

**SECURITY TRAINING MANUAL  
FOR**



**RUDRA24 SECURE  
SERVICES PVT. LTD.  
(RUDRA24)**

## LESSONS

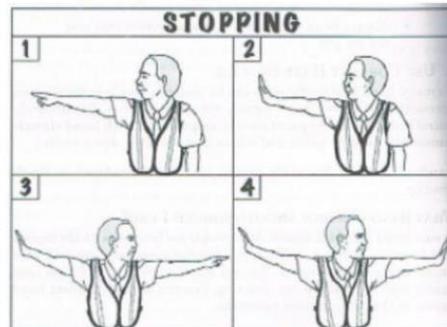
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## 1.0 INTRODUCTION

# WHAT IS SECURITY GUARD

A **security guard** (or **security officer**) is a person who is paid to protect property, assets, or people. Security guards are usually privately and formally employed personnel. Often, security officers are uniformed and act to protect property by maintaining a high visibility presence to deter illegal and inappropriate actions, observing (either directly, through patrols, or by watching alarm systems or video cameras) for signs of crime, fire or disorder; then taking action and reporting any incidents to their client and emergency services as appropriate.

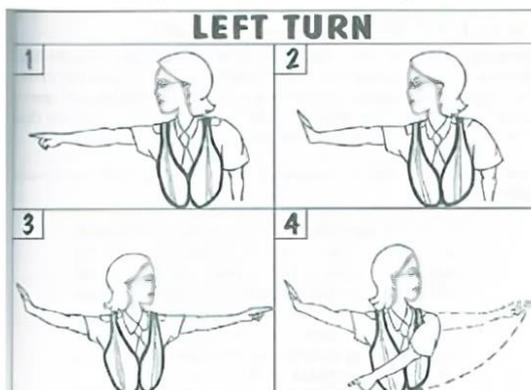
6. repeat step 1 to 4.
7. do not lower your arms until all traffic has completely stopped.



### STARTING



4. Make sure the driver has notice you make  
A downwarp swinging motion in the  
direction you want the driver to go



### STOPPING TRAFFIC

1. Choose the vehicle you want to stop.
2. Look directly at the driver and point at them with your arm fully extended.
3. Make sure the driver has notice your gesture, and then raise your hand so that your palm is facing the driver bend your arm slightly at the elbow.
4. Hold this position until the vehicle has stopped.
5. Keep your arm in position and turn your head to the opposite direction.

## SECURITY GUARD STANDING

### SECURITY GUARD PROPER UNIFORM



# GADGET OF SECURITY GUARD

WATCH	
BATON	
METAL DETECTOR	
MULTI TOOLS	
STUN GUN	
FLASHLIGHT	
WHISTLE	

travelling with ladies, the preferred seat, the left seat, is offered to them. On occasions when a Liaison officer (LO) has to escort a visiting dignitary, he is to occupy the rear right seat. The LO is to sit in the front only if any officer senior to him is also required to travel along with the dignitary or if the visitor is accompanied by a lady.

## TRAFFIC CONTROL

### LEFT TURN

This turn are very dangerouse, as vehecle will be turning into incoming traffic. You must take a decision about when to allow left turns depending on how heavy the traffic is and how many people need to make the turn. Use caution:

1. Stop the traffic coming from the opposite direction. Hold the stop signal.
2. Make sure the intersection is cleare of vehecle and pedestrian.
3. With your opposite arm fully extended, point at the driver who want to turn.

### Opening Car Doors

As a matter of policy a specific individual is not required for opening or shutting a car door for an arriving or departing visiting dignitary or senior officer. Discretion, however, should be exercised and a sailor should be nominated for this task only if the visiting dignitary requires assistance in getting down from the car. A Lady should always be helped with the car door and the door should be firmly shut after ensuring that her entire apparel is inside the vehicle.

### Seating in Cars

In cars, the senior always sits on the left and the junior sits on the right (behind the driver). If three officers are sitting in the rear of a car, the senior most sits to the left, the next senior on the right and the junior most in the middle. In case the car is full, the junior most officer sits in the front. While

HAND CUFFS	
HOLSTER	
RADIO	
SET BELT	
BADGE	
FIRST AID KIT	

The **RUDRA24 SECURE Guard** requires that all people who work in the security industry have a security guard license and training to ensure that qualified individuals administer the duties of security and protection of people from harm and property from loss.

The topics discussed in this lesson pertain to a security guard's duties and responsibilities.

Security Operative Training Objective(s):

**Upon completion of instruction, the student will understand and be able to explain:**

- The role of a security guard
- The legal powers and limitations of a security guard
- A security guard's duties and responsibilities during emergency situations
- A security guard's duties and responsibilities in regards to communications and public relations
- A security guard's duties and responsibilities in regards to access control
- A security guard's duties and responsibilities in regards to Ethics and Conduct A security guard's duties and responsibilities in regards to report writing.
- A security guard's duties and responsibilities in regards to field note-taking
- A security guard's duties and responsibilities in regards to observation and patrol

**RUDRA24 SECURE Operatives Training Objective(s):**

- Upon completion of instruction, the student will be able to:
- Identify the functions, duties and responsibilities of a security guard.
- Identify a security guard's responsibility to detect, deter and/or report incidents.
- Identify and/or list five factors contributing to effective performance of a security guard.
- Preparing for patrol (e.g. equipment, uniform, pre-shift briefing, post orders, etc.)
- Guard and public safety concerns
- Knowledge of patrol area(s)
- Recognition of potential environmental, health & safety hazards
- Observation skills
- Mental & physical preparedness

**Identify effective patrol techniques of a security guard which may include, but are not limited to the following.**

- Mobile patrol
- Foot patrol
- Fixed post (to include closed circuit television)

## **2.0                    ROLE OF A SECURITY GUARD**

“The **Role of a security Guard** is to provide his or her employer with professional protective services, assisting in maintaining order and security within a defined area.” Security Guards have a very difficult role when dealing with numerous parties in the course of the workday. At times, situations require security Guards to wear different “hats” to deal with different situations and people. However, the ultimate responsibility of security Guards is to protect people from harm and property from loss in the built environment.

Property owners and managers have a responsibility to protect the people who occupy their properties, from retail stores to restaurants, from concert halls to hotels, from hospitals to corporate high-rise buildings. Even though protecting the property occupants is a major function of security Guards, it is the responsibility of each individual to find a means of protecting themselves from harm.

It was in the 2007 that private companies began to hire security Guards to maintain safety and patrol the companies’ properties to protect their employees. Eventually, companies began to develop a protection management style more in line with the corporate culture of the institutions and retreated from the military look that was more popular at the onset of protection management of people and property.

### **2.0.1                Security Guards**

Are private citizens who are employed by private security companies? Private security Guards, whatever their legal authority, perform their functions to further the policies of their employers or clients. It is the company that hires security Guard that determines the tasks of the security Guard. Because company cultures vary dramatically, it is the responsibility of the security Guards to educate themselves about the policies that are introduced by the company.

The property managers usually determine the policies and procedures that security Guards are expected to know and execute while working in their assigned properties. Besides company policies, security Guards are expected to know the city and state laws that might have an impact on their actions or lack thereof.

Throughout the time that the security Guards work for private companies, security Guards are expected to maintain a professional presence and demeanor. Through continual training and exercises, security Guards develop the skills necessary to interact and address the different incidents that will happen during their tenure in a particular property. Operations orders are designed by the property managers for the security Guards to read, understand and execute while at work.

These orders indicate in detail the responsibilities of security Guards. These orders serve as guidelines to ensure that security Guards understand their roles. It is critical for security Guards to be knowledgeable of their tasks and the operation of security and fire/life safety systems in their properties. The following are systems that security Guards should be familiar with and be able to respond to them effectively and efficiently.

Properties have different types of alarms that security Guard should be aware of. Alarms include fire alarms, burglar alarms, water detecting alarms, LAN Room alarms and others. Security Guards should know the capabilities of the alarms as well know how to operate them and reset them when the incident is resolved. Operations orders will detail what the security Guards' responsibilities are relative to their response to alarm activations. In most instances, operations orders indicate that the security or fire safety director, the property manager and the tenant representative should be notified upon activation of an alarm in the building.

## **2.0.2 Access Control**

Access Control Is a critical aspect of the protection system; Different properties have different methods of screening people who enter the building. Security Guards must understand the sensitivity of access control. Without having the ability to determine who is allowed to enter the property, security Guards face a very delicate situation which can have a significant effect on the protection of the people from harm and property from loss.

Properties have been equipped with turnstiles and other methods of controlling access. Turnstiles activate when people who are authorized to be in the property use a card access system to release the turnstiles and allow access. Although several methods to access the property via the turnstiles exist, most require that individuals who have a building identification card to display the cards to a proximity reader. In other instances, cards must be swiped at the turnstile to activate them to release.

The access control system must be able to identify those people who are authorized entry to the property. Some access cards are programmed to allow people access to other parts of the facility. Time restraints are also programmed into the system to allow individuals access to certain areas during pre-specified times only. Attempts to use the cards to enter outside of the specified time range will result in a rejection. If access is rejected the door will not open. Generally, a person is assigned the task of maintaining the access control system and programming the access cards for individuals.

Locks play a vital role in access control. Most base building rooms, such as the elevator machine rooms and mechanical equipment rooms are under lock and key. The stairwell exits leading to the street level are locked and other sensitive areas of the facility. Only authorized personnel such as security managers and engineers usually have access to these base building rooms.

The safety of tenants is important and a critical aspect of the responsibilities of the security Guard. When patrolling, security Guards must be able to identify risks. A risk is a situation that can lead to injury or death. Security Guards must be able to identify risks and report those risks so that appropriate actions are executed to lessen or remove the risk.

The location of safety equipment is critical in an emergency incident. Properties have stations designed to be used by people, particular base building employees, to wash the eyes and decontaminate if they come in contact with a known or unknown substance that might lead to serious illness. Knowing the location of these washing stations allows the security staff to care for an injured person expeditiously until emergency responders arrive at the property.

In all instances involving serious physical injury or illness, 112 must be activated by the security Guard who witnesses an incident or who is informed of an incident in the property. Because every property has a different reporting structure, Security Guards must become familiar and know who to contact in the event of an emergency in the building, whether an injury to a person or a fire alarm activation.

Security controls vary amongst different type of properties. Some properties allow people uninterrupted access at the lobby level while others require the display of a photo identification before an individual is allowed to pass into the elevator lobbies.

Many communities' friendly venues have little access control while financial corporations ("Big Banks") have very strict access control systems. Sensitive property, whether physical or intellectual, must be secured in special areas to afford them the greatest protection. Access to these areas is limited. Security Guards must know where sensitive rooms are located in order to effectively resolve an incident involving such sensitive areas.

When an incident happens, a report must be completed. Properties have different methods of dealing with investigations of incidents or people. Usually, a person or team of people is assigned to supervise investigations of people who might be considered suspicious in their behavior or activities.

Hence the security Guard needs to understand what types of situations need to be reported. The types of incidents that must be investigated may vary; however, security Guards should be made aware of the types of incidents that the company with whom they are employed deems a need for an investigation. Employee theft, for example, is an incident where an investigation is likely to be implemented to determine who is committing the thefts.

After every incident and investigation, a formal report must be generated to maintain a record of the sequence of events and the people who were investigated including any interrogations that take place involving those employees who are considered suspects and accomplices.

It's critical for Security Guards to not disturb any crime scenes at their facility. In fact, Security Guards are expected to secure the crime scene area so that the area does not become contaminated or evidence is removed. Physical evidence found at the time of the incident/crime must not be allowed to disappear. By maintaining a secure (closed off) crime scene area and ensuring that no evidence is tampered with or removed from the premises, Security Guards play a critical role in outcome of the case.

**Security Guards** must be mentally capable and physically fit to perform their functions. Being mentally prepared and ready to interact with many people from many different social, economic and cultural backgrounds requires security Guards to be prepared to deal differently with different people. Hence, being mentally alert will make a significant difference in the way security Guards interact with the general public. Depending on the type of property, security Guards may come in contact with just a few people or thousands.

Having the ability to respond to incidents and possibly physically interacting with someone, requires security Guards to be physically fit to meet the physical challenges they will be confronted with while in the protection management field. Since emergencies are unpredictable, physical fitness and stamina are necessary to properly respond to emergency

incidents. Some incidents might require security Guards to climb hundreds of feet of stairs to reach the incident floor.

Professional presence is perhaps the most notable aspect of being a security Guard. Professional presence refers to both the demeanor of security Guards and the appearance projected by security Guards. With hundreds and thousands of people entering the facilities protected by security Guards, it is critical for the security Guards to understand that they are being observed every day by all the people who enter the property, including colleagues, management company representatives, tenants, clients, visitors and most importantly prospective tenants.

Security Guards play a significant role in public relations. The demeanor and actions of security Guards are generally reported in the news media, from a photograph of a sleeping security Guard to a newspaper article about the unprofessional demeanor of security Guards who interact with the print media.

Although security Guards are confronted with many situations that may generate different reactions from the security staff, it is generally recommend that security Guards de- personalize the situations and display courtesy, even under strenuous situations, dignity and confidence in what actions they take to resolve incidents.

## **2.1 GOALS AND OBJECTIVES**

Corporations have one idea in mind, and that is to be profitable in order to remain sustainable. The security staff is part of the marketing plan to ensure that they are profitable. By the mere existence of a security staff, a company is viewed as being proactive and interested in their employees' safety and in the continuity of the business. By having a security staff, companies are also generously compensated (in the form of lower premiums) by insurance companies that consider security and safety of employees a top priority. A well organized and executed security program will undoubtedly have a significant impact on the company's employee safety culture. It is the responsibility of security Guards to make a difference in the way the company's image is perceived by the general public, and professional associates.

An active security force will always be "on the ball" making sure that all aspects of the protection management program are adhered to by the people who interact with the property's tenants. Implementing preventive measures will avoid more serious issues from arising.

By enforcing the company's business, security Guards enforce the company's objectives by their mere presence. But to further encourage businesses to be profitable, security Guards must also be vigilant in ensuring that company policies are enforced. The enforcement of policies may happen in informal settings, as well as business related settings. The jurisdiction for security Guards does not extend outside the times designated in a workday nor beyond the jurisdiction of the company property.

Discretion and confidentiality is critical of security Guards who have access to sensitive company information and trade secrets. Personal client information should never be exposed or tampered with by anyone, particularly security Guards who have a great deal of

accessibility to this information. All business transaction should remain confidential at all times. In some properties, contractual security Guards are required to sign an agreement indicating that they are not to share any private company data with anyone outside of those people who need to know.

The employees must be afforded personal safety and protection while at work in the building. Employees are to be protected when at work and in any other area that is within the company's "property line." Privacy, health and safety and normal working conditions are expected to be provided to the employees, including security Guards.

Security Guards must protect property from loss by theft, damage and waste. A proactive and well-orchestrated security program will discourage employees and intruders from committing thefts, damaging property and wasting valuable company time investigating these incidents.

**Security Guards are expected to be familiar with the following protection management areas:**

- Asset Protection:** Protection company equipment
- Loss Prevention:** Prevention loss of company documents, inventory and office equipment
- Escort Services:** Escorting guests and visitors to appropriate locations
- Alarm Response:** Responding to fire, burglar, water and other alarms in the property
- Crime Prevention:** Creating and administering programs to prevent crimes from occurring
- Accident Prevention:** Through fire drills, hazardous materials safeguards and reporting dangerous conditions

### **2.1.1 Patrols**

Patrols are generally divided into two categories: Internal or vertical patrols and perimeter patrols. Internal patrols require security Guards to walk throughout the building to ensure that all the areas are properly protected. Patrols must be highly visible to be effective. Tenants and other people in the property usually feel a sense of safety when they see security personnel walking the floors and stairwells. When conducting vertical patrols, security Guards must also check the elevator lobby doors to ensure that are secured. Excellent observation skills enhance the patrol experience for both.

The security Guard and the people being protected. Being aware of what belongs and what does not belong is advantageous for the security Guard. When faced with a situation where the security Guard is faced with a problem, then it is of utmost importance that the problem is communicated to the line supervisor so that the problem is corrected.

### **2.1.2 Crowd Control**

Crowd Control is another critical aspect of security, particularly entertainment security. Concert halls and arenas can legally hold but so many people. In cases where events are over-ticketed, the potential for crowd disaster increases dramatically. Many corporate buildings have places of assembly such as auditoriums, gymnasiums, restaurants and dinner/ballrooms. Maintaining an adequate count of the number of people in the building will go a long way in preventing a crowd disaster.

### **2.1.3 Traffic Control**

Traffic control is essential for those properties that have garages and parking lots. Ensuring that there are no automobile accidents is a very serious task that security Guards undertake. Parking, traffic flow, pedestrian walkways, communications skills and understanding corresponding laws are essential to maintain order in motor vehicle/pedestrian environments.

#### **Site-specific tasks**

- Monitoring activities
- Reacting to incidents
- Reporting to management or law enforcement

#### **Theft**

- Internal vs. external
- Business practices
- Property removal policies
- Criminal law knowledge

#### **Trespassing.**

- Unwanted and unauthorized people on the premises
- Identifying trespassers
- Approaching trespassers
- Removing trespassers

#### **Drug (including alcohol) Abuse**

- Safety concerns
- Business (productivity) concerns
- Identifying abusers
- Dealing with “suspected” abusers

### **2.1.4 White Collar Crime**

Sabotage/Bribes/Kickbacks/Payoffs/Computer fraud/Embezzlement/Detecting white collar crimes/Detering white collar crimes/Reporting white collar crimes.

## **2.1.5 Emergencies**

Such as fires, explosions, bomb threats, riots and other disorderly conduct, civil disturbances, demonstrations, labor/management conflicts that lead to picket lines and hazardous materials incidents are all emergencies that security Guards should be educated on to ensure that outcomes are to the liking of all people involved in the emergency incident. Natural Disasters such as power outages, earthquakes, snow storms, floods and other natural disasters may lead to devastating losses, but a well-trained security staff usually means that the outcomes will be positive and limiting loss of lives and property.

## **2.2 FUNCTIONS AND TECHNIQUES**

**The three basic functions of security Guards. They are to: Detect, Deter and Report.**

### **2.2.1 Detection**

A primary function of a security Guard is to detect occurrences and circumstances which do or could affect the security of the people and premises the Guard has been hired to protect.

- Knowing what to look for
- Common sense and special situations
- Alertness
- Good observation skills
- Curiosity
- Visibility: Uniforms, Patrol (Scheduled and Unscheduled)

### **2.2.2 Deterrence**

Effective deterrence means preventing security problems from developing in the first place. All of the attributes of detection contribute to deterrence.

- Observation
- Knowing what to look for
- Curiosity
- Visibility
- Unpredictable patrol
- Special programs
- Crime prevention
- Safety
- Escort services

### **2.2.3 Reporting**

Typically, security Guards are expected to report all unusual incidents. This provides the information necessary to identify and assess risks, and protect people and property from harm, theft, and related threats.

**Written reports must be clear, concise, legible, prompt and complete**

Using force (against people) is not a central feature of most security Guard roles. Use of force by security Guards is legally limited, creates significant liability risks, and is almost always “situationally focused” (employed only in very specialized or unusual situations).

## **3.0. EMERGENCY SITUATIONS**

**Student Training Objective(s):**

**Upon completion of instruction, the student will be able to:**

Identify the proper response to each of the following emergencies that may be encountered by a security guard to include, but not limited to:

- Alarm of fire medical emergency/first aid
- Bomb threat/search Natural disaster
- Civil disturbance Crime in progress
- Identify the need for a comprehensive emergency/disaster response and notification plan.
- Identify, the appropriate hazardous materials incident response by security.
- Identify and explain security guard safety as it pertains to incident response, appropriate safety precautions and available equipment.

A security Guard’s primary function is to protect people and property from harm. Security Guards typically play an active role in responding to a variety of emergencies.

Security Guards may often be the first to arrive at the scene or discover an emergency situation in progress. Security Guards need to know how to recognize several types of emergencies and assess the threat potential to life and property.

Security Guards are typically not required to be experts in the containment of specific emergencies. They are, however, typically expected to take specified actions in response to various emergency situations. They are also expected to monitor their facilities to prevent emergencies from developing by identifying potential threats and taking appropriate steps to contain and neutralize them.

### **Emergency Preparedness Plans**

- Protecting lives
- Protecting property
- Minimizing disruption and restoring order

- Notifying appropriate emergency service

### **Providers Security Guards should know:**

- What emergencies are potentially likely at their particular facility?
- Who within the company is primarily responsible for handling emergencies when they occur?
- What their assignments are in response to particular emergencies.
- How to effectively carry out their assignments.

### **Examples of Emergencies**

- Fuels
- Explosions
- Bomb threats
- Suspicious vehicles, people, or package
- Riots
- Civil disturbances
- Labor disputes
- Severe weather
- Floods
- Medical emergencies and injuries
- Chemical spills

### **3.0.1 Fires.**

Fires are a top priority of security Guards. Security Guards are typically responsible to detect fire hazards and report the condition to the proper person. Basic fire prevention. The best way to deal with fires is to prevent them. Fire prevention means reducing the possible causes of fires.

- Checking the area for potential fire hazards every time they come to work.
- Keeping the facility clear and free of combustible materials.
- Enforcing “no smoking” policies.
- Keeping hallways clear of obstructions.
- Knowing where all fireboxes are, where all corridors lead, and making sure that all exits and fire doors are unlocked and accessible.
- Knowing who is in the building, and where they are.
- Inspecting (and sometimes repairing) fire equipment, such as fire extinguishers, hoses and pumps, clothing, oxygen masks, evacuation maps.
- Communicating fire preparedness and fire-response information to employees.
- Conducting „Fire drills” and similar fire-preparedness activities.
- Knowing the duties of all employees in the event of fire.
- Assisting in the shutdown of electrical equipment and other machinery.

## **Responding to fires.**

**When fires do occur, the role of a security Guard is to minimize the damage.**

- Extinguishing small fires.
- Assisting in evacuations.
- Notifying the local fire company promptly.

### **Extinguishing fires.**

All fires consist of Heat plus Material plus Oxygen. Eliminating any one of these will eliminate a fire. Different types of fires require different responses to eliminate them. There are three general classifications of fires. **Each requires a different type of fire extinguisher.**

**Class “A” fires involve wood, cloth, vegetable matter, paper, etc. Extinguishers for Class A fires use either water or soda and acid foam.**

**Class “B” fires involve combustible liquids such as oil, solvents, and grease. Extinguishers for Class B fires use CO<sub>2</sub> or foam.**

**Class “C” fires are electrical. Extinguishers for Class C fires use CO<sub>2</sub>, which is not a conductor of electricity.**

*Your life can depend on using the correct extinguishing agent and using it correctly.*

## **3.0.2 Explosions**

A security Guard’s primary function at the scene of any explosion is to protect people from harm and to contact medical emergency service providers. Evacuation may be required. Security Guards should have the contact numbers of the local fire department, the Department of Defense bomb unit in their area, and the emergency services unit of the police department. Another secondary function may be to administer first aid.

## **3.0.3 Bomb Threats; Suspicious Packages**

The investigation and disposal of a suspicious item or alleged bomb is almost never the responsibility of a security Guard. The role of the security Guard is to contact appropriate personnel (immediately), and minimize risks to people and property. Evacuation may be required. Do not touch suspicious items.

Company policy will influence how to respond to the receipt of a bomb threat. Finding the bomb is a police job. Call the police.

## **3.0.4 Evacuations**

Evacuations are major disruptions. They must be accomplished calmly and efficiently, to avoid panic and fulfill the function of removing people (and property) from potential harm.

**Evacuation planning includes:**

- Publishing evacuation maps.

- Establishing evacuation signals and communications procedures.
- Training and practicing evacuations.

**Fire drills are an example.**

### **Riots, Civil Disturbances, and Labor Disputes**

Political, labor or social disturbances on or near company premises will often be responded to by security Guards.

- Call the police at the first sign of unrest.
- Keep cool and calm.
- Stay “above the fray.”
- Know the company’s guidelines.
- Do not provoke rioters.
- Organization is critical.
- Identify leaders.
- Interruption of Utility Services

Security should develop an occupant emergency plan with building management and maintenance. Security must be prepared to act and react to people and property placed in jeopardy due to loss of services.

### **3.0.5 Hazardous Material Accidents**

Many facilities will have potentially dangerous substances at the premises. If these spill, or are used improperly, there is a real risk of serious injury or damage. “Right to Know” laws inform employees of any hazardous substances, and the proper methods of protection when dealing with them.

A security Guard who discovers or otherwise learns of a spill or possible spill should contain the situation safely until expert help can be obtained.

- Do not enter a spill area unless you are sure you know what you are doing.
- Do not smell, taste, or touch suspected hazardous substances.
- Call for help.
- Keep other people away.
- Failure to follow procedures when you discover a potentially hazardous spill could cost you your life.

### **3.0.6 Natural Disasters**

Floods and storms sometimes create emergency situations (in addition to power outages). Security Guards may be required to evacuate buildings, or the opposite: help outfit buildings as emergency shelters.

### **3.0.7 Medical Emergencies**

The first responsibility of security is to ensure that medical emergency staff have been contacted and are en route to assist. Unless a security Guard has received proper training, his or her actions should be limited to controlling the scene and awaiting the arrival by medical

emergency personnel.

Unless a security Guard is specially trained, s/he should be reluctant to attempt any emergency medical treatment. Doing the wrong thing can seriously aggravate medical emergencies. Minimum training includes formal instruction in First Aid and CPR. Generally, get people away from a sick or injured person. Some medical emergencies may require immediate attention from security Guards. External bleeding should be left alone if not serious and if help is on the way. Serious bleeding may require placing clean material on the wound until the bleeding stops.

Shock occurs when the body's vital functions (such as blood pressure and breathing) are seriously threatened. Emergency first aid consists of maintaining open airways for breathing, controlling external bleeding, elevating legs about one foot, and keeping the injured person warm. Do not provide any food or water. Place (or keep) victims on their backs unless there are other injuries.

**Breathing:** If a person is not breathing emergency first aid is required. If a person can talk, they can breathe. If they are not breathing, tilt their head back to open an airway, by gently lifting the chin (not the throat) straight up. If there is still no breathing, try mouth-to-mouth resuscitation.

**Burns:** For anything other than superficial burns, do not move the victim and get help immediately. Watch for shock and breathing difficulties.

**Electrical Shock:** Do not attempt to pull someone away from an electrical current. Disconnect the current ("pull the plug") instead. If you cannot pull the plug, or if there is a downed power line, do not approach the victim. Keep other people away. If a victim has been shocked into unconsciousness, watch for breathing and burns.

**Choking:** If the victim can cough, breath, or talk do nothing except monitor the situation and call for help (if necessary). If the victim cannot stop the choking, the treatment is to try to clear the airway. The "Heimlich" maneuver consists of pressing a fist into the abdomen just above the navel with a quick, firm, upward thrust.

**Heart Attacks:** Symptoms include chest pain, extreme sweating nausea, rapid breathing. Loosen clothing around the neck. Sit with legs up and bent at the knees. Call an ambulance at once.

### **3.1 CRIMES IN PROGRESS**

The primary obligation of a security Guard is to protect the safety of individuals. It is not to investigate crimes or apprehend criminals. If a serious crime is suspected, notify the police immediately. If there is no emergency, wait for the police. Do not enter the crime scene unless there are injured people who require rescue and you can do so safely. Seal off the area. Do not touch anything.

## 4.0 COMMUNICATIONS AND PUBLIC RELATIONS

### Student Training Objective(s):

Upon completion, the student will be able to:

Identify standard procedures as they apply to the following communication mediums, where appropriate.

- Telephone etiquette
- Radio operating procedures and protocols
- Use of public address system
- Communications center
- Computer networks

Identify the purpose of sensitivity and interpersonal communications awareness training, including but not limited to the following.

- Culturally diverse groups
- Religious orientation e. Sexual orientation
- Physically challenged f. Gender
- Elderly

Identify procedures on the use and dissemination of information as it relates to the public and the media.

**Communication:** The exchange of information from one person to another person.

- The idea or message to be conveyed.
- The person and method transmitting the message.
- The person accepting or receiving the message.

**Three components of the communication process: Sender, Receiver, Feedback.**

### 4.0.1 Sender

The person delivering the message.

Communication Skills: Formulate ideas into a clear message; Organize ideas sensibly; and Deliver messages understandably.

A formula for effective communication:

- Tell them that you have something to tell them.
- Tell them what you have to tell them.
- Tell them what you told them.

## 4.0.2 Receiver

The person to whom the message is being delivered.

To be effectively communicated, every message must be received and comprehended accurately. There's sometimes a difference between the message sent and what the receiver believes the message to be. This is ineffective communication, and can be avoided by effective use of feedback.

## 4.0.3 Feedback

Affirmation from the receiver that the message was received and understood properly. Any response from a receiver is positive, even if the message was not understood or is objected to, since it provides a basis for additional information or clarification.

## 4.1 THREE METHODS OF COMMUNICATION

**Verbal (Oral) Communication:** Messages delivered and received by talking and listening.

**Non-verbal communication:** Actions other than talking which communicate information.

**Eye contact:** Is the person looking at you?

**Body language:** Is the person's posture "open" or "closed"

**Physiological changes: Is the person perspiring?** Is their voice raised? Do they cover their mouth with their hand when they talk?

Do not confuse discomfort with apprehension.

Written Communication-Report writing, other internal memoranda, post orders, security Guard manuals, incident log books, etc.

## 4.2 OBSTACLES TO EFFECTIVE COMMUNICATIONS

### 4.2.1 Attitude

Communication is most effective when done calmly, with neutral language, and in a controlled way. Alternative methods risk adverse responses and failure to understand the message because emotionalism gets in the way. It also undermines the authority of a security Guard.

### 4.2.2 Prejudice

Prejudices, conscious or unconscious, hinder communication and effective security. Security Guards must be aware of their own prejudices to minimize them adversely influencing the performance of their duties.

### **4.2.3 Knowledge of Duties**

Failure to know current duties, post orders, company policies, rules and regulations, and applicable laws prevents a security Guard from making informed and proper decisions, or giving simple, effective directions.

## **4.3 EFFECTIVE COMMUNICATIONS**

Proper attitude; Understanding of duties and environment; Sensitivity and compassion; Listening skills; Interpreting the message.

In many industries, the initial contact person for the public is a security Guard. This contact will affect the person's perception of the business. A good impression enhances the value of the employer's property, which a security Guard is hired to protect and enhance.

Security Guards are often a high-profile position, dealing with the public, staff and visitors on a continuing basis. There is a high expectation of good interpersonal and communication skills for security Guards.

## **4.4 TELEPHONE AND RADIO COMMUNICATIONS**

Rapid, efficient, and effective communications are vital to the security function. Quality job performance, and sometimes the lives and safety of individuals, depends on effective communications. Every security department will require some form of input to receive information, and outputs to relay the data for proper disposition. Electronic communications are done by computer, telephone and radio.

## **4.5 COMMUNICATIONS CENTER(S)**

All work areas within the center should be kept free of unnecessary paper, cigarettes, coats, and debris.

- Ash trays should be emptied regularly, as should waste baskets.
- There should be provision for hanging up garments.
- Background noise should be kept to a minimum.
- No commercial radio or television should be monitored unless emergency or other needs so dictate.
- No music to be broadcast over department frequencies.
- Avoid the use of profanity or loud language near microphones or telephones.
- No unauthorized reading materials such as books or newspapers should be carried into the dispatch area.

### 4.5.1 Demeanor

Personnel should at all times display professional conduct and attitudes toward the department, fellow Guards and the public. One of the most common complaints about security operations is that its personnel are not courteous on the telephone. Confidentiality of communications must always be protected.

### 4.5.2 Telephone Call Processing

The telephone operator is responsible for initially speaking with the public on most incoming department communications.

The telephone operator is expected to ascertain the status of the call (emergency, non - emergency, administrative, etc.). Ascertain the purpose of the call (whether the call is for assistance, information or other purposes). If the call is for assistance, the operator must note all pertinent information, and then advise the Guards in the field to respond. In many operations, the operator must log all incoming and outgoing telephone calls.

**The operator should concentrate on the following procedures when answering the telephones.**

- Have paper and pencil near the telephone.
- Answer the call promptly.
- Often calls require quick action on the part of the communications office.
- “Treat every call as an emergency.”
- Identify yourself by a) department, b) rank, name or operator number.
- Speak slowly and distinctly so the caller can understand you.
- Remember that callers may be under severe emotional strain caused by pain, fear, panic, anxiety or injury.
- Patience is important.
- Speak directly and distinctly into the phone.
- Speak at a normal level, not too loud or soft.
- Do not speak in a monotone as it may be equated with a lack of interest.
- Operators should always be courteous and tactful
- Remember the department is judged in part by how you answer the phone.
- Take command
- Maintain control over the call courteously, but firmly.
- Do not let the caller ramble on.
- Obtain and record all data from the caller which seems even remotely relevant.
- Caller’s name, where calling from, address and telephone number.
- If it is necessary to put the caller on hold, explain the reason.
- If delays are anticipated in units responding to the call, the complainant should be so advised.
- Also, callers should be told if it is necessary that they be transferred to another office.

**Conclude calls politely, after all needed information is obtained.**

### **4.5.3 Personal Use of Telephones**

Security personnel should restrict their use of departmental lines to official business only. A phone line should be designated for personal use when necessary.

### **4.5.4 Long Distance Telephone Calls**

Long distance calls by personnel on departmental phones should be logged for proper record keeping. Procedures should be adopted on the types of situations in which long distance calls can be authorized.

### **4.5.5 Telephone Security Procedures**

Definite procedures should be established relating to requests for assistance from the telephone company business or security offices. All questionable or suspicious communications occurrences should be reported to supervisory personnel promptly.

- Equipment malfunctions
- Telephone line disorders
- Transmission difficulties
- Interference on radio channels
- Unidentified radio traffic
- Threats into the communications center

#### **4.5.5.1 Food and Beverages**

Food and beverages should not be allowed in any operating area within the communications or records centers.

- Policies regarding coffee, food, and lavatory breaks should be specified.
- Lounge and canteen facilities should be provided.
- Breaks should be staggered, so that consoles or phones are not left unattended.

#### **4.5.5.2 Equipment Maintenance and Repairs**

Only authorized personnel should attempt to or effect any type of technical repair to or modification of equipment, absent exigent circumstances. Definite procedures should be established for contacting radio maintenance, computer, or alarm repair people on a 24-hour basis.

### **4.5.6 Forms**

Except for all but the smallest of operations, good information form design is a necessity to guarantee ease and speed in processing. Forms are used to note information received over the telephone and by radio, so that the dispatcher may intelligently take action and to record communications activities.

### **4.5.7 Priority of Calls**

**Calls fall into one of three general categories: Emergency, Non-emergency and “Gray area.”**

When a call comes in, even on an emergency line, it is not known whether the call is, in fact, for emergency assistance. Therefore, until otherwise determined, all calls should be treated as emergencies. Once the operator talks with the caller, he/she must determine what priority to assign.

High priority calls will involve emergencies and in-progress activity which poses a direct and immediate threat to life and property.

**Often supervisors can be used to determine the priority of a call and the appropriate response.**

- Cars may be dispatched on several levels of priority, depending upon how critical the dispatcher feels response time to be. A high priority call will require immediate dispatching of field units.
- The dispatcher must know the status of all the units in his area.
- If units are out of service on a call, the dispatcher should know if the Guards can be taken off the call and put on another.
- Definite procedures should be established regarding such occurrences.

**A list of calls in descending order of priority is set forth below:**

- Emergency (medical, accident, criminal)
- Crime in-progress
- Accident, personal injury, property damage
- Wanted person
- Missing person
- Routine criminal reports
- Attempt to locate
- Cancellations of events
- Routine administrative or other traffic

### **4.5.8 Follow-up Checks**

On certain designated types of calls, the dispatcher should routinely check on the status of Guards to ensure their safety.

Ten minutes may be considered a reasonable period before checking on units, in most cases.

Cover (back up) units should be dispatched as a matter of course when no response is received after a certain period.

## 4.6 RADIO COMMUNICATIONS

### 4.6.1 Logging

The NCC requires all radio traffic to be logged. Logs must indicate the date, station call, and signature of operator from sign-on to sign-off, all transmission, and station identification. Logs should be changed at 24-hour intervals.

- Recording equipment must be constantly maintained to insure proper performance.
- Responsibility must be assigned for changing and storing tapes.
- Equipment must be secured against any tampering, theft, and alteration.
- All radio channels should be recorded on one tape, together with a time track.
- All calls dispatched should be followed by the time.
- Each channel should be identified every half hour.

### 4.6.2 Vehicle Assignments

**Dispatchers should be familiar with different classes and types vehicles, and the calls appropriate to each.**

- Motorcycle
- Solo automobile
- Two-person automobile
- Bicycle patrol
- Special vehicles

Calls should generally be assigned to the appropriate district car or unit. The dispatcher is usually responsible for determining who gets a call. If the proper district car is not in service, and the call is of a priority nature, usually the next closest district will be sent.

- Before issuing an assignment, the unit chosen should be called and response obtained.
- If there is detailed information to copy, the unit should be alerted and then called back when it is prepared to copy.
- This will prevent waste of air time from having to repeat missed information.

### 4.6.2 Air Codes

Some departments use “**air codes**” to identify particular activities. The use of air codes can:

- Reduce the time needed to communicate format messages.
- Require and promote universally (within departments) understood single meanings to certain codes.
- Promote brevity in messages.

Increase message reliability, especially in situations where messages must be repeated or relayed between originator and final recipient.

- Messages are easily recognized, comprehended, and understood.
- Greater communication can occur using less air time.
- Inflection does not change meaning of messages.
- There is increased assurance that the message will be understood in poor signal coverage areas.

**A typical series of air codes is called the “ten code” system.**

When spelling messages on the radio (or telephone), it is sometimes useful to use “code words” to reduce the chance of the recipient misunderstanding a letter. **Typical code words might be the following:**

<b>A-Adam</b>	<b>B-Bravo</b>	<b>C-Charles</b>	<b>D-David</b>	<b>E-Edward</b>	<b>F-Frank</b>
<b>G-George</b>	<b>H-Henry</b>	<b>I-Ida</b>	<b>J-John</b>	<b>K-King</b>	<b>L-Lincoln</b>
<b>M-Mary</b>	<b>N-Nora</b>	<b>O-Ocean</b>	<b>P-Paul</b>	<b>Q-Queen</b>	<b>R-Robert</b>
<b>S-Sam</b>	<b>T-Tom</b>	<b>U-Union</b>	<b>V-Victor</b>	<b>W-William</b>	<b>X-X-ray</b>
<b>Y-Young</b>	<b>Z-Zebra</b>				

## **4.7 ORGANIZATION AT CONSOLE**

Proper work organization allows for efficient and expeditious handling of field units for field assignment. The following, when practical, can help avoid confusion and pitfalls:

- Before taking over the radio, question the operator you are about to relieve as to conditions in the field.
- Check the daily bulletin before making relief.
- You may have occasion to make reference to it, or may alert a field unit he who is involved with a suspect listed in the daily bulletin.
- Organize the work areas so that it suits your ability to work comfortably and efficiently.
- Check status board against patrol, traffic, and special squads.
- Identify which units are two-person cars.
- Note any changes in detail, such as switching units in districts, changes in pool car numbers after detail is received, etc.
- Arrange your waiting assignments in order of beats, time received, and/or priority of assignments.
- Keep work areas clean. Remove any superfluous, non-relevant matter.

### **4.7.1 Status of Units**

To deploy personnel effectively, dispatchers must be constantly alert to the status of units under their control. The dispatcher must stay advised about:

- Whether units are in service or out of service
- What units are available for which types of call?
- What units are available for back up or cover
- What units are subject to call for priority needs?
- The status of units responding to calls
- Rechecking units periodically
- What types of units are in the field (bicycles, automobiles, etc?)
- Which units are “on break,” and when used by different departments there will be a different method for keeping track of units.

- Log sheets
- Status boards
- Automatic vehicle location
- Etc.

#### **4.7.2 Command Notification**

Dispatch personnel should be clearly apprised of the situations which require command notification. Staff should also know the proper command Guard to contact, how, and where. Typically, command should be notified immediately of the following occurrences:

- Guard in trouble
- Fire
- Major crime in progress
- Situations requiring concerted action cutting across district boundaries
- Communication center overload
- Equipment malfunction
- Interference on communications channels or links
- Serious personal injury accident
- Any death, shooting, stabbing
- Any major disturbance
- Severe weather warning
- Guard involved in motor vehicle or other type of accident

### **4.8 DISPATCH PROCEDURE**

#### **4.8.1 Acknowledging Calls**

Dispatchers and field personnel should acknowledge all calls quickly. Even when the dispatcher is handling more than one radio channel or there is a great deal of telephone traffic, the calling party should at least be given a standby.

**If the dispatcher does not come back on the air within 30 seconds, the call should be repeated. If the call is urgent, then the field unit should so preface the transmission (e.g., “car 104, urgent”). Field Guards should acknowledge both receipt of the initial call, and receipt of the dispatched information.**

**For example, the unit should acknowledge receipt of the initial call: (Dispatch): “Car 104”. (Car): “201, go ahead.”**

After the call is given to the unit, the unit should respond with “clear” or whatever sign off language is prescribed by the department. In no event should the unit signify receipt by clicking the microphone. Field units failing to respond after three calls should be put on a special cue, to be called again. In addition, if no explanation from the unit is obtained, or the unit cannot be contacted, command should be notified.

### **4.8.2 Attend to Duty**

Dispatchers must cover the console at all times. Communications consoles should never be left unattended. A field Guard may only get one brief chance to call for help. If a dispatcher must temporarily leave the position, s/he should so notify the units relying on the dispatcher for communications, or preferably, have another dispatcher handle the calls temporarily.

### **4.8.3 Calling Unresponsive Units**

When attempting to contact a field unit which does not immediately respond, a dispatcher should call the unit two or three times.

- If no response is received, check the assignment cards to determine if the unit has been given a call to handle.
- If not, the last time the radio had contact with the unit should be ascertained.
- If the Guard was last assigned to a hazardous call, it may be prudent to send cover or backup.
- In the alternative, the dispatcher may wait a period of time and recall the unit.
- If a response is still not received, notify command and send backup.

### **4.8.4 Channels**

Radio signals travel on channels (or frequencies). To communicate, both the sender and receiver must be tuned to the same channel. Radio transmissions are typically “one way” only. You cannot usually talk and hear at the same time. Dispatchers must know which units are using which channels.

- Further, the dispatcher should be advised when a field unit is switching to another frequency.
- If, for any reason, cars must be switched to another channel (i.e. for stuck mike, or equipment breakdown) the instruction to switch over should be aired several times, unless field units have been previously been appraised of the fact.

### **4.8.5 Channel Status**

**The dispatcher must be constantly aware of the status of channels available for use.**

- Is the channel clear, or in use? Is the base station of the channel operational?
- Is any interference being received?
- Is the channel being used for special operations during the shift?
- Will any special codes be employed?

### **4.8.6 Courtesy and Demeanor**

A dispatcher must not only be concerned with what information is communicated to field personnel, but how the information is conveyed.

- The person behind the microphone must remain neutral, impartial and unemotional
- The dispatcher is the voice of security, and should so act.
- There is no place for comedy, personal conflict, or reprimanding over radio channels.

- Dispatchers should speak in third person, avoiding the use of “I.”
- Familiarity over the air is not recommended, thus the use of car numbers and rank is preferable to first names.
- Dispatchers must never act like prima donnas; they are not indispensable.
- Patience must be practiced.
- Thought before speech must be the rule.
- The dispatcher must act and sound authoritative and confident.
- Their voice must convey their alertness and readiness to serve.
- Courtesy to fellow dispatchers and field units is essential.

**Words such as “thank you,” “please,” “you are welcome,” etc., are polite phrases, but their use is unnecessary and may take up valuable air time.**

#### **4.8.7 Late Night Check-Ins**

In many departments, after midnight, units and foot patrols are required to check in every half hour by identification and location.

This practice serves three major functions: security of the Guard, administration and command control, and provides a psychological boost to field personnel.

This last reason is very important, for a Guard may be patrolling a very quiet area, and hence, not come into contact with anyone for long periods of time. If the radio is also quiet, s/he can become very bored, lonely, and fatigued. Occasional radio traffic partially fills the void.

#### **4.8.8 Messages and Formats**

Message transmission formats must be outlined and followed by all, to insure uniformity, accuracy, and efficiency in processing.

When dispatchers are trained to use the same format and obtain the same information for each class of call, they will tend to perform more effectively under stress. **When formulating usage broadcasts relevant questions which should be asked include:**

- Will the message be clear to the recipient?
- Has all data been included which was given or requested?
- Has the proper format been observed?
- Can this message be acted upon from the information given?

If messages are to be relayed, relay exactly as given, while conforming to departmental procedures.

### 4.8.9 Pursuits

The moment a unit comes on the air with a pursuit call, all other traffic should be cleared from the channel.

- The unit's location, direction of travel, and speed should be ascertained.
- A description of the fleeing vehicle, license number, number of occupants, should be aired.
- Dispatch should ascertain and broadcast what the vehicle is being pursued for.
- Frequent locations should be given.
- The dispatcher must remain calm and unemotional.
- If possible, the license number of the run car should be ascertained for stolen.
- Often, the local police should be notified of the incident in progress.

### 4.8.10 Special Alerts

The use of special tone alerts will immediately catch the attention of field units for special broadcasts. Solid tones or siren type signals may be used to denote urgent situations, such as fire, ambulance runs, or other emergency situations, etc. Procedures should be developed to govern when alerts should be used.

## 5.0 ACCESS CONTROL

### Student Training Objective(s):

Upon completion, the student will be able to:

- Explain the concept of controlling access to an employer's property by environmental design. Cite specific types and methods utilized by the security guard industry.
- Identify the components of a security survey and provide an assessment of positive and negative types of access control and security measures.
- Identify acceptable forms of identification and access control notification procedures to include, but not limited to the following.
  - a. Vendors/deliveries
  - b. Visitors
  - c. Employees
  - d. Government agencies

Identify the benefits of controlled access points and the importance of daily monitored electronic or manual login procedures.

### ACCESS CONTROL

Access control involves controlling and monitoring people (and property) entering and leaving premises. The security function in access control includes minimizing unauthorized access to premises. In addition, security is expected to know who (and what) is in premises with authorization, to enable proper response in the event of an emergency or in the event that someone at the facility must be located promptly.

## 5.1 TYPES OF ACCESS CONTROL

The two main types of access control are physical barriers, and direct screening of people.

### 5.1.1 Physical Barriers

**Barriers** can be either natural (environmental) or structural (fabricated). Barriers define boundaries, limit (prevent or delay) access control traffic flow.

**“Perimeter security:” A “fence” (natural or fabricated) surrounding the outside of the building.**

**Physical perimeter security** is designed to protect large areas and buildings (or building complexes). The idea is to surround the area with a barrier while still assuring that the buildings themselves remain exposed and visible.

Security Guards may patrol perimeter barriers, looking for breaks or intrusions, and deterring unauthorized access through presence. The “second line” of perimeter security is the building or structure itself, which usually consists of six sides: Roof, floor, four walls. The roof is typically, the most vulnerable point of unusual entry on a building. Windows are also a point of potential entry to which security Guards must pay special attention.

Window reinforcements include bars and grates, tempered glass, laminated glass, reinforced glass, and plastic (or plastic coated) glass. Windows may also be alarmed with foil, vibrator or breakage alarms.

Doors require special security attention, since they are the obvious and most common point of entry into buildings. Door construction influences security. Some doors are stronger than others. Fire codes often require that doors open outward. Doors may also be alarmed or employ other mechanical or electronic access control devices.

**Locks:** Doors may also be secured by locks. **There are two main types of locks: mechanical, and electronic. Mechanical locks** consist of a bolt or latch; tumblers; and the key (or another unlocking device).

**Master keying** is when one key (or set of keys) will open more than one lock. To avoid compromising security, master keys must be kept strictly accounted for.

**Key control** is a vital part of access security, and can include inventories of all keys for all locks, and logs of who has been issued which keys.

Lock bolts and latches: Spring-loaded latches “throw” the bolt by spring power. These are of minimal security use.

**Deadbolts:** (they are better) The force of the key (or thumb turn) is what powers the bolt. Fire codes must be consulted to determine whether deadbolts are permitted in specific applications.

**Electronic locks:** use electronic signals to deliver electrical energy to open a mechanical lock or latch release. Many card-key systems are electronic. Key control considerations apply equally to electronic locks.

**Security lighting:** Lighted areas deter unauthorized conduct, and are easier to patrol. How much lighting and what kind of lighting are appropriate depend on several variables. The size of the object to be illuminated. Larger objects require less light, and larger objects reflect more light. The color of the object to be illuminated. Light colors reflect more light than dark colors. The texture of the object to be illuminated. Smooth-surfaced objects reflect more light than coarse-textured objects. The number of objects to be illuminated. More light is required if there are many objects to be illuminated. Security lighting may be continuous, specific, or selected.

- **Continuous lighting is when a series of overlapping floodlights illuminates an entire area.**
- **Specific lighting is when a floodlight illuminates a particular spot, as for example a floodlight above a door.**
- **Controlled lighting is used when “full” illumination is neither necessary nor desirable.**

### **5.1.2 DIRECT ACCESS CONTROL AND IDENTIFICATION**

Private security Guards are often required to directly screen applicants for entrance to facilities. Security Guards are often posted at entry points (doors and gates), with standing post orders. They identify people wishing to enter, and approve or deny access.

**Visual recognition: Know who is authorize to enter the facility, and when.**

“**Personal knowledge**” — simply looking at people and recognizing them— is the least reliable source of access control recognition.

**Written documentation:** Employee photo badges, building visitor permits, vendor identification cards, work orders, and delivery manifests. Security Guards are expected to examine these items closely for tampering or alterations, and to make sure they are current.

**Questioning documentation:**

- Require additional identification;
- Contact supervisor, obtain verification or authorization;
- Contact outside employer to verify identity of non-employee.

**Third Party Authorization**

“**Checking with someone else**” before permitting access.

**Security Escort**

**Some employers may have a policy that requires all (or some) visitors to be escorted while in the facility.**

**Logging-in**

“**Signing-in**” visitors. **Log-in procedures provide:**

- Accountability of staff and visitors.
- In the event of an emergency, security is aware of all occupied work areas.
- Compliance with employer and security guidelines.
- Discourages unauthorized personnel.

- Encourages security/employee interaction.

### 5.1.3 Electronic Access Control (Alarms)

Electronic access and control equipment can protect and cover a larger area than a security Guard. Alarm systems typically are set up to receive or report signals in four different ways:

Local alarm. Signals an “alert” at a specific place (e.g., point of entry) only.

Proprietary termination: Internal alarm only.

Direct termination. Connected directly with appropriate responding authorities, such as the police.

Central station. Alarm signals are automatically routed to a monitoring station which in turn investigates the signal and contacts the police or other authorities to respond as appropriate.

Threat Potential: Identification and assessment of possible risks and hazards, to determine the level of access control necessary. Differing threat potentials imply different levels of security.

### 5.1.4 Determining threat potentials:

- Demographics
- Type of industry
- Occupants’ function
- Available resources

### 5.1.5 Types of Threats

**Sabotage:** Treachery and subversive tactics to damage or disable equipment or property.

**Espionage:** Surveillance, infiltration, and spying, for the purpose of stealing secret materials.

**Terrorism:** Acts which cause apprehension, panic and fear.

Generally, sabotage, espionage, and terrorism are thought of in global and political terms. However, these are common threats as well to many “local” businesses or government institutions. In each case, they disrupt normal operations, reduce efficiency, and may result in other security risks.

## 6.0 ETHICS AND CONDUCT

**Student Training Objective(s):**

**Upon completion, the student will be able to either orally or in writing:**

- Define and identify the elements of the Security Guard Code of Ethics.
- Identify five unethical practices that a security guard may encounter at a work location and describe how adhering to a strict Code of Ethics affects unethical practices.
- Identify two benefits to a security guard and a security guard employer that will be

realized by adopting and following a Code of Ethics.

- Identify the elements of an employer's rules and regulations which govern the professional conduct of a security guard.
- Explain the importance of a security guard's fitness for duty as it relates to all of the following.

**(a) Alertness c. Mental & physical preparedness**

**(b) Unimpaired by drugs/alcohol d. Appearance & demeanor**

## **ETHICS AND CONDUCT**

Ethics and professionalism go hand in hand. Security Guards are entrusted with the safety of lives and property. They are often a company's first line ambassadors to the public, and are responsible for enforcing safety and integrity rules in the work place. The job requires the highest levels of integrity, honor, and discretion—ethics.

It is the essence of a security Guard's position that conduct be at the highest levels of professionalism and integrity. This is simply expected of security Guards; anything else is unacceptable.

Simply stated if you can't trust the people who are responsible for protecting lives and property to act ethically, who can you trust?

### **6.1 THE SECURITY GUARD CODE OF ETHICS**

**RUDRA24 Security** has adopted a code of ethics for all its security Guards.

The code of ethics formalizes the idea—and rule—that there are measurable standards of conduct expected from everyone who holds a security Guard position.

#### **Code of Ethics defined**

The code of ethics is a statement that incorporates moral and ethical principles and philosophies. It is a measure of a person's activities against a standard of behavior. By outlining basic rules of expected conduct, the code of ethics communicates these rules to all security Guards. The manner in which personnel of a business conduct their activities has a direct effect on whether a business succeeds or falls.

Security Guards are entrusted to protect persons and property from harm, and so by definition must possess a high degree of integrity and ethical standards.

**Ethical behavior is therefore a direct job function of security Guards.**

- A published and public code of ethics increases the effectiveness and role of the security Guard.
- The code of ethics will help the security industry attract a better caliber of Guard.
- The code of ethics will help create a professional environment in which to work, reducing turnover rates and increasing effectiveness.
- The code of ethics will enhance the way law enforcement agencies and the general public view private security.
- The code of ethics will help protect people's rights and reduce abuses of authority.

## **6.1.1 Code of Ethics for Security Guards**

**In my capacity as a security Guard hired to prevent, report and deter crime, I pledge:**

- To protect life and property; prevent and reduce crime committed against my employer/client's business, or other organizations and institutions to which I am assigned; abide by the Constitution of the Nigeria.
- To carry out my duties with honesty and integrity and to maintain the highest moral principles.
- To faithfully, diligently and dependably discharge my duties, and to uphold the laws, policies and procedures that protect the rights of others.
- To discharge my duties truthfully, accurately and prudently without interference of personal feelings, prejudices, animosities or friendships to influence my judgments.
- To report any violation of law or rule or regulation immediately to my supervisor
- To respect and protect information considered confidential and privileged by my employer or client, except where their interests are contrary to law or this Code of Ethics.
- To cooperate with all recognized and responsible law enforcement agencies within their jurisdiction.
- To accept no compensation, commission, gratuity, or other advantage without the knowledge and consent of my employer.
- To conduct myself professionally at all times, and to perform my duties in a manner that reflects credit upon me, my employer and the security profession.
- To continually improve my performance by seeking training and educational opportunities that better prepare me to carry out my security duties.

## **6.2 SELECTED ETHICAL VIOLATIONS**

### **6.2.1 Failure to Report Violations**

Reporting ethical violations is an essential part of a security Guard's job. Watching for and reporting ethical violations is part of protecting people and property. Unethical behavior is a threat to the well-being of people and property. Reporting ethical violations is doing the job for which a security Guard has been hired. Failing to report ethical violations compromises the entire security function. Companies should have carefully developed protocols for reporting suspected ethical violations. People have to trust the process, and the process must work. Discretion is a must.

### **6.2.2 Violating Confidentiality**

What you see at work stays at work. Information is valuable property. Protecting property is a duty of a security Guard. Keeping confidences comes with the job.

### **6.2.3 Dishonesty**

There is no excuse for dishonesty of any sort by a security Guard. Theft of property. There is never a legitimate reason for theft. No excuse will be accepted. "Unauthorized borrowing" is

the same as stealing. Theft of services is theft. Theft of time is stealing. Sleeping on duty is theft. Leave abuse is stealing. Falsification is unethical and dishonest. Making false entries in the business records of a company is a crime. Falsely reporting that you made inspections when you did not is unethical. Falsely reporting on some records is theft.

#### **6.2.4 Destruction or Misuse of Property**

There is never a legitimate excuse for damaging or misusing property or equipment belonging to another.

#### **6.2.5 Impersonation**

Do not represent yourself as other than a security Guard. Impersonation is unethical, and almost always counterproductive. Security Guards need to be immediately and precisely identifiable as security guards. People need ready access to security Guards, and must be aware of their presence. The idea that pretending to be a law enforcement Guard is helpful is an illusion. It is not true.

#### **6.2.6 Malpractice**

Abuse of authority and incompetence are each definite violation of ethics. Abuse of authority is deliberate wrongdoing. Incompetence is wrongdoing due to lack of skill. There is nothing that compromises security faster than bad security.

Whether deliberate or incompetent, improper security operations compromise security, and can endanger the very people and property a security Guard is hired to protect.

#### **6.2.7 Favoritism**

Security Guards are part of but yet slightly apart from their co-workers. Security Guards must avoid even the perception of subjectivity or favoritism.

#### **6.2.8 Alcohol and drugs**

The use of alcohol or drugs while on duty is absolutely prohibited. Security Guards are expected to be fully alert at all times when on duty. On-duty alcohol or drug use compromises safety, reduces response time, inhibits professional judgments, and compromises security.

#### **6.2.9 Bribes**

A security Guard may only serve one “master.” No security Guard may accept anything of value from anyone other than the employer for performing security services. Accepting bribes is a firing offense. Always and without exception.

#### **6.2.10 Gambling**

Gambling at work violates accepted ethical standards for security Guards.

#### **6.2.11 Borrowing Money**

Borrowing money from, or lending money to, co-workers and employees is frowned upon. A debt creates at least a perception of undue influence, which can compromise a security Guard even if the perception is not true.

### **6.2.12 Harassment, Sexual and Otherwise**

People come to work to work. The law prohibits activities which makes working more difficult for illegitimate reasons, such as race, religion or sex. Conduct which is offensive to someone because of their race, religion, or sex has no place at work. It is not job-related, and people simply do not have to put up with it. Harassment, including sexual harassment, is a violation of civil rights laws. Harassment reduces productivity, and creates liabilities for employers. It is also hurtful to its victims, and against the law. Its reduction is therefore part of a security Guard's duty to protect people and property.

### **6.2.13 Sexual Harassment**

Sexual Harassment is legally defined as any unwelcome sexual conduct or contact. Note that sexual harassment (like all harassment) is measured primarily by the effect of conduct on the victim. The "intent" of the actor is not important; it does not matter much that the person thought the conduct was "harmless." Sexually harassing conduct can be open, such as coercing sex with a promise of promotion, or "grabbing" at employees. It can also be more subtle, such as jokes and verbal conduct, or too persistently trying to date someone who has said "no."

Even routine dating between co-workers is often discouraged. It can easily create conflicts of interest, and there have been many cases in which this has resulted in compromises of security.

## **7.0 REPORT WRITING**

### **Student Training Objective(s):**

Upon completion, the student will be able to:

- Identify the six questions that must be answered by a security guard when completing report forms and logs. - **Who, What, When, Where, Why and How?**
- Identify the grammatical components of a well written report to include, but not limited to the following.
- Proper use of pronouns e. Punctuation
- Past tense f. Clarity and readability
- Chronological order g. Conciseness
- Spelling h. Objectivity.

Explain the need to draft and write a report for an intended reader devoid of law enforcement slang, technical terminology and acronyms.

**A report is any official, permanent record of specific security activity.**

## **7.1 FUNCTIONS OF REPORTS**

### **7.1.1 Records security activity**

- Criminal
- Non-criminal
- Public service
- Assist other personnel
- Inventory control
- Access control
- Activity logs
- Communication logs
- Etc.

### **7.1.2 Identifies essential elements of the security activity**

#### **Administrative**

- Coordinate security activities
- Continue investigation
- Evaluate Guard's performance
- Planning tool
- Computer analysis
  - i. Crime trends
  - ii. Modus operandi file.

## **7.2 CATEGORIES OF REPORTS**

### **7.2.1 Crime Report:**

- Persons
- Property

### **7.2.2 Non-criminal**

- Health and safety
- Inventory control
- Access control
- Communication logs

### **7.2.3 Administrative**

- Departmental
- Activity logs

## **7.3 WHO USES REPORTS**

### **7.3.1 Other security personnel**

- Follow-up investigation
- Supervisors
- Law enforcement agencies
- Other agencies

### **7.3.2 Criminal justice requestors**

- Prosecutors
- Defense attorneys
- Judges
- Jurors
- Defendants
- Probation
- Parole
- Victim's assistance
- Division of Criminal Justice Services
- Federal Bureau of Investigation

### **7.3.3 Non-criminal agencies**

- Insurance companies
- Private investigators
- Complainant

### **7.3.4 Other governmental agencies**

- Administrative
- Employee evaluation
- Planning and research

## **7.4 STEPS IN REPORT WRITING**

### **7.4.1 Gather the facts**

- Field
- Observations
- Record checks
- Information from other Guards, laboratory, etc.

### **7.4.2 Organize the facts**

- Outline
- Plan the report
- Write the report on correct form

## **8.0 FIELD NOTE TAKING**

### **Student Training Objective(s):**

**Upon completion, the student will be able to:**

1. Define field notes and identify its importance in preparing an accurate report.
2. Identify the six questions that must be answered by a security guard when completing report forms and logs.

### **Who, What, When, Where, Why and How?**

### **3. Understand and explain the importance of:**

- Incriminating statements, remarks and admissions  
Rules infractions, disregard of company policies
- Accident Scene preservation
- Crime Scene preservation
- Evidence preservation
- Timely preparation

## **8.1 DEFINITION OF FIELD NOTES**

**Brief written statement of facts made at or near time the information was obtained.**

### **8.1.1 Purpose of Field Notes**

- Aid to memory
- Aid in preparation of formal report
- Aid in interview and interrogation process
- Aid in accurate testimony

### **8.1.2 Recording Information**

Identifying the situation

Incriminating statements, remarks and admissions:

Should always be recorded

Important to record exact language

#### **Rules infractions, disregard of company policies:**

- When and Where Observed
- Persons Involved

#### **Accident Scene:**

- Accurate Measurements
- Items of Evidence

#### **Crime Scene:**

- Accurate Measurements
- Boundaries
- Items of Evidence

#### **Evidence:**

- Exact Location
- Condition

#### **Physical descriptions**

- Services rendered
- Names of other personnel involved

### **8.1.3 Consideration in Note taking**

- Timely
- Clear, concise, complete, and consistent

#### **Facts not recalled may later be essential**

- Chronological listing of events
- Proper disposition (filing) of
- Legal aspects

#### **Court review of possible**

#### **Notebook**

- Size
- Loose-leaf vs. bound
- Forms

#### **Written in pen**

Strike through and initial corrections

#### **Type of incidents**

Serious complaints/offenses

- Unusual circumstances
- Circumstances involving potential liability

#### **Note taking**

**Who:** Victim(s); Witness(s)  
**What:** Full description of occurrence  
**When:** Dates and times  
**Where:** Location of events  
**Why:** Motives; Explanations  
**How:** Methods

### **8.1.4 PRACTICES TO AVOID (PITFALLS)**

#### **Non-professional information**

- Unrelated phone numbers
- Doodling
- Personal reminders

#### **No separation of**

e.g., combining different events on the same page

## **9.0 OBSERVATION AND PATROL**

### **Student Training Objective(s):**

Upon completion of instruction, the student will be able to:

1. Identify the proper methods of observation when patrolling the property which security guards are assigned to protect by:

Checking the condition and status of patrol vehicle, if applicable.

- Identifying procedures to patrol locations which are potentially hazardous.
- Identifying proper procedures to patrol on foot or by vehicle.
- Identifying incidents or potential problems related to patrol of parking lots.
- Identifying signs of illegal entry to buildings or grounds.
- Identifying factors indicating suspicious persons or vehicles.
- Identifying procedures to interview a suspicious person.
- Identifying circumstances typically requiring back-up assistance.
- Identifying procedures to advise employer of potentially hazardous conditions.
- Identifying procedures to assist elderly or disable persons with mobility problems.
- Identifying procedures to escort money, valuables or people to provide security.

## **9.1 Overview of Patrol Function**

### **The security patrol Guard**

- Essence of security function
- Direct impact on employer and employee satisfaction.
- Represents security department
- Actions have far reaching consequences

### **Basic objectives**

- Protecting people and property
- Crime prevention
- Criminal apprehension
- Order maintenance
- Loss prevention

### **Knowledge necessary for basic patrol**

- Geographic area
- Persons in area
- Previous criminal activity in area
- Vulnerable areas
- Hazardous areas
- Physical facilities
- Observation techniques

### **Types of Patrol**

- Motorized
- Foot
- One person vs. two people
- Safety

## **9.2 Patrol Tasks for Security Guards**

- Identify the need to check condition and status of patrol vehicle, if applicable.
- Identify procedures to patrol locations which are potentially hazardous.

- Identify proper procedures to patrol on foot or by vehicle.
- Identify incidents or potential problems related to patrol of parking lots.
- Identify signs of illegal entry to buildings or grounds.
- Identify factors indicating suspicious persons or vehicles.
- Identify procedures to interview a suspicious person.
- Identify circumstances typically requiring back-up assistance.
- Identify procedures to advise employer of potentially hazardous conditions.
- Identify procedures to assist elderly or disable persons with mobility problems.

### **9.3 Preparation for Patrol**

- Personal equipment
- Uniform
- Weapon or weapons
- Flashlight
- Radio - Portable
- Forms
- Gathering information for patrol
- Daily incident log
- Bulletin board
- Pre-shift briefing reports
- Patrol vehicle
- Mechanical status
- Lights - operating and emergency
- Siren (if equipped)
- Brakes
- Tires
- Horn
- Fuel - oil
- Damage inspection
- Auxiliary equipment (vehicle)
- Shotgun (if equipped)
- First-aid equipment
- Hares
- Fire extinguisher
- Blanket
- Rope
- Vehicle entry tools (if authorized)
- Reporting deficiencies or discoveries
- Before starting patrol
- Immediate supervisor