoming late-night venue.

Your core responsibilities

- Control admission and apply venue entry requirements fairly and consistently.
- Monitor guest behaviour, capacity, queues, the smoking area and the venue frontage.
- Carry out searches professionally and in line with the MOJO search procedure.
- Support guest welfare, safeguarding, first aid and emergency response.
- Use radios, body worn video and other issued equipment responsibly.
- Record refusals, incidents, ejections, physical interventions and significant welfare concerns.
- Follow the direction of the Head Door Supervisor, Duty Manager, General Manager and DPS.

Professional standards

- Arrive before the scheduled start time, sign in and be ready for deployment.
- Wear a clean, tidy uniform and display your SIA licence correctly.
- Remain calm, polite and professional, including during confrontation.
- Do not smoke, vape, eat or use a personal mobile phone while actively working the entrance.
- Use tact, patience and verbal de-escalation before considering physical intervention.
- Treat all guests and colleagues with dignity and without discrimination.

2. Venue Overview

Venue type	Late-night cocktail bar with games, dance floor and two private karaoke rooms
Capacity	300 guests, including guests in the smoking area for occupancy purposes
Normal hours	Sun-Thu 18:00-04:00 Fri 18:00-05:00 Sat 15:00-05:00
Frontage	Main entrance and controlled smoking area on Thurland Street
Rear exit	Rear emergency exit into Cobden Chambers

This layout should be used as the current operational reference for management, supervisors and supporting evidence purposes. It should be updated following any significant change to the building layout, guest areas, emergency equipment locations or operating arrangements.

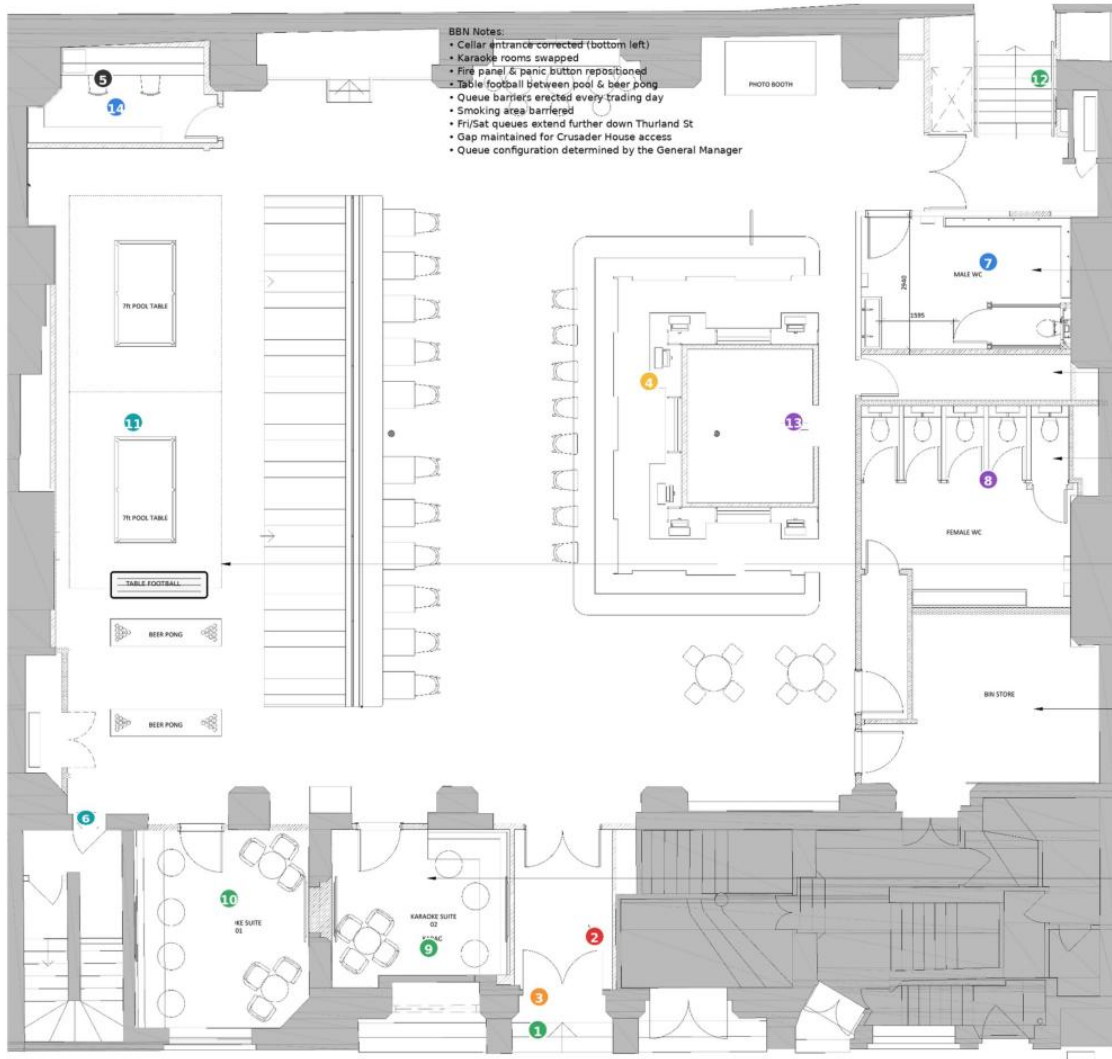


Figure 8: Operational venue layout with equipment and control points.

Operational venue layout. The induction must include a physical walk-through of all guest areas, exits and emergency equipment locations.

3. Entry, Queue and Capacity Control

temporary extensions to the queue system during exceptional demand, provided safe pedestrian access and access to neighbouring premises is maintained.

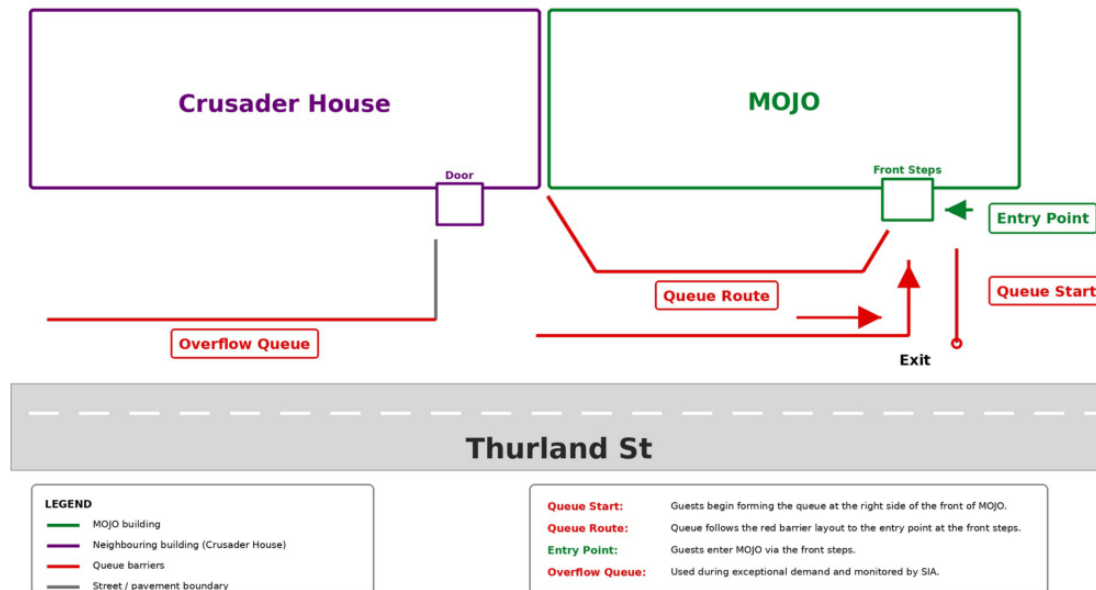


Figure 9: External queue plan.

Standard queue and barrier arrangement on Thurland Street.

Queue and frontage

- Barriers are used to control the queue and smoking area before and during trade.
- Keep pedestrian access and access to neighbouring premises, including Crusader House, clear.
- Monitor noise, intoxication, disorder, obstruction and unsafe congregation outside.
- The overflow queue may only be used as directed by management.
- Guests in the smoking area have already passed search controls and remain part of venue capacity.
- No drinks, glasses or bottles may enter the smoking area or leave the venue.

Capacity

Licensed capacity: 300 guests. Occupancy counting must remain accurate throughout trade. Admissions must stop or slow when instructed by management or when the capacity limit is approached.

Dress code

Apply the venue dress code fairly, consistently and without discrimination. The following are not permitted:

- Jogger bottoms or tracksuit bottoms
- Tracksuits
- Tradesman workwear or visibly soiled workwear
- Offensive fancy dress, imagery or wording

Challenge 21

- Guests who appear under 21 must provide valid physical photographic identification.
- Accepted ID is a valid passport or UK photocard driving licence, including provisional licences.
- Photographs, screenshots and digital copies are not accepted.
- ID-related refusals must be recorded in the refusal log.

4. Search Procedure

- Searches are carried out outside the venue before admission.
- Male guests are routinely searched on entry.
- Bags carried by female guests are inspected.
- A physical search of a female guest may only be carried out by an appropriately licensed female Door Supervisor.
- Searches are voluntary and non-invasive, but are a condition of entry or continued presence.
- Searches should be professional, respectful and in view of CCTV where reasonably practicable.
- Do not conduct intrusive searches or search inside wallets, phone cases or intimate areas.
- Handheld search wands may be used where proportionate.
- A guest refusing a reasonable search may be refused entry or removed.

Weapons or serious illegal items: Make the situation safe, inform management immediately and contact 999 where there is an immediate risk. Use 101 for appropriate non-emergency police reporting.

5. Drugs, Refusals and Ejections

Drug policy

- MOJO operates a zero-tolerance approach to illegal drugs.
- Guests suspected of bringing drugs into the venue, dealing drugs or being under the influence may be refused entry or removed where safe and proportionate.
- Suspected drugs must be placed in the drugs safe or approved secure storage with a witness present.
- Every deposit must be recorded and witnessed.
- Never dispose of suspected drugs in toilets, sinks or general waste. Police disposal procedures must be followed.

Refusals

- Common reasons include intoxication, invalid ID, aggressive behaviour, suspected drug use, capacity, dress code, previous ban or another safety concern.
- Explain the refusal calmly where safe, avoid unnecessary argument and request support when required.
- Consider welfare needs before leaving a refused person outside, particularly where they are intoxicated, injured, alone or vulnerable.
- Every refusal of entry or re-entry must be entered in the approved refusal system.

Ejections and physical intervention

- Use verbal de-escalation and lower-risk options wherever possible.
- Physical intervention must be lawful, necessary, reasonable and proportionate.
- Force is a last resort and must stop as soon as it is no longer necessary.
- Maintain a duty of care following an ejection. Do not knowingly leave a vulnerable person at foreseeable risk.
- Every ejection and every use of force must be fully recorded.

6. Incident and Evidence Management

Make the situation safe first. Then provide or obtain assistance and preserve an accurate record.

Step	Action	Minimum expectation
1	Make safe	Control immediate risks, separate parties and request management support.
2	Support	Provide first aid, welfare support or emergency service escalation.
3	Preserve	Protect CCTV/BWV references, witness details, drinks, containers, weapons or other evidence where safe.
4	Record	Complete the digital incident report as soon as reasonably practicable.
5	Review	Provide statements or further details and support any management follow-up.

Minimum incident record

- Date, time and precise location
- Names or descriptions of people involved
- What was seen, heard and done, in factual order
- Actions taken and by whom
- Police, ambulance or other agency attendance
- Names of Door Supervisors and staff involved
- Witness details and statements where required
- Relevant CCTV or body worn video reference

7. Guest Welfare, Vulnerability and Spiking

Door Supervisors must actively identify vulnerability and intervene early. Vulnerability may arise from intoxication, illness, injury, distress, separation from friends, disability, age, suspected spiking, unwanted attention, coercion or an inability to travel home safely.

Welfare response

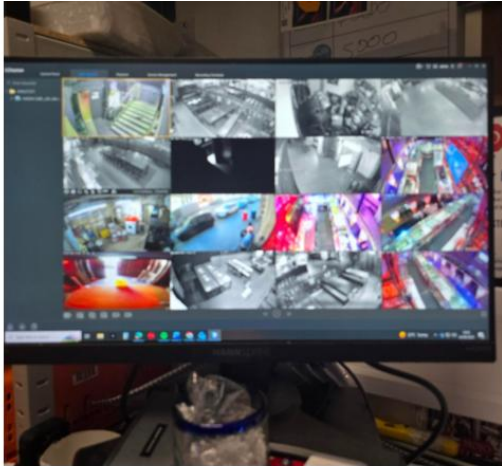
- Move the guest to a safer or quieter area where appropriate.
- Speak calmly, listen and avoid judgement.
- Inform the Duty Manager and Head Door Supervisor.
- Identify trusted friends or family where appropriate.
- Offer water, phone charging, a space blanket, first aid or safe onward travel support.
- Do not eject or abandon a vulnerable guest without considering the welfare risk.
- Call emergency services for a medical emergency, immediate safety risk or serious concern.
- Record significant welfare interventions.

Suspected spiking

- Take every report or suspicion seriously.
- Do not leave the guest alone and do not allow them to leave with an unsafe or unknown person.
- Seek medical help and call emergency services where the guest is seriously unwell.
- Preserve potential evidence, including drinks, containers, CCTV and body worn video references.
- Record symptoms, times, locations, witnesses, staff involved and emergency service attendance.

First aid and emergency equipment

Equipment	Location
First aid kits	Glasswash area and office
Bleed kits	Front entrance and office
Major trauma kit	Front entrance
Evacuation chair	Rear route area
Fire Marshal kit	Designated fire safety location



CCTV monitor.



CCTV recorder.



Body worn cameras.



Radio communications.

Security equipment includes CCTV, body worn video, two-way radios and search equipment.

8. Radios, Body Worn Video and CCTV

Radio procedure

- Collect the allocated radio and earpiece at the start of the shift and complete a radio check.
- Use clear, concise and professional language.
- Keep operational channels free for relevant communication.
- Escalate serious issues directly to the Duty Manager, Head Door Supervisor or emergency services as appropriate.
- Report damaged, missing or faulty equipment immediately and return equipment at the end of shift.

Body worn video

- Wear or carry the issued camera as directed.
- Activate recording where an incident is occurring, escalating or reasonably anticipated.
- Inform guests where practicable that recording is taking place.
- Note relevant body worn video in the incident report.
- Do not copy, photograph, download, share or view footage without authorisation.

CCTV and privacy

- CCTV covers public and operational areas, excluding toilets and other areas where privacy is expected.
- Access is restricted to the General Manager and authorised senior management.
- Door Supervisors may only view footage for a legitimate operational reason and in the presence of authorised management.
- Footage must never be shown to guests or unauthorised persons.
- All requests for CCTV or body worn video must be referred to authorised management.

9. Fire and Emergency Procedures

- Treat every fire alarm or discovery of fire as genuine unless authorised persons confirm otherwise.
- Stop admission and help direct guests calmly to the nearest safe exit.
- Door Supervisors support evacuation, crowd control, emergency service access and vulnerable guests.
- Keep emergency access routes clear and do not place yourself at unnecessary risk.
- The Duty Manager coordinates the response until emergency services take control.
- The assembly point is the junction of Thurland Street and Pelham Street unless emergency services direct otherwise.
- Do not allow re-entry until authorised.

10. Closing and Dispersal

- Support the soft-close approach as music is reduced and lighting is increased.
- Encourage guests to leave gradually, quietly and safely.
- Prevent glasses, bottles and drinks leaving the venue.
- Monitor the smoking area, frontage and neighbouring premises.
- Provide practical travel or welfare support where needed.
- Discourage loitering and ask noisy or obstructive groups to move on professionally.
- Remain on site until all guests have left and management confirms the venue is secure.
- Complete the final venue walk-through with management or as directed by the Head Door Supervisor.

