



1. To switch on

Turn the Rotary Volume Control clockwise to about half volume. The set switches on, the LCD display shows **S.C.R** briefly and then the name of your store.

2. To make a call

Hold down the Press To Talk button (PTT) and speak into the loudspeaker at a normal voice level. Once your message is finished, release the PTT button to Listen. Each time you make a call, your store name is displayed on screen at Croydon CCTV Control, where all S.C.R. activity is monitored.

3. To send an Alarm

Press in and hold the orange Alarm for about two seconds. Croydon CCTV Control will receive an audible alarm and will be able to position cameras on your premises and will contact you urgently to identify the problem.

4. To cancel the audible alarm signal

Press the EXIT key twice or reset your handset by turning it off and back on again.

Charging Instructions

The radio unit charges overnight. **Switch the radio OFF**, and place the radio and battery into the charger

Red LED	Battery is charging
Green LED	Battery is fully charged
Flashing Red	Fault, Call S.C.R. officer.
Flashing Yellow	Charger is getting ready to charge
Flashing Green	Battery is 90% Charged

Do not return a charged battery to the charger once charged, this significantly reduces the battery life.

Do not leave the radio in the charger. Carry it with you. Do not risk it being stolen at the till.

IF YOUR BATTERY CHARGER DISPLAYS A FLASHING RED LIGHT, THIS INDICATES A FAULT.

PLEASE CONTACT THE SCR OFFICER ON:

TEL: 0208 760 5448 MOB: 0778 627 7705

S . C . R .

Training Support

Phonetic Code

The Phonetic alphabet allows letters to be transmitted over the radio clearly. Please use this code in the event of having to transmit letters such as a vehicle registration number.

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

Suspect Description

When transmitting a description of a suspect, please provide us with as much of the information in the following mnemonic as possible.

S	Sex
N	Notable features
A	Age
P	Physique
S	Skin
H	Hair
O	Outfit
T	Travelling

Identification Code Key

Please use the following codes to describe a suspect's skin colour over the radio.

- IC1** **White skinned European Appearance**
English German Scandinavian, French etc
 - IC2** **Dark Skinned European Appearance**
Greek, Spanish, Italian, Sicilian
 - IC3** **African Caribbean Appearance**
West Indian, Guyanese, Black African
 - IC4** **Asian Appearance**
Indian, Pakistan, Bangladeshi, Sri Lankan
 - IC5** **Chinese/Japanese Appearance**
Includes Malayan, Burmese, Filipino
 - IC6** **Arabian/Egyptian Appearance**
Algerian, Tunisian, Moroccan, North African
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Transmitting

There are a few general points to bear in mind when using the radio system.

1. Be concise. Keep your messages short and to the point. No one else can transmit whilst you have the PTT button depressed.
2. Speak slowly and clearly when transmitting. Try to stay calm whilst sending your message otherwise it can be difficult for other users to understand you.
3. When you depress the PTT button, you will hear a bleep. Wait about one second for this bleep to finish before speaking into the radio, otherwise the first part of your message will not be transmitted.
4. To contact the CCTV control room, always start messages with: **“Taberner House from (Store name)”**. Next briefly explain the reason for your message, give a description of any suspects and what they have done.
5. End each transmission by saying either **“OVER”** or **“OUT”**. Say **“OVER”** if you expect a reply to your message. Say **“OUT”** if you are finished with the conversation. Please do **not** say **“OVER AND OUT”** as this can cause confusion.
6. When giving directions never say ‘left’ or ‘right’, others do not know where you are standing or the direction you are facing. Give directions of travel using landmarks if possible.
7. Never forget that others may not know where you are or who you are. It is your responsibility to ensure that they do know. **Failure to give this basic information may prevent you being given the assistance you need.**

Operating Rules

Please try to follow these rules when using the S.C.R. system.

1. Listen to see if there are any other conversations in progress before transmitting via the radio. Do not interrupt other's radio conversations unless yours is more urgent.
2. Keep your transmissions short and to the point and try not to transmit for more than ten seconds at any one time to allow others to reply or ask you questions.
3. Do not ask the CCTV control room to contact the Police for you except in emergencies, where you are unable to do so yourself. If you are able to do so, please contact the Police in the normal way using 999 for emergencies or 0300 123 1212 for non emergencies.
4. The CCTV Control room is operated by Croydon Council and whilst it is in contact with the Police, is not able to influence any Police response.
5. Only use the red alarm activation button in case of emergency. If the alarm button is activated in error, please inform the CCTV control room of this fact immediately.
6. Do not use the radio to call up Neighbourhood Enforcement Officers (NEOs) or other Council officers directly unless they contact you first. If you require the assistance of these staff then please contact the CCTV control room to explain the problem and what it is that you require.
7. Do not put yourself at risk whilst using the radio.
8. Only use the radio for matters relating to security or the prevention of crime. Please do not use it for personal messages or other unrelated purposes.
9. If possible, please keep the radio on and at a volume level where you are able to hear any transmissions that are relevant to you.
10. The primary use for Safer Croydon Radio is to inform the CCTV control room of any situation so that suspects can be followed on camera and their location reported to the Police in order to assist with their apprehension.
11. The use of insulting, abusive or racist language over the airways is strictly prohibited and could result in the immediate termination of your contract and removal of the radio equipment.
12. The Safer Croydon Radio system is designed for the passage of information which is for the good and benefit of all users.

By receiving this document, you agree to abide by the rules listed above. Repeated failure to do so may result in you contract being terminated and your business being removed from the Safer Croydon Radio system.