

M.R.S. Communications Ltd

Bringing safety, security and expert communication

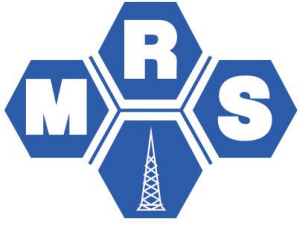


Leading the industry since 1978

Effective City Centre Radio Communication Solutions

Providing reassurance to staff and customers

Training Notes & Radio Guidance



TRAINING GUIDANCE

1: RADIO MAINTENANCE

- Always charge the radio whilst turned off
- Do not leave the radio switched on and sat in the charging dock

2: REQUEST A DAILY "RADIO CHECK"

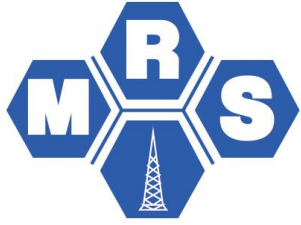
- Press the PTT button then pause for a series of tones before speaking
- Hold the radio away from your mouth, approximately 6 inches
- Speak in a calm and slow manner with a clear voice
- Keep messages short and precise
- Listen to and respond accordingly to any requests for further information

3: REQUESTING A DAILY RADIO CHECK

- Always announce your premises name first
- This is all radio users can I have a radio check please
- Standard reply will be ... "Hearing you loud and clear"
- Always reply with a "thank You"

4. WHILST USING THE RADIO PLEASE DO NOT:

- Swear
- Enter into chit chat
- Talk over other users
- Use racist remarks
- Use sexist remarks



WHEN SHOULD I USE THE RADIO?

1: SUSPICIOUS BEHAVIOUR

If you believe a person or persons are acting suspicious please use the radio to:

- Alert all Radio Users
- Give a description of the person or persons as per the instructions overleaf
- When they leave the premises update this information with direction of travel
- Respond to any requests for further information

2: THEFT OR ATTEMPTED THEFT

If you believe a person or persons have concealed items of property from your store and left without making payment use the radio to:

- Alert all Radio Users
- Give a description of the person or persons as per the instructions overleaf
- Give details of what you believe has been taken
- Always follow your internal policies and procedures

3: VIOLENCE – AGGRESSIVE BEHAVIOUR

If someone shows any sign of threatening, aggressive or violent behaviour towards you or a staff member then please use the radio to:

- If possible alert all Radio Users
- If required press your alarm button.

* M.R.S. Communications will provide training, however, in all instances, where applicable, please follow your own in-house procedures *

PLEASE NOTE THE RADIO LINK IS NOT A DIRECT REPLACEMENT FOR 999. THE POLICE AND CCTV CANNOT GUARANTEE A RESPONSE TO THE RADIO LINK. ALL MESSAGES REQUIRING IMMEDIATE POLICE RESPONSE SHOULD ALSO BE CARRIED OUT VIA THE 999 SERVICE.

"This StoreNet system is operating under an Ofcom License issued to StoreNet Radio Systems Ltd and therefore you must adhere to the training guidance when operating your radio. Failure to do so may result in prosecution. "

As a radio user you are not permitted under the new GDPR Legislation to use names to identify persons of interest.



GUIDE TO GIVING DESCRIPTIONS

AGE:	HOW OLD?
HEIGHT:	HOW TALL?
ETHNICITY:	WHITE, BLACK, CHINESE, ASIAN
ACCENT:	LOCAL OR FOREIGN
CLOTHING:	DESCRIBE
DISTINCTIVE LOGOS:	COLOURS
BAGS:	PLASTIC BAGS ETC
BODY MARKS:	TATTOOS
JEWELLERY:	ANYTHING DISTINCTIVE

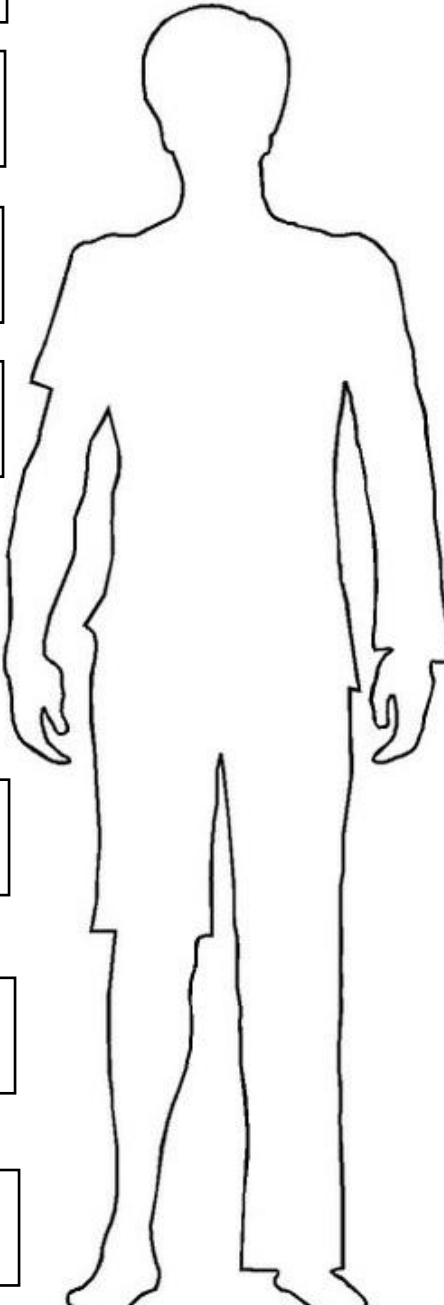
IC1 =	<u>White European</u> Typically White UK, Scandinavian or Germanic
IC2 =	<u>Dark European</u> Mediterranean European/Hispanic
IC3 =	<u>Afro-Caribbean</u> Black, African/Afro-Caribbean person
IC4 =	<u>Asian</u> Typically Indian, Pakistani, Nepalese, Maldivian, Sri Lankan, Bangladeshi, or any other (South) Asian person)
IC5 =	<u>Oriental</u> Typically Chinese, Japanese, or South-East Asian person
IC6 =	<u>Arab/North African</u>
IC7 or IC9 or IC0 =	<u>Unknown ethnicity.</u> This would also be used in the incident that a person was wearing a helmet or balaclava.

The above codes are for information purposes only, they do not need to be used when transmitting someone's ethnicity.

Describe what you see in a correct and polite manner.



PERSON DESCRIPTION

HAIR COLOUR / HAT	TATTOOS / MARKINGS	EARS / EARRINGS
NOSE		EYES / GLASSES
FACIAL HAIR		COMPLEXION
UPPER CLOTHING		HANDS / GLOVES
LOWER CLOTHING		SEX MALE / FEMALE
BAGS / BAGGAGE		HEIGHT_____
FOOTWEAR	COLOUR_____	
	AGE_____	
	BUILD_____	
	ACCENT_____	
	COMMENTS_____	



Phonetic Alphabet

The phonetic language is the international phonetic alphabet (spelling alphabet), used in police, military, emergency services, aviation and general communications, also known as the 'spelling alphabet' - it is used by professional communicators, especially police, military and other emergency and armed forces, to identify letters precisely, either when communicating initials, abbreviations or spellings of words.

Different variations of the phonetic language exist - this is the original major standard and still most widely used.

In less formal use, for example by customer service telephone staff, communications tend to give the letters and to clarify each with the corresponding alphabet words, for example, 'G, Golf; T, Tango; W, Whisky', or alternatively, 'GTW, Golf Tango Whisky.'

A – Alpha

B – Bravo

C – Charlie

D – Delta

E – Echo

F – Foxtrot

G – Golf

H – Hotel

I – India

J – Juliet

K – Kilo

L – Lima

M – Mike

N – November

O – Oscar

P – Papa

Q – Quebec

R – Romeo

S – Sierra

T – Tango

U – Uniform

V – Victor

W – Whiskey

X – X-Ray

Y – Yankee

Z – Zulu

The International Telecommunications Union
Standard Phonetic Alphabet

Training Notes

NiteNet

NiteNet is a town or city centre radio system used by pubs, clubs, restaurants, bars and site security, in partnership with M.R.S Communications Ltd, Police and CCTV Operators. We install the equipment to ensure you get maximum radio coverage with a team of engineers to support you when you need it. The NiteNet system ensures your business is able to highlight potential issues and connects the nightlife leisure communities.



StoreNet

Our trusted and reliable StoreNet system is in operation across hundreds of town centres throughout the UK. Our Storenet systems have no start-up costs and we can offer tailored solutions to match your budget. Our latest high grade equipment provides reassurance to staff and customers in the battle against business crime and allows communities to be in instant communication with each other, for a proactive approach to reducing and managing crime.



MOTOROLA DP4600
Training Video



ICOM F44GS
Training Video



SEPURA SBP8000
Training Video

Watch all our training videos on our website www.mrscomms.co.uk

M.R.S Communications Ltd has a dedicated team of experts on hand

We work in a diverse range of industry sectors, including education, healthcare, hospitality, security, logistics and manufacturing. If you need to upgrade your communication systems we have the technology and expertise to find the right solution for you.

www.mrscomms.co.uk

Call us now to find out more: 02920 810 810

or email the sales team: sales@mrscomms.co.uk

M.R.S. Communications Ltd

Imperial Court, Viaduct Road
Gwaelod Y Garth, Cardiff, CF15 9JN

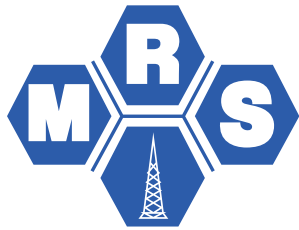
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Accessories



Pictures above are for reference only and may vary from actual products.

Hytera

ICOM

MOTOROLA

KENWOOD
Listen to the Future

sepura

www.mrscomms.co.uk

Accessories

Unbranded Accessories

G Shape with Inline PTT and Lapel Mic



Features

- › Soft, discreet and comfortable
- › Environmental PU cable reinforced with Kevlar
- › Discreet communication in sensitive environments
- › Suitable for many applications including; security personnel, hotel and catering staff, etc

Technical Specification

Speaker

Dimensions:	15.0mm * 6.0mm
Impedance:	320 ± 14% @ 1000hm
Rated Input Power	100mW
Rated Output Power	300mW
Sound Pressure Level:	105 ± 3db @1000Hz

Microphone

Type:	Electret Microphone
Impedance:	2.2 kOhm
Sensitivity:	-40 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	1.1-10VDC

PTT

Dimensions:	34.9 * 14.2 * 11.8mm
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Unbranded Accessories

Medium Duty Speaker Mic



Features

- › High clarity
- › Built in 3.5mm audio jack
- › Optional emergency button
- › Specially designed for security applications

Technical Specification

Speaker

Dimensions:	45.0mm
Impedance:	80hm ± 15% @1000Hz
Rated Input Power:	500mW
Maximum Power:	1W
Sound Pressure Level:	103 ± 4db @1000Hz

Microphone

Type:	Electret Condenser Microphone
Impedance:	2.2 kOhm
Sensitivity:	-36 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	1W

Emergency Button

	No	Listen Only	No
11SPK3000	No	Listen and Talk	No
11SPK3001	No	Listen and Talk	No
11SPK3003	Yes	Listen and Talk	No

Φ

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M.R.S. Communications Ltd

Accessories

Unbranded Accessories

D Shaped Earpiece with Lapel Mic and Inline PTT



Features

- > Soft, skin-friendly ear hook material
- > Environmental PU cable reinforced with Kevlar
- > Suitable for many applications including: patrolling security personnel, hotel and catering staff, conference halls, restaurants and casinos etc

Technical Specification

Speaker	
Dimensions:	Φ 15.0mm * 6.0mm
Impedance:	320hm ± 15% @ 1000Hz
Rated Input Power:	100mW
Maximum Power:	200mW
Sound Pressure Level:	105 ± 3db @1000Hz

Microphone	
Type:	Electret Condenser Microphone
Impedance:	2.2 kOhm
Sensitivity:	-40 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	11.1-10VDC

PTT	
Dimensions:	34.9 * 14.2 * 11.8mm

Unbranded Accessories

Single Wire Earpiece with Acoustic Tube and inline PTT



Features

- > Surgical grade acoustic tube; discreet and comfortable
- > Quick-fasten secure structure
- > Environmental PU cable reinforced with Kevlar
- > Optional ear mold allows ambient sounds
- > Discreet communication in sensitive environments
- > Suitable for many applications including: security personnel, hotel and catering staff, etc

Technical Specification

Speaker	
Dimensions:	Φ 19.0mm * 10.6mm
Impedance:	73 ± 200hm @ 1000hm
Rated Input Power	1mW
Rated Output Power	300mW
Sound Pressure Level:	117 ± 3db @1000Hz

Microphone	
Type:	Electret Microphone
Impedance:	2.2 kOhm
Sensitivity:	-40 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	1.0-10VDC

PTT	
Dimensions:	34.9 * 14.2 * 11.8mm

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Dispatch Software for Professionals



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