

Radio Link Agreement

An agreement made between
Heart of London Business Alliance



Heart of London Business Alliance
The Business Improvement District

and

- The Radio Link is a partnership comprising of businesses operating in and around the **Heart of London BID** area and other appropriate agencies, organisations, bodies and individuals.
- The Radio Link has been established for the purpose of improving the quality of communications and co-operation between participants, to assist in the safety of persons, the security of property and to facilitate the prevention, intervention and detection of crime and disorder.
- All participants will receive a copy of the **Heart of London Business Alliance** Procedures and Protocol document.
- All participants will be expected to attend either the Business Watch Meetings or Pub Watch Meetings where updates on the use of the Radio Link will be given.
- All participants must comply with guidelines in the **Heart of London Business Alliance** protocol document. Failure to comply may result in a participant being removed from the scheme.
- All participants will agree to undertake training in the correct operation of radios.
- All participants are to ensure that their staff are made aware of the Radio Link Procedures and Protocol.
- The radio remains the property of the Heart of London Alliance. If the radio is lost or damaged the company to whom the radio has been issued will be responsibility for the cost of replacement or repair.
- **Heart of London Business Alliance** reserves the right to amend this agreement. Participants will be notified of any change and will be requested to sign a new or amended agreement.

Signed.....

Print Name.....

Radio Procedures and Protocols

The Radio Link is intended for passing information between participants, the Trocadero Control Centre and other partners.

The radio link is monitored by the Trocadero Control Centre. Each of the participating businesses is allocated a unique caller ID number, which will be displayed on a monitor in the control room when the radio is used. The system is monitored by Trocadero Control 24hours a day.

The Radio Link should be used for;

- Notifying Trocadero Control of an incident.
- Advising other users and partners of incidents where suspects have been refused entry to a premises.
- Advising participants and partners of any serious incidents that may affect their business.

Trocadero Control Centre log all communications.

Procedures

When using the radio the following three guidelines must be employed:

Accuracy Is the information current and correct?

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

Speed The pace of the message should be kept to a normal conversation pace

Never swear or use abusive language on the radio. Inappropriate use of the Radio Link may lead to sanctions being applied to the user

When attempting to contact another member, remember to repeat their call sign twice before giving your own, for example. "Trocadero Control, Trocadero Control, receiving GAP over." Always use the word "over" at the end of your broadcast.

Trocadero Control will circulate any information to other radio to participants, Police and Street Wardens.

When the radio is being used in a public area please note that the volume is not excessive. The information that is broadcast on the Radio Link can contain data sensitive material and broadcasting such information within earshot of the general public may be in breach of the Data Protection Act.

Under no circumstances should the personal details of any person, staff member or offender be transmitted over the radio link.

When you turn your radio on it will automatically log on to Trocadero Control. You should also call Trocadero Control and ask for a signal check when the radio is first turned on.

When giving details of an incident please use the following format:-

- the name of your premises,
- the direction of the suspect,
- the description of the suspect,
- what the suspect is accused of.

Standard Expressions

These will be used to save time and avoid confusion during transmissions. It is essential that all users understand their meaning and become familiar in their use.

Expression	Meaning
Go Ahead	Pass your message now
Over	I have finished transmitting at this time
Repeat	Repeat your message
Received	Message received and understood
Out	I have completed my message
Stand by	I realise that you wish to speak to me but I am momentarily unable to speak to you

Do not:

- Place yourself, your staff or other people in danger
- Use sexist, racist or discriminatory expressions
- Use the radios for “chit chat”

Do:

- Remember that the primary objective is for the safety of your staff and customers and the security of your premises.

RADIO REFERENCE INFORMATION

Phonetic Alphabet

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

Identity Codes

IC 1	White European
IC 2	Non – white European
IC 3	African/Afro Caribbean
IC 4	Indian/Pakistani
IC 5	Asian/Chinese
IC 6	Middle Eastern

Radio issues

Should any radio be stolen or is missing, this must be reported to Trocadero Control **immediately on 020 7641 7210.**

If the radios are faulty or you have any other issues regarding the Radio Link, you should contact:-

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