



Radio Protocol

This protocol sheet helps members to keep the radio system efficient, effective and within the Law. For some people, using a radio for the first time can be quite daunting but please don't be shy and use the radio as a fantastic tool in preventing business crime!

It is important to remember that the radio is an information sharing tool, and is not a Police response facility.

Some things to be aware of:

When you turn your radio on, please listen out for at least half a minute for any on going incidents/transmissions before carrying out a radio check. This is to ensure that important information isn't missed due to users transmitting straight away and interrupting an incident.

Please "log on" by stating which store/venue/company you are from and asking for a radio check e.g. "Eboracum Carl for a radio check please".

Camera room staff (if available) are likely to respond "receiving you loud and clear". If cameras are busy other regular users are likely to respond instead. Please acknowledge their response by saying "thank you for that". This allows you to be sure that your radio is working correctly, and makes other users aware that you are now contactable.

Please be conscious not to perform radio checks during busy periods, although each users busy period will vary as do shift start times.

Using a radio is as easy as A B C.

Accuracy - Is the information current and correct?

Brevity - The radio call should be kept as short as possible, containing only the required information.

Clarity - The message should be kept to a normal conversation pace.

When using the radio the following guidelines should be followed:

Before you transmit, monitor the system and ensure that no other user is active. If the system is in use, do not interrupt unless it is urgent or important to the incident.

To speak on the radio, hold it vertically approximately 4-6 centimetres away from your mouth. Press and hold the PTT (Press to talk) button and wait one second, then speak.

This is to ensure that the first part of your message isn't missed. Once your message is complete, release the PTT button and wait for a response.

When attempting to contact another user, please remember to say where you are calling from and ask for the person or store, i.e. *“Superdry to the CCTV room”*. *They will reply “go ahead Superdry”*

Pass on any information immediately about suspects' movements, clothing, bags carried, sex, age, Nationality, accents or other information, which will help to identify them. If you are transmitting about a suspect who is near by, please ensure that the first thing you state is their last known direction of travel or location. This allows CCTV and others to be more effective in tracking the person(s) increasing the chance of detection.

E.g *“Female walking from Davygate onto St Helens Square. Description is, white, 30 years, slim, 6 foot, tanned, blonde hair, red short coat, blue jeans, white carrier bag. Confirming location is Davygate onto St Helens Square”*.

Once a call has been put out on the radio about an incident/suspicion, it is **IMPERATIVE** that you continue to monitor the radio for when cameras/store detectives/Police ask for further information.

You can also use the radio to pass out any details of any customers that make staff feel uncomfortable. If they are doing this in your store, they will be doing it elsewhere.

Officers and CCTV staff will respond if available when requested. (Please remember they may already be dealing with other jobs even emergencies, so be patient).

Police

The Police cannot guarantee a response to radio messages or an enhanced service level. All messages requesting Police response (non emergency) should be made via the radio in the first instance, if no reply is received then the member should telephone the Police in the normal manner on 101 . EMERGENCY 999 situations should be made by telephone to the Police / Fire / Ambulance.

ALWAYS replace the radio in the charger at the end of a day. It must be switched off first.

When giving a description, try to use the SNAPSHOT guide below:

S	Sex Male, Female
N	Nationality
A	Age
P	Physique - build, height, etc.
S	Skin distinguishing marks, tattoos etc
H	Hair - colour, length, style, etc.
O	Outfit clothing, bags carried, etc.
T	Travel directions, landmarks, etc.

Do not swear or use abusive, insulting, threatening, racist or sexist language / terminology. Radio usage will be monitored and inappropriate use may lead to sanctions including withdrawal of the radio. All transmissions made over the radio may be recorded and used as evidence or for training purposes. Legal implications when misusing the radio may include prosecutions under Malicious Communications act, among others.

Use the radio in a professional manner at all times and don't use it for general conversations or idle talk.

NEVER follow offenders/suspects out of your store unless your company policy allows you to, and it is safe to do so.

Standard Expressions

Use these to save time and avoid confusion during transmissions. It is important all users become used to them and understand their meaning.

Expression	Meaning
Yes, Yes	Yes
Negative	No
Go ahead	Pass on your message now
Copied/Received	Message received and understood
Say again	Re-transmit message
Stand by	Message received and noted, I am unable to reply at the present time, will do shortly.

There is an orange "EMERGENCY" button on the top of your radio. When pressed for 3 seconds this button will send an emergency signal to the CCTV room which will display your identity and generate an alarm tone to request a confirmation call for help.

If you need to speak to the CCTV room and pass any sensitive information, press the small button below the PTT on your radio for 3 seconds, it will send a text message = "request private call" and they can contact you without other users hearing.

PLEASE NOTE ONLY USE THIS FACILITY IF REALLY IMPORTANT.

General Principles

"Common sense" is the key feature in the daily use of the radio.

- Comply with any instructions given over the radio if it is safe to do so.
- Do not place yourself, your staff or any other person in any unnecessary danger. If in doubt, call for help.
- Members are responsible for any damage to their own radio equipment.

- If the radio is lost or stolen, inform the Camera Room, North Yorkshire Police and SYBP. Please Contact immediately and your radio can be killed from control to avoid any inappropriate use.
- NEVER use the radio for personal or improper use - membership of the partnership could be suspended or terminated or your radio removed.
- NEVER let others borrow the radio.

Phonetic alphabet useful if passing car registration numbers etc.

A - Alpha	H - Hotel	O - Oscar	V - Victor
B - Bravo	I - India	P - Papa	W - Whisky
C - Charlie	J - Juliet	Q - Quebec	X - X-Ray
D - Delta	K - Kilo	R - Romeo	Y - Yankee
E - Echo	L - Lima	S - Sierra	Z - Zulu
F - Foxtrot	M - Mike	T - Tango	
G - Golf	N - November	U - Uniform	

Data Protection

Members are advise that so called 'persons of interest', be they suspected or convicted troublemakers / shoplifters, should not be named over the radio unless it is done for the express and direct purpose of preventing or detecting crime.

It is the responsibility of the individual retailer/radio user to ensure that the general public **DO NOT** hear any of the "possibly sensitive" messages transmitted over the radio network. This can be achieved in normal operation by reducing the volume control to low levels.

EARPIECES are strongly recommended to prevent this from being a problem for the user.

Why is this a data protection issue?

This becomes a data protection issue due to the technology that is used to control and secure the radio communications. All radio traffic is recorded and encrypted onto the server system that manages the radio equipment. As this is data processing and becomes personal information if a name or other information that can identify a living person is transmitted and thus recorded, the operation of any such system will need to comply with the General Data Protection Regulation (GDPR) and additionally with the Data Protection Act 2018.

Article 10 of the GDPR states: "Processing of personal data relating to criminal convictions and offences or related security measures based on Article 6(1) shall be carried out only under the control of official authority or when the processing is authorised by Union or Member State law providing for appropriate safeguards for the rights and freedoms of

data subjects. Any comprehensive register of criminal convictions shall be kept only under the control of official authority.”

If a radio operator were to name a POI and describe them as a ‘known shoplifter’, this would amount to the processing of criminal conviction data. This would be classified even if it were only an accusation of being a known criminal if official investigation into the individual were taking place. If no such investigation was underway and the individual had no criminal record, then this would also be defamatory.

It could also be classified as relating to criminal convictions or offences merely by describing a person as a POI due to the context of the operation of the system (in that a POI is likely to mean a known or suspected offender).

The DPA2018 does, however, allow for the processing of special category data in the public interest for the purpose of “preventing or detecting unlawful acts” – this condition is set out in Schedule 1.10 of the Act.

This paragraph states: 10 (1) This condition is met if the processing— (a) is necessary for the purposes of the prevention or detection of an unlawful act, (b) must be carried out without the consent of the data subject so as not to prejudice those purposes, and (c) is necessary for reasons of substantial public interest.

It is commonly understood that Paragraph 10(1)(c) requires that processing of special category data be “**necessary for reasons of substantial public interest**”, and that this provision also applies to processing of criminal conviction etc. data.

However, a special extension to Part 2 conditions relating specifically to processing of criminal conviction etc. data exists in Part 3, specifically paragraph 36 which states:

*36 This condition is met if the processing would meet a condition in Part 2 of this Schedule but for an express requirement for the processing to be necessary for reasons of **substantial public interest**.*

As a result, processing of criminal conviction etc. data in these circumstances is acceptable under the DPA2018 provided that it is done for the express and direct purpose of preventing or detecting crime. Radio Security

If the radio cannot be carried on your person, make sure it is kept secure out of public view to minimise the risk of theft, likewise when it is on charge.

Breach of Conditions

Any member not acting in line with the code of practice for the benefit of all user's of the scheme, or who acts in a manner to deliberately negate the scheme integrity, will be removed from the SYBP system.