

0 2 AUG 2021

BRITANNIA JINKY JERSEY LIMITED

Contact address: Ainsdale House Shore Road Ainsdale Southport PR8 2PZ

28th July 2021

Dear Sirs:

Re: Regulation 28 Report

As you will be aware there was a delay in the report being received by me.

Having considered your report, I respond on behalf of Britannia Jinky Jersey Ltd as follows:

The Company's policy regarding SIA badged training at the time of the incident was that those being recruited were required to produce their current SIA licence confirming that they had complied with the requirements of the SIA. We take on board your observations regarding external service providers and we are looking into the prospect of engaging external training providers to deliver annual refresher training to all security badged staff.

The ground restraint references in the Physical Intervention Policy will be removed. As per the documentation which was provided to prior to and during the inquest the Company emphasise in their training that employees should avoid confrontations and to defuse situations. The incident involving Mr Gladwell was unprecedented as I believe you heard in evidence during the Inquest.

Your concern regarding the information given by staff to the police is unclear as I believe you heard in evidence that the employees in question responded to all questions asked of the Police and described the circumstances leading to his restraint and police attendance.

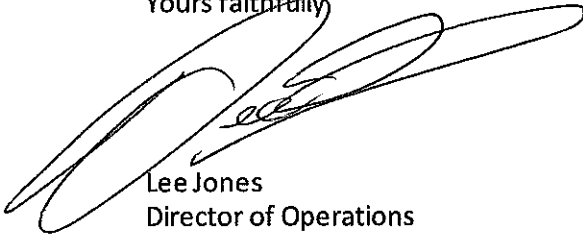
I would like to make it clear that it is not the case that non badged staff are allowed to participate in restraint. As part of our revisions to the Physical Intervention Policy we will however re-emphasise this instruction.

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Regarding staff inductions, all staff receive inductions and I understand that prior to or during in the course of the Inquest copies for each of the employees were provided to you via the Company's Barrister.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Lee Jones', written over a large, stylized, loopy flourish.

Lee Jones
Director of Operations
Britannia Jinky Jersey Ltd