



CARDIFF AGAINST BUSINESS CRIME

RADIO PROTOCOLS

14th February 2018



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AGREEMENT made between Cardiff Against Business Crime (CABC) through its Board of Management operating under the umbrella of its parent organisation FOR Cardiff which has an operational postal address of CABC, FOR Cardiff, Suite 13 Level 1, MotorPoint Arena
Mary Anne Street Cardiff CF10 3NN and

_____CABC member _____

1. CityNet is a digital secure radio system provided as part of the day to day operation of Cardiff Against Business Crime operating under the umbrella of its parent organisation FOR Cardiff and is established for improving the quality of communications and co-operation between participants, to assist in the safety of persons, the security of property, and to focus on the prevention, intervention and detection of crime and disorder. It is a means of communication between businesses and partners in real time. **THE RADIO SYSTEM DOES NOT AND WILL NEVER REPLACE THE 999 SYSTEM.**
2. A contract is in place between Cardiff Against Business Crime through its Board of Management operating under the umbrella of its parent organisation FOR Cardiff with M.R.S. Communications Limited in relation to the provision of the infrastructure of the digital radio system in the City and County of Cardiff. The CityNet radio system is used by business members of Cardiff Against Business Crime, and partners including the police, and the multi-agency CCTV control room at County Hall. Both the police and CCTV control room participate in the CityNet radio system only as Partners of Cardiff Against Business Crime as there is no statutory requirement to do so. This participation may be reviewed at any time. Any participation in the CityNet radio system scheme by the police and CCTV control room is subject to operational requirements. There is no contractual or statutory obligation to participate.
3. To participate in the radio system a business **MUST** be a fully signed up member of Cardiff Against Business Crime which is governed by its Constitution and other Partnership documentation which is in force and which may be amended from time to time. **THIS WILL BE STRICTLY ADHERED TO.** Handsets used by business members which will be



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connected to the infrastructure will be through a rental agreement directly between the business and M.R.S. Communications

4. All members must comply with the rules contained in Cardiff Against Business Crime protocols and failure to comply may result in a member being removed from the membership together with removal from the use of the CityNet radio system.
5. All members will agree to undertake CityNet training from Cardiff Against Business Crime either directly or through its radio suppliers, M.R.S. Communications Limited. Failure to attend training sessions or to use correct radio procedure may result in disciplinary action by the Management Board of Cardiff Against Business Crime which may ultimately result in removal from the Partnership. This is in accordance with agreed protocols in relation to the removal of members from the Partnership.
6. All members will sign and receive a copy of this Agreement.
7. The Management Board of Cardiff Against Business Crime reserves the right to amend this agreement. Members will be notified of any change and may be requested to sign a new or amended Agreement.
8. Terms and conditions laid down by M.R.S. Communications to install the CityNet system and provide radios to member businesses will be adhered to in accordance with any contract between FOR Cardiff as the parent organisation of CABC and M.R.S. Communications, and the member business and M.R.S. Communications.
9. If at any time a business is no longer a member of Cardiff Against Business Crime that business will no longer be permitted to participate in the CityNet radio system.
10. Cardiff Against Business Crime Management Board reserve the right to remove or suspend any member for improper use of the CityNet radio system by his or her own staff or by third-party employees such as out-sourced security staff.
11. For the CityNet radio system to be as productive and effective as possible there are certain day to day operating protocols which must be adhered to and these are listed as follows:

DAY TO DAY OPERATING PROTOCOLS

- The CityNet radio system is a means of communicating with other businesses within the partnership in real time for the purposes of crime prevention and detection and the safety of staff and



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customers. All businesses will receive training on the day to day use of a radio handset from Cardiff Against Business Crime staff or M.R.S. Communications. All members are required to ensure that their staff are made aware of the CityNet radio system operating within their premises and that all radio transmissions are recorded for training, evidential or other reasons. The security of handsets is the responsibility of the individual user in accordance with any contractual responsibilities.

TRAINING will include the following

- (a) Information on discipline, accuracy, brevity of transmissions.
- (b) Security of handsets
- (c) Standard radio procedure including sending and receiving messages
- (d) Call signs
- (e) Use of trivia
- (g) Passing descriptions
- (h) Protection of data
- (i) Keywords
- (j) Phonetic alphabet
- (k) Identification codes
- (l) Panic alarm use

CCTV control room and the Police

The CCTV control room, South Wales and British Transport Police are partners of Cardiff Against Business Crime and as partners, they will participate in the CityNet radio system – however, in order to ensure that expectations are met, it is important to define the roles and responsibilities of all parties:

CCTV:

- **Monitoring:** Cardiff Against Business Crime will be able to monitor which radios are in use from the command, control and recording system located at their operational office.

- **Communicating with CCTV control room:** Operators in the CCTV Control Room will be aware of transmissions as they occur and will, where practicable, monitor incidents. You as a user should communicate directly with the CCTV control room **ONLY** in the following circumstances:
 - (a) You have a person detained and need police assistance. However, you should always consider using the 999 system in these circumstances. Note - The CCTV control room does not control incident management and therefore is unable to provide an estimated time of arrival. **Do not ask CCTV for an ETA.** However, if the circumstances of detention of an individual change in that they become violent pending arrival of the police, then you can raise the level of urgency with CCTV control room in which case they will contact the police control room, or alternatively, you should use the 999 system.
 - (b) You have an incident which is taking place and you wish the CCTV to monitor for evidential or safety reasons
 - (c) You have good and justifiable reason to ask the CCTV control room to monitor an individual. **DO NOT** ask the CCTV control room to monitor individuals seen in the area of operation which is based on their previous convictions or activity as this could lead to unauthorised and illegal surveillance.
 - (d) You have been contacted by the CCTV control room about an incident or individual/s approaching or entering your venue/premises

DO NOT:

- Request police attendance via the CCTV control room to report an incident which has already occurred which does not require an immediate response. Incidents which have occurred previously should be reported to the police via the 101 system
- Request an ambulance via the CCTV control room. The operators do not have a direct system to the ambulance service and will merely be acting as third parties. They cannot answer the questions which the ambulance control will ask – it is more effective to call direct You should not, therefore, request ambulances to be contacted via the CCTV control room **UNLESS** you do not have access to a telephone.

ENHANCED LEVEL OF SERVICE: The CCTV control room will not provide an enhanced level of service to radio system users

POLICE:

- Although partners of Cardiff Against Business Crime, South Wales Police do not scan the radios as a matter of course but can and will from time to time monitor the radios and will, where appropriate, respond and deal with, where appropriate, any issues as a result of monitoring the Cardiff Against Business Crime CityNet radio system.
- The police will not provide an enhanced level of service to radio system users

On behalf of my business, I agree to abide by the conditions laid down on behalf of Cardiff Against Business Crime Management Board.

Signed

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Name

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Position

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Date

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