

Radio Best Practice Guide April 2022

1. The Council's 24 hour CCTV control room staff monitor the radio system and act as a link with police when necessary. For example, they can provide updates on the location of a shoplifter that they have been notified about, but they cannot call the police on your behalf. They also do not have security so cannot send someone to your location to detain someone or assist you.
2. Ensure your radio is on during all shop operating times in case Charlie Charlie need to contact you. In the morning, you can check that your radio is working by checking in with them. Their call sign is 'Charlie Charlie'. e.g.:

Press transmission button for three seconds

"Charlie Charlie this is <<Business Name>> for a radio check"

Ensure you wait for Charlie Charlie to respond before you pass your message. They will either tell you to 'Standby' if they need you to wait, or 'Go Ahead' to pass your message. They may ask you questions regarding the incident e.g. description/direction of travel.

3. Radio Link is a great tool to share information between businesses. When wanting to contact all businesses please use the following format:

Press transmission button for three seconds

"This is <<Business Name>>. Known shoplifter has just exited the store, going left down Clarence Street. Male, Mid 30's, brown Hair, black jacket, blue jeans"

OR

"This is <<Business Name>>. Missing child reported. Male, 5 years old, brown hair, black jacket, blue jeans"

4. When attempting to contact another member, remember to repeat their call sign twice before giving your own, eg. "Primark, Primark receiving M&S."
5. Try to ensure the following when using your radio:
 - **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
 - **Volume:** Whilst the radio is on the sales floor or other public area please ensure that the volume is not excessive. The information that is broadcast on the radio link can be sensitive
 - **Appropriate:** Never swear, use abusive, sexist, racist or discriminatory language on the radio, assume your conversations can be heard by others

Radio Best Practice Guide Jan 2022

6. Standard expressions are used to save time and avoid confusion during transmissions

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
Stand by	I realise that you wish to speak to me but I am momentarily unable to speak to you

7. When giving a description give as much information as possible starting with direction travelling, e.g. direction travelling, sex, age, physique, hair, outfit
8. If you need to report a crime or need assistance please go directly to the police immediately before informing Charlie Charlie so they can monitor and act as a link between the police and yourselves.

You can report online by visiting met.police.uk, or call 101. In an emergency call 999.

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