Course Curriculum

- Part One: Mental Awareness
  2

- Part Two: Routine Daily Duties
  10

- Part Three: Special Types of Security
  27

- Part Four: Special Types of Security – Continued
  40

- Part Five: Emergency Situations
  50

- Part Six: Emergency Situations – Continued
  65

- Part Seven: Legal Aspects of Security
  83
Part One: Mental Awareness

- Security Awareness
- Ethics
- Professionalism
- Professional Image
- Public Relations
SECURITY AWARENESS is an attitude held by security personnel and non-security client employees, which places a high value on detecting, deterring and reporting security exposures such as crime, safety hazards, fire hazards, theft, intrusions, and vandalism.

With security awareness, security personnel protect the client’s employees, property, guests and image and assist the client’s personnel and visitors.

With security awareness, non-security client employees are aware of the security program’s goals and methods and support the security program, abiding by its policies.

Employees have constant contact with their immediate surroundings, more so than security people. So, employees can help detect:

- Fire hazards (faulty electrical equipment, combustible materials)
- Crime, theft and violence potential (strangers in the area, unobserved exits)
- Safety hazards (worn out equipment, obstructions, dangerous spills, faulty alarms)
Three steps you should take when you notice a potential hazard:

- Identify it
- Report it to your supervisor
- Discuss it with your supervisor, to come up with a solution that eliminates the problem

How to cultivate security awareness among client employees:

- Conscientious, visible security officers
- Fair enforcement
- Let people know the reasons why – the types of misfortunes that can be prevented
- Recruit employee support during hiring process and through periodic memorandums, meetings and presentations

SECURITY OFFICER ETHICS
Consequences of unethical or unprofessional behavior:

- Being snubbed by colleagues and superiors
- Passed over for promotion
- Termination
- Revocation of Security Officer License
- Civil and criminal liability

Security Officer Ethics Involve:

- Exemplary conduct
- Maintaining a safe and secure workplace
- Proper dress, grooming and hygiene
- Impartial, fair, non-discriminatory toward everyone
- Respond to client’s and employer’s needs
Security Officer Ethics Involve:

- Enforce all lawful rules and policies
- Strive for professional competence
- Respect the client’s private property and that of employees
- Protect confidential information
- Good liaison with Firefighters, EMTs, Peace Officers and Police Officers

Making ethical decisions to solve problems – working with your Supervisor

- Identify the problem
- Determine required time frame for solution
- Consider the desired outcome(s)
- Identify all options
- Choose the best option
- Implement decision
- Ongoing evaluation

Causes of Unethical Behavior

- Security officer is financially unstable
- Security officer has poor character (not screened)
- Resistance to change (not embracing new training)
- Fatigue (taking shortcuts; path of least resistance)
- Sexual conflicts of interest
- Conflicts of interest caused by moonlighting

Elements of Professionalism

- Good manners (don’t interrupt, give praise, stand when greeting)
- Professional appearance
- Integrity (doing the right thing)
- Seek professional education
- Vigilance (helping protect employees, guests, property and image)
- Embrace your training opportunities
- Helpfulness (provide superior customer support)
- Accumulate experience
- Strive for excellence
Security professionals are:

- Informed about the profession
- Honest, precise, exact, detailed and factual
- Alert and observant
- Impartial and objective
- Accommodating and responsive
- Sincere
- Loyal
- Hard-working

Professional Image

- Dress in full uniform
- Polished black shoes
- Black belt
- Dark socks
- Be sparing with jewelry, makeup or cologne
- No purses for women
- Clip-on tie (safer than regular tie)
- Wear only approved coats or jackets
- Your breast badge should always be visible
- Clean body hygiene, hands, fingernails
- Hair short, combed, trimmed
- Observe your employer’s facial hair policy
- Wear your cap on patrol
Professional Image

- Positive attitude
- Alert at all times
- Professional body language
- Correct English
- Good manners

Public Relations

- Any time you interact with clients, guests, the media, or the public, you are involved in PUBLIC RELATIONS.
- Public relations involves face to face contact, the telephone, and documents in writing. The type of PR you’ll be involved with most frequently is face to face.
- The Security Officer is frequently the first point of contact with the public.

3 Main Purposes of Good Public Relations

- Protect the client’s image
- Establish and maintain good will
- Make it easier to accomplish your job tasks

You may need to establish good public relations with:

- Fellow officers and Supervisors
- Client staff and guests
- Delivery personnel, truck drivers, cabbies, train crews
- Police, Fire, EMT
- Contractors
You may also need to establish good public relations with:

- Client Executives and Security Manager
- Union members and officials
- Juveniles
- Crime victims
- Media personnel
- The general public

Interacting with the Media

- Direct the media to your client’s public information person
- Never give an interview
- Do not say “No comment”
- Never be rude to the media

Public Relations Techniques

- Give superior service
- Greet people and welcome them. Ask “How may I help you?”
- Be attentive to the other person’s needs
- Show empathy and respect to people who have complaints
- Be a helper; be responsive; VOLUNTEER to help others
- Remember people’s names and address them by name
- Be understanding
- Appear truly concerned
Good professional appearance and image

Public Relations Techniques

- Make the person feel secure
- Skillfully redirect the person into appropriate behavior, rather than bully them
- Never tell someone they are wrong; don’t argue; empathize
- Be comforting
- Be a “can-do” problem-solver
- Accentuate the positive
- Give only relevant information as requested
- Be a pleaser
- Be businesslike
- Show respect; make the other person feel important
- Be polite, pleasant, and hospitable
- Never be unwilling to help (avoid the “that’s not our job” syndrome)
- Know the inner workings of other departments besides security, so you can make referrals
- “Win-Win” mutual needs satisfaction, not “Win-Lose”
Part Two: Routine Daily Duties

- Post Orders
- Patrolling
- Observation and Memory
- Report Writing
- Communications
Post Orders

- Each work site to which you will be assigned will have a set of POST ORDERS at the main security desk.
- The Post Orders explain your duties and the client’s expectations of Security Officers.
- You must read and sign the Post Orders. You are responsible for the information therein.
- Review the Post Orders periodically for new updates and to refresh your memory.

Post Orders include:

- Officer’s duties, by day of week, shift, and time
- How to make patrol rounds; clock key locations
- Telephone procedures and employee phone directory
- Emergency procedures and phone numbers
- Post opening and closing procedures
- Access control procedures
- Alarm systems map
- Emergency exits map
- Daily Activity Reports, Incident Reports, etc. – how to fill them out
- Truck gate procedures
- Parking lot / traffic control procedures
Purposes of Patrol:

- Detect and prevent fire, safety and health hazards
- Detect, prevent and deter theft, intrusion, vandalism, or other criminal or unauthorized activity
- Investigate as directed by the central alarm panel, dispatcher or supervisor
- Assist plant employees or management
- Test and inspect the physical security system
- Observe and report unusual events
- Respond to emergencies or outages
- Observe and report violations

Type of Foot Patrols

- Internal (conducted inside the facility)
- Stationary (done within a restricted area)
- Security/Fire (inspecting fire alarms and alarm doors)

Types of Mobile Patrols

- External (yards, streets, sidewalks, parking lots)
- High Visibility (to deter security threats)
2 Major Principles of Patrol

- Vary the route
- Vary the time
- These measures are to prevent your patrols from becoming routine and predictable

Preparing for Patrol

- Get to know the client facility well
- Electrical controls
- Doors and windows
- Emergency equipment
- Telephones
- Water shut-off valves
- Fire alarms and extinguishers
- Hazardous materials
- Review any new reports, logs, or memorandums from previous shift
- Inspect your vehicle
- Check your flashlight and watchman clock
- Will your pen still write? Do you have a field notebook?
- Are you required to use a hard hat, earplugs, or safety glasses?
- Do you have your keys? Whistle? Radio or cell phone?
To enhance your ability to detect unusual situations:

- Become familiar with the central alarm station (alarms and CCTV screens)
- Get to know the people in your patrol environment (professionally, not personally)
- Note existing cracked windows, doors ajar, scrape marks near doorknobs, etc. so they don't present a false alarm
- Check the maintenance tags on equipment
- Get to know the maintenance and janitorial personnel and their procedures

Communication while on Patrol

- Listen before speaking into the radio
- Depress the speak button for a moment before and after speaking, to avoid truncation
- If an extended conversation is required, use the radio to request a landline
- Speak clearly and a little slower than normal
- Avoid unnecessary chatter
- Do not use foul language (plenty of neighbors have scanners)

Tips for all Patrols (Foot and Mobile)

- Conduct a radio check before leaving
- Communicate periodically with Base
- Avoid distractions; be observant
- Use your field notebook; later, write accurate reports
- Be cautious
- Avoid being silhouetted (especially on foot patrol)
Tips for Vehicular Patrol

- Don’t play the commercial radio loud
- Avoid smoking
- Park behind suspicious vehicles or at an angle
- Park legally
- Do not transport others unless told to do so
- Keep the windows open slightly (so you can hear and smell)
- Don’t use the flashing lights or the siren unless there is a genuine emergency
- Use spotlights carefully
- Inspect your vehicle before leaving
- Lock your vehicle if you leave it
- Use sight, hearing, and smell
- Drive slowly and safely

Observation and Memory

- See
- Hear
- Smell
- Touch
- Taste
- Remember
- Assist your memory with field notebook and pen
Exercise to Develop your Memory

- Study a photograph in a magazine. Then put it down, and write down all your observations. Then go back and compare.
- As you become more accurate and complete, reduce your observation time slightly and try again.

Remembering Faces

- Hair
- Forehead
- Eyebrows
- Eyes
- Nose
- Cheeks and Cheek Bones
- Mouth
- Chin
- Complexion
- Neck

Remembering the Whole Person

- Hair
- Face, Eyes, Complexion
- Age
- Sex
- Height
- Weight and Build
Remembering the Whole Person

- Hat
- Shirt
- Coat or Jacket
- Tie, Turtleneck or Collar
- Pants or Skirt
- Shoes, Socks/Stockings
- Accessories

Purposes of a Field Notebook

- Portable directory of contact and emergency names and phone numbers
- Write down details of an incident or observation
- Refresh your memory when you return to base
- Assist in writing security reports
- Detect inconsistencies in eyewitness statements
- Investigative aid
- An indication of officer’s work and competence

Features of a Field Notebook

- Cloth or glue bound, not loose-leaf (so pages cannot be inserted or removed)
- Pages numbered sequentially
- Protected by a cover
- Small enough to fit in your pocket
- Large enough to write easily

Your Field Notebook Should Contain Phone Numbers of:

- Security Headquarters / Field Office
- Police, Fire, EMT
- Local hospital
- Labor Relations
- Security Supervisors
Client Supervisors

When Using a Field Notebook

- Review your notes carefully before writing your report
- Make notes as soon as possible after observation or incident
- Be legible
- Avoid abbreviations
- No personal notes
- Do not rip out pages
- Use all pages and spaces
- Be complete
- Do not erase an error; draw a line through it and initial it
- Be systematic
- No personal opinions

At the scene of an incident note the following:

- First observations of the scene, including sketches
- Your actions at the scene
- The actions of others at the scene
- Results of any property searches or personal searches
- Name, phone, and address of all persons involved
- Names of the other security personnel at the scene
- Names and badge numbers of police, fire, EMTs at the scene
The Purpose of Reports

- Document routine patrols and what you observed on patrol (shift report)
- Accurate and permanent record
- Document the shift – all duties carried out and events that occurred (shift report)
- Detecting problem areas
- Basis for later statistical data
- Document a special occurrence (incident report)
- Indication of officer work and competence

Security Reports Must Be:

- Clear
- Accurate
- Complete
- Concise
- Legible
- Prompt

6 Essential Elements of a Report

- Who
- What
- When
- Where
- Why (not opinion; facts only)
- How (not opinion; facts only)
Security Reports are Intended for:

- Your Shift Supervisor
- Your Site Commander
- Security Headquarters / Field Office
- Your client contact
- Possibly the courts (civil or criminal)

Shift Reports (Daily Activity Reports)

- Distribute information from the Security Department to other departments
- Inform your superiors of conditions at your facility
- Point out problems and potential problems
- Provide details to superiors and authorities of various events and conditions that need their attention
- Suggest improvements

Incident Reports

- Safety concerns
- Report violations
- Disciplinary matters
- Medical response
- Fire investigations
- Theft investigations
- Eyewitness statements
- Traffic accidents

Every Report Should Include:

- Reporting officer’s name, date, shift start and end times, location
- Executive Summary
- Detailed chronology
- Follow-up actions still pending
Report Writing Tips

- Don’t rush
- Third person (“He entered the hallway.”)
- Legible handwriting
- As soon as possible after the observation or event
- Not later than end of shift
- Use your field notes
- Black ink (copies better than blue ink)
- Past tense
- Detail events in chronological order
- When paraphrasing do not use quotation marks
- Good spelling and grammar
- Polite choice of words
- Do not include opinions, just facts

After Writing the Report

- Re-read (proofread)
- If you see a mistake, do not erase it; draw a single line through it, initial it, and then write the correct information in a nearby margin
- If extensive corrections are needed, rewrite the report
- File the report in a safe, secure, confidential place where your Supervisor will find it.
Effective Communications Must Be:

- Concise
- Accurate
- Timely
- Clear
- Complete
- Factual
- Polite

Problems with 2-Way Radios:

- Short battery life
- Frequent breakdowns
- Expensive
- Failure to operate in dead spots
- Shared frequencies may have outside traffic
- Bulky
- Still, 2-Way Radios are indispensable to security work

When on the Radio:

- Be courteous
- Hold the microphone 2-3 inches away from your face
- Speak across the microphone, not directly into it
- Know areas of interference
- Make sure no one else is broadcasting
- Point antenna straight up
When on the Radio:

- Speak slow and low
- Broadcast only essential information, brief and to the point
- If signal is garbled, walk a few feet away and try again
- Be clear
- Plan your messages
- Conduct radio checks
- For lengthy conversations, use the radio to request a landline
- Use 10 codes if needed
- If your radio system relies on repeaters, hold down the transmitter button 2 seconds before and after speaking
- Use unit numbers for identifying personnel
- Use feedback to verify message received

When on the Radio Do Not:

- Express anger or sarcasm
- Argue
- Broadcast over others
- Use big words or rare words
- Broadcast long messages
- Use personal names
- Use humor or horseplay
- Use abbreviations
- Scold
- Transmit alarming information
- Use profanity

Common 10 Codes

- 10-4 Message received OK
- 10-5 Request radio check
- 10-9 Repeat
- 10-13 Meet (unit) (location)
- 10-18 Proceed with caution
- 10-19 Go to (location)
- 10-20 What is your location?
- 10-21 Call me on the phone
- 10-22 Crime in progress
- 10-23 Please stand by
- Check with your employer for other 10 codes you should know.
When on the Phone Do Not:

- Talk too much (listen more)
- Eat or drink
- Cover the receiver to talk to coworkers
- Allow yourself to get distracted
- Chew gum
- Leave the customer on hold for a long time

When on the Phone, Identify:

- Yourself
- Your department (e.g. “Security”)
- (If it is an outside caller) your client corporation

Listening

- Concentrate on the speaker
- What does the caller want?
- Provide feedback

When acting as a Receptionist, your telephone voice must be:

- Pleasant
- Positive
- Polite
- Informed
- Patient
- Calm
- Caring
When acting as a Receptionist, your telephone voice must be:

- Concerned
- Professional
- Sincere
- Moderate speed
- Moderate pitch (slightly lower than your normal voice)

**Telephone Security**

- Do not give out confidential information or promise to do so
- Do not give out home phone numbers or addresses

**Rude Callers**

- Ignore it; don’t take it personally
- Control your temper; don’t argue
- Listen for any veiled or implied threat
- If there is a threat, keep the caller talking while you write down as much information as possible
- Identify the reason for a rude call
Taking Phone Messages

- Listen carefully
- Echo the caller’s message
- Tell caller to whom you are going to route the message
- Tell caller approximately when message should reach its recipient
- Write down your name, caller name, recipient name and department, and substance of message, clearly and accurately

Multiple Calls

- Handle one call at a time
- Prioritize urgent calls
- Answer all calls quickly
- Offer to call back or put on hold
- If putting on hold, explain it may take several minutes
- If necessary, jot down which caller is on which extension
- Get the caller’s number (in case of disconnection)

Other Communications Issues

- Emphasize two-way radios and cell phones; use pagers only as backup
- When announcing into an intercom, do not speak loud
- If you hear an intercom announcement and can’t make it out, call dispatch
Part Three: Special Types of Security

- Theft Prevention
- Physical Security
- Alarm and Access Technology
Theft Prevention

- Theft is the largest percentage of asset loss
- Theft by employees
- Theft by the general public

Why People Steal

- Financial gain
- Desire to have the item in question
- The challenge – daredevil
- Retaliate against unpopular management policies
- Finance an addiction
- Psychological disorder

Opportunities for employee theft arise from:

- Negligent Security Officers
- Lax employee ethics
- Using an accident or arson as a diversion
- Using company vehicles to store items
- Using waste containers to store items
- Management creating resentful employees
- Failure to lock up storage areas or exterior doors
Warning Signs of Impending Theft

- Employee who watches officer for a long time
- Overly friendly employees
- Hole in perimeter fence
- Out-of-place item concealed in a strange or unusual location
- Adjustment of clothing
- Bulges in clothing
- Excess number of portable, desirable items in the work area
- Car strangely parked near a storage area
- Employee bringing in a knapsack or large bag
- Diversions
- Arms held in an unusual manner
- An employee walking on the far side of a group
- A door that is normally locked is propped open
- Employees loitering in storage areas
- Company vehicle parked out of place
- Unusual walk, stiff leg or arm
- A vehicle parked unusually close to an entrance or exit
- Book or magazine folded as if to conceal a small item
- Employees loitering in restricted areas
- Shifting packages from side to side
- Employees in a hurry
- Personal clothing carried in a bundle or ball
- Employees holding tools or materials not used for their normal duties
Preventing Theft

- Although catching thieves is important, PREVENTING theft is even MORE important
  - Know what types of items can be brought onto company property (for example, a knapsack may not be allowed)
  - Learn what marking system, if any, is used to mark equipment.
  - Security Officers may help make Inventory Counts
  - Learn what can be stolen – make a list of stockroom, outbuilding, sales floor, office and parking lot items
  - Check company vehicles
  - Use contacts with employees to gauge employee morale (when morale is low, theft increases)
  - Perform random searches if company policy allows it
  - Know whose signatures are authorized for Property Passes
  - Look behind shelved merchandise
  - Examine storage rooms and broom closets
  - Check goods entering and exiting
  - Check garbage containers
  - Lock and key control
  - Routine searches must be done at staggered times
  - Develop informants by gaining respect of key employees
When You Suspect Theft

- Follow your security agency's policy and client policy
- When in doubt about search policy, ask your Supervisor
- An error on your part could result in termination and/or court action
- Your attitude must be professional and non-threatening
- Bear in mind: Company managers and executives sometimes bring company laptops, etc. home. Hourly employees do not.

- Individuals are protected by the 4th Amendment against unlawful searches and seizures. There must be a just and probable cause to search and seize.
- To presume intent of theft, some overt action or circumstance must be present to show wrongful intent
- Request the employee to step aside into the gatehouse or security office or alongside the security desk
- Ask the employee for identification
- Ask the employee to take out whatever is in the package, pocket, or bulge in clothing
- If the employee refuses, advise him or her that their refusal is a violation of company policy and could result in detention
- Still remain professional, polite, and non-threatening to the suspect
- Contact your Security Supervisor and the suspect's supervisor
- Collect all allegedly stolen items
- If directed by Supervisor, detain suspect and call the police

After Detecting Theft

- Write an Incident Report
- Report verbally also
- Report to your Security Supervisor
- Report to the suspect’s supervisor

- If employee property is involved, the decision to prosecute under criminal law is up to the victimized employee
- If company property is involved, the decision to prosecute is made by client management
Physical Security

First line of defense is the PERIMETER
Second line of defense is the exterior of BUILDINGS
Third line of defense is INTERIOR CONTROLS

Perimeter Security

- Outside security lighting
- Fencing, walls, barriers
- Clear demarcation of property line guarantees property owner’s rights
- CCTV
- Vehicle and truck gates
- Parking lots patrol
- Guard at booth identifying and monitoring incoming pedestrians

Exterior of Buildings

- CCTV
- Access control
- Locks and keys
- Intrusion alarms
- Protective lighting
- Glazing (adding intrusion resistant surface to windows)
Interior Controls

- Electronic motion detectors
- Card access systems
- Lock and key system
- Intrusion alarms
- Safes and vaults
- Protective lighting
- CCTV
- Locked document storage cabinets
- Fire alarms
- Computer security

Controlling access

- People
- Vehicles
- Property
Entrance security

- Admit only authorized personnel with ID
- Discharged, suspended or laid off employees must be authorized by a department, logged in as visitors, and escorted.
- Record entrance and exit of all visitors and contractors. Authorize them with a department, then issue a visitor pass.
- Check materials entering facility
- Check all outgoing packages, ensuring there is a valid Property Pass
- Check Exit Pass when employee exits at an irregular hour
- Issue a Temporary ID to valid employees who forgot their ID card
- Employees on medical leave must obtain their doctor’s permission to visit
- Retirees are identified, logged in as visitors, and issued a Visitor's Pass
- Do not accept a Warrant, Letter of Authority, or Subpoena
- Detain a Process Server at the entrance

Vehicle or Truck Gate Procedures

- Ensure that only authorized vehicles enter and exit
- Maintain vehicle record log
- Collect and inspect all documents required for truck entrance
- Lift gate arm, manually or by computer, for verified employees whose swipe card is missing or not working
- Inspect exiting vehicles
- Protect crossing pedestrians and automobiles
- Direct vendors, contractors, and emergency personnel
Mechanical Security Locks

- Single cylinder deadbolt (solid doors)
- Double cylinder deadbolt (doors with windows. Key must be used to enter AND leave)
- Vertical deadbolt (resists jimmying)
- Captive double cylinder deadbolt (has a special removable thumb-turn key, providing easy exit in emergencies)
- Cam locks (desk drawers, cabinets, lock boxes, etc.)

Key Control

- Maintain a Key Cabinet and Key Log at the main security desk
- Keys issued only to authorized employees
- Employees with keys may not pass the key to another employee without authorization from Key Control
- Employees with keys are responsible for them
- Lost or stolen keys are reported immediately
- Only Key Control may change or remove locks
- Unauthorized locks are removed and discarded

Alarm System Operator Aids
Visual display (newer – graphical; older – text only)
Sound device
Logging device (saves data to disk or tape)
Alarm and report printers
Operator controls (keypad, keyboard, mouse or trackball)

Alarm Sensors and Detectors

Glass-break sensors
Stress detectors
Balanced magnetic switch sensors
Motion detectors (microwave, thermal, video)
Light sensors
Grid-wire sensors
Switch sensors
Infrared sensors
Biometrics detectors
Vibration sensors
Capacitance sensors
Laser system sensors
Pressure mats
Pressure switch sensors
Doppler sensors
Dual-technology sensor (ultrasonic or microwave, with thermal)

Anti-Fire Technology

Fire alarms
Flame detectors
Smoke alarms
Sprinkler alarms

Other Security Technology
ID card readers
CCTV
Intercoms, telephones, radios
Alarm glass
Photoelectric controls

Components of Computer-Controlled Access System

Electronic lock
Strong door, no alternate entrances
Access credential database
Credential reader
Decision-making processor
Monitoring and recording device

Access Control
Guard at entrance
Frequent patrols of outdoor or open areas
Fences funnel visitors
“No Trespassing” signs
Identification of individuals (vocal or keypad codes, coded swipe card, biometrics attribute)
Locks
CCTV
Alarm systems

CCTV (Closed Circuit Television)

Hidden surveillance
Identification for entry
Deterrent to crime
Permanent record of events on videotape
Central Security Desk

- Telephone and radio
- Alarm console
- Logging software
- Digital audio recorder
- Video surveillance monitors / recorders
- Hot line phones
- Key cabinet

Alarm Response

- Never assume it's a false alarm
- Maintain radio contact as you respond
- If there is evidence of an intrusion, do not enter; call the police; notify the main security desk; ask for backup.
Part Four: Special Types of Security (Continued)

- Information Security
- Traffic Control and Parking Lot Security
- Crowd Control
- Labor Strikes
Types of Critical Information

- Computer hardware and software
- Patent information
- Design plans
- New technologies
- Classified information
- Research and Development program records
- Data
- Experimental equipment
- Budget proposals and forecasts
- Contract information
- Laptop computers
- Expansion and acquisition plans
- Blueprints and drawings
- Strategic marketing plans
- Legal strategies and briefs
- Trade secrets
- Product formulae
- Mailing and client lists
- Personnel information
Where is Sensitive Information Stored?

- Filing cabinets
- Laptop computers
- Desktop computers
- Minicomputers
- Mainframe computers
- Computer networks
- Corporate intranets
- Microfiche machines
- Brief cases and portfolios
- Floppies, CDs and magnetic tapes
- Conference rooms

Threat Sources

- Misuse of passwords, sharing of log-on IDs
- Disgruntled employees
- Poor sorting of information and equipment
- Malicious outsiders (hackers, crackers, pranksters)
- Inadequate personnel training
- Unauthorized information leaving the site
- Inadequate or nonexistent security policies
- Corporate espionage
- Poor procedures for disposal of sensitive information
- Careless employees
- Copying computer software without authorization
Physical Security Aspects

- Building should be difficult to enter
- Offices should be even more difficult to enter
- All computer hardware and software should be locked when not in use
- Visual inspection of sensitive areas such as computer rooms, file cabinets, etc.
- Check for wiretaps
- Observe and report unauthorized use of computers
- Ensure proper paperwork for outgoing material

How Computer Information May Be Compromised

- Unauthorized access
- Unauthorized deletion of information
- Unauthorized modification of information
- Destruction of information using a virus, worm or Trojan
- Someone masquerading as an authorized user
- Unauthorized withholding of information

Prevent Electronic Information from being Intercepted in Transit

- Secure faxing, emailing, network transfer
- Restricted access to printers
- Encryption software
- Wireless systems provide no evidence of interception

Methods of Attack Against Computer Systems

- Impersonation
- Cause a system crash
- Plant a virus
- Eavesdropping
- Delete system files on a PC, so Windows will no longer work properly
- Plant a worm
- Network spoofing
- Destroy information
- Password cracking
- Steal information
- Plant a Trojan Horse
- Steal sensitive laptops
- Overload the system
- Email hacking
- Steal sensitive floppies, CDs or tapes
- Denial-of-service attacks
- Tricking people into revealing their password ("social engineering")

Computer Security Policies

- Access controls
- Email security
- Internet and Intranet security
- "Lock up" computer room
- Password security
- Backup and restore procedures
- Floppy, CD and magnetic tape security
- Fire vaults
- "Lock down" PCs and terminals
Goals of Traffic Control

- Reduce accidents
- Convenience for employees, visitors, contractors, cabbies, delivery personnel
- Quick access for emergency vehicles
- Handle occasional extra traffic load (special events)
- Maintain safety
- Prevent speeding
- Regulate traffic
- Unblock long term problem spots
- Relieve short term bottle-necks

Proper Clothing for Traffic Control Duty

- Protect against cold
- Protect against rain
- Allow for heat and humidity
- Luminous orange safety vest (at night)

Equipment for Traffic Control Duty

- Stop and Go signs or flags
- Flashlight
- Whistle
- Cell phone
Radio

Traffic Control Techniques

- Stand in the center of the intersection
- Whistle (use sparingly)
- One long whistle blast means STOP
- Two short blasts means ATTENTION
- Use standard, clear, forceful hand signals
- Always give emergency vehicles the right of way immediately
- No long chats with pedestrians or motorists
- Wait until there is a break in traffic before you allow a perpendicular driver to turn
- Get tag and vehicle description of offensive drivers, jot down in field notebook, then include in report later
- Coordinate the flow of traffic with that of adjacent intersections
- Stay alert at all times
- Wear a luminous orange safety vest
- You cannot arrest traffic violators (you’re not a cop)
- Do not smoke, eat, or drink
- Control your temper
- If traffic is light, pass 4 cars one way, then 4 cars the other way
- If traffic is heavy, pass 8 cars one way, then 8 cars the other way
- Regulate the flow of traffic
- Assist people seeking information
- Protect pedestrians
- Control and assist turning vehicles

Caution!

- A security officer should never attempt to control traffic until he or she has received specific training in traffic control.
Goals of Parking Lot Security

- Speak to lost drivers
- Discourage speeding
- Immediately relieve bottlenecks
- Reduce unauthorized parking
- Control neighborhood juveniles
- Discourage loitering
- Detour vehicles around an accident
- Discourage assault and theft

Parking Lot Security Tips

- Have night shift employees park close together
- Watch for speeding or parking violations
- Frequently monitor parking lot with CCTV, foot patrols and/or vehicular patrols, especially after dark
- Report loose gravel, potholes, ice, or significant snow accumulation
- Let entering motorists know they must always give the right of way to emergency vehicles

Monitoring Parking Lots

- Look for parking violators
- Frequent patrols
- Look for vehicle lights left on
- Watch for unauthorized use of the company dumpster
- CCTV
- Watch for assault
- Look for vehicles parked in no parking zones
- Look for unauthorized vehicles
- Watch for robbery
- Watch for reckless drivers
- Investigate anyone who appears to be having trouble entering a vehicle
- Look for stranded motorists (car won’t start)
- If giving jumpstart, first make motorist sign written Liability Waiver
Controlling Unruly Crowds

- Have a command post onsite
- Observe
- Don’t lose your temper or be overbearing
- Remove or isolate instigators before the crowd can achieve unity of purpose
- If the crowd is evolving into a mob, call your Supervisor and the Police
- Show deference toward religious symbols and flags
- Know your emergency action plans
- Maintain calm
- Don’t panic
- Fragment the crowd into small isolated groups
- Note changes in crowd’s mood and attitude
- Maintain and direct pedestrian and vehicular traffic
- Be neutral and impartial; don’t take sides
- Remove the crowd’s leaders
- Keep an escape route open to prevent panic
- Look for trouble spots
- Disperse persons who are loitering
- Do not respond to baiting
- Use a recognized leader to restore calm
- Respond immediately to shouting matches or shoving
- Stand outside the crowd
- Do not participate in unnecessary conversation
- When requesting backup, overestimate rather than underestimate your manpower needs
- Remain highly visible
- Do not have body contact with crowd members
- Divert the attention of the crowd by using a public address system
If there is a Fight

- Radio the command post and request backup
- If there are weapons, do not intervene; call the police

Security Officer Responsibilities During a Labor Strike

- Lock and key control; replace locks damaged by strikers
- Escort visiting union members
- Protect company property
- Picket line surveillance
- Prevent pre-strike vandalism
- Document threatening phone calls
- Protect management personnel
- Protect and provide safe access for non-union employees
- Ask for police assistance at the picket during shift changes
- Protect temporary employees and strike breakers
- Fire safety inspections
- Cross the picket line only if necessary, and in a security vehicle, not on foot. Have another Security Officer with you.
Part Five: Emergency Situations

- Crisis Intervention
- Safety Awareness
- Fire Prevention
- Hazardous Materials
- Emergency Response
Disruptive Employees or Visitors

- Abusing alcohol
- Lost money gambling
- Illness or injury
- Just got fired, laid off, or disciplined
- Mental illness
- Argument with spouse
- Under stress
- Emotional problems
- Loss of a loved one
- Substance abuse
- Suffered an accident
- Anger or Frustration
- Adolescent child out of control
- Financial problems

Handling Disruptive Persons

- Always be alert
- Do not stand between the upset person and the exit, cutting him off
- Remain calm
- Stand four feet away
- Do not return anger
- Show respect
- Address the person by name
- Do not raise your voice
- Act appropriately
- Do not argue
- Be impartial and objective
- Listen to the upset person carefully
- Stand to the side, not in front of, the upset individual
Signs of Impending Violence

- Hyperventilating
- Gritting teeth
- Foaming at the mouth
- Opening and closing hands
- Eyes dilated
- Tensing

To De-Escalate the Situation

- Let the person blow off steam with hostile language and gestures, but not violently
- Use calming verbal persuasion
- Use physical restraint as a last resort
- Have a crisis management team in place (3 to 5 persons including the Security Officer on duty)

When it blows over...

- Don’t forget to write an Incident Report
  - Concise
  - Complete
  - Objective
Accurate

Characteristics of Accidents

- Unexpected
- Harmful contact is made
- An employee is sickened, injured or killed
- Work is stopped or delayed
- The employer has to pay through the nose

Causes of Accidents

- Unsafe actions by workers
- Lack of safety policy, or not enforced
- Personal factors (attitude, alcohol or drugs, fatigue, physical problem, mental problem, distracted by radio headset or conversation)
- Lack of safety training
- Unsafe conditions
- Lack of safety awareness and motivation
- Lack of an emergency plan

When you observe a safety violation

- Fix the problem if possible (unblock the exit)
- Advise the worker
- Record the worker’s name
- Notify your security supervisor
- Notify the worker’s supervisor
- Incident Report
Things to notice on patrol

- Employees engaged in unsafe bending and lifting?
- Too much sun?
- Too hot, cold or humid?
- Too noisy?
- Employees too confined?
- Great heights without safeguards?
- Is there a defined public area for customers to wait in?
- Electrical fittings secure?
- Safe material handling and storage?
- Floors and walkways clear of tripping hazards?
- Obstructed fire extinguishers?
- Smoking in non-smoking areas?
- Fences around pits and hazardous areas?
- Clear access to work areas and exits?
- Electrical and welding equipment safely used and stored?
- Floors slippery with water, oil or grit?
- Any broken glass?
- Aisles or exits obstructed?
- Are contractors notified of any hazards in their work area?
- Power tools properly used, cleaned, and stored?
- Trash stored in proper receptacles?
- Forklift operators speeding?
- Autos or trucks speeding?
- Parking in fire lanes?
- People given inadequate training before they use equipment?
- First aid kits ill maintained or obstructed?
- Staircases dirty or obstructed?
- Inflammable materials not stored in proper metal receptacles?
- Employees wearing personal protective equipment when needed?
- All equipment inspected regularly? (check tags)
- Platforms and railings safe?
» Are ladders, exits, stairways, electrical switch boxes, aisles and walkways, emergency equipment, first aid kits, or fire fighting equipment blocked?
» Do machines look dirty, have frayed wires or worn belts?
» Are all hazardous substances identified, labeled, correctly handled and properly stored?
» Adequate ventilation?
» Eating or drinking in potentially toxic or infectious areas?
» Are the overhead valves secure?
» Are there shields and guards for belt driven equipment?
» Are emergency routes clearly marked?
» Is there dust, fumes, gas or vapors?
» Ample lighting?
» Broken or damaged equipment adequately tagged?
» Do you notice any unsafe practices?
» Are all air vents, water pipes and electrical cords well maintained and away from water, heat or sharp objects?
» Are hand and electrical trucks being used safely?
» Employees horse-playing in work areas?
» All safety devices accessible and well maintained?
Preventing Fires

- Clean up, reduce clutter
- Observant, frequent security patrols
- Observant employees
- Lock up all seldom used areas when not in use (to reduce arson potential)
- Lock up combustible storage areas when not in use
- Detailed Fire Plan in place
- Lives are the first priority, property second
- The Plan must be PUT INTO EFFECT.

Ingredients of a Fire

- Oxygen
- Fuel
- Heat
- Once started, a fire spreads quickly

When on patrol, observe:

- Boilers, heaters and furnaces
- Maintenance of appliances
- Any cooking areas
- Maintenance of fire equipment
- Electrical equipment and breaker rooms
- Obstructed fire equipment
- Smoking areas
- Hazardous materials improperly stored or marked
- Storage areas for flammable liquids
- Poor housekeeping
- Vehicle storage areas
- Any heat near any storage area
- Any area that is cluttered
- Faulty electrical wiring
- Work areas that utilize oils, paint thinners, or combustible liquids
- Any sloppy cutting or welding
Commit to memory:

- Your site’s escape routes
- Your site’s evacuation plan
- The essentials of your client’s fire plan
- Location of all fire alarm boxes
- Fire rating of the materials in the work area
- The locations where flammable or hazardous materials are stored
- The location of all fire extinguishers
- Types of fires each extinguisher is suited for
- The work areas where flammable or hazardous materials are used

Types of fires

- Type A: paper, wood, rubbish, cloth, etc.
- Type B: flammable gas or liquids
- Type C: Electrical
- Type D: Combustible metals

Fire Detection

- Security Officers monitoring
- Employees monitoring
- Electronic detection
Electronic detection

- Temperature above a certain level
- Rapid increase in temperature
- Smoke
- Airborne particles
- Many false alarms (you MUST investigate ALL fire alarms in spite of this)

When you encounter a fire

- Activate the fire alarm
- If it’s a very small fire, and you have the correct type of extinguisher close at hand, put it out yourself
  - Otherwise:
    - Activate the sprinkler system in the affected area
    - Evacuate the building
  - Later:
    - Assist firefighters and the injured
    - Restore fire-protective systems
    - Incident Report

Using the wrong kind of extinguisher:

- Will make the fire bigger
- Can kill you

How to operate a fire extinguisher

- Pull the pin
- Aim the nozzle
- Squeeze the trigger
- Do not hold the extinguisher upside down
Identification symbols on fire extinguishers

- Some extinguishers have pictographs instead of symbols
  - A – waste basket and pile of logs
  - B – Safety can titled forward
  - C – Electrical outlet and plug

Types of fire extinguishers

- Halogen (Class A, B and C fires; no permanent residue)
- Dry chemical (Class A, B and C fires)
- Foam (Class A and B fires)
- Water (Class A fires)
- Carbon Dioxide (Class B and C fires)

Fixed extinguishing systems

- STAND PIPES supply fire hoses
- SPRINKLER HEADS
- Specialized systems for commercial kitchens
- Use of fire resistant building materials
Preventing hazardous materials incidents

- Keep storage areas locked when not in use
- Involve site employees in HazMat security
- Limit access to storage areas to employees who actually work with the materials
- Restrict off hours access
- Do not leave hazardous materials unattended while the storage area is unlocked
- Know who is in the HazMat storage area
- Use a logbook or card access devices
- Have all employees who work in the HazMat area wear ID tags
- Approach any people you don’t recognize
- Use a log to sign hazardous materials in and out of secure storage
- Take a periodic inventory
- Track the use and disposal of hazardous materials
- Know what materials are being ordered and brought in to the HazMat area
- Know what materials are being removed from the HazMat area. A property pass should be required.

Responding to an uncontrolled release of a hazardous substance

- Activate the HazMat contingency plan
- Stay out of the contaminated area
- Identify the substance released and the quantity
- Do not approach injured employees until they have been decontaminated
- Assist the HazMat team
- Determine the extent of damage
- Keep onlookers out of the contaminated area, including news media
Natural Emergencies

- Earthquake / building collapse
- Tornado
- Hurricane
- Forest fire
- Flood
- Winter storm
- Volcano
- Electrical storm

Man-Made Emergencies

- Fire / Arson
- Explosion
- Chemical spill
- Hazardous gas leak
- Riot or violent strike
- Sabotage / Terrorism
- Radiation accident
- Bomb threat
Preparation for Emergencies

- Comprehensive Emergency Plan
- Chain of command

Elements of an Emergency Plan

- Warning and communications within the site
- Contacting the authorities and emergency services
- Chain of command
- Emergency lighting
- Protection of inbound and outbound shipments
- Evacuation of personnel
- Selective or total shutdown of normal operations
- Perimeter security
- Documentation (possibly by camcorder)
- Alternate location for management
- Medical services
- Records and equipment protection
- Insurance coverage
Sound the alarm
Evacuate personnel
Communicate instructions via public address, radio or telephone
Retrieve critical documents and equipment
Distribute personal protective equipment
Protect all property
Assist fire, police, EMTs
Protect nearby residents
Secure the perimeter with ropes, signs or barriers to prevent unauthorized access
Call people on emergency notification phone list
Notify emergency services
Communicate emergency instructions to site personnel
Assist the injured
Direct shut down of operations
Account for all site personnel, including visitors and contractors
Restore normal operations, when the emergency is over
Natural Disasters

- When a tornado watch is announced, monitor the local weather service. When a tornado warning is issued, sound the alarm and evacuate all personnel to safe areas.
- Winter storms: Dress warmly, assist anyone trapped outside, note snow accumulations on roofs, report unsafe walkways.
- Hurricane warning: Help evacuate personnel and board up. Afterwards, inspect the premises for trapped personnel and damage.
- After an earthquake: Account for all personnel, assist injured and trapped personnel, assess building damage, inspect gas lines and HazMat storage areas.
- During a flood, you may have to place sandbags, divert water, move equipment or coat it with grease, and shut off gas lines and electrical power.
Part Six: Emergency Situations (Continued)

- Workplace violence
- Bomb threats
- Substance abuse
- Terrorism and WMD
- VIP protection
Types of Workplace Violence

- Hate crimes
- Robbery
- Against employees or managers
- Angry customer or vendor
- Against domestic partners
- Vandalism
- Random shooting
- Civil disturbance in the neighborhood
- Looting after a natural or manmade disaster

Reporting a Threat on an Incident Report

- What was said or written?
- When and where was the threat made?
- Any witnesses?
- Can the threat maker access the site? How can this be prevented?

Warning Signs

- Continuous stressors
- Avid gun or knife collector
- Sudden behavior changes or extremes
- Problem with authority figures
- Intolerant
- Poor performance ratings
- Fond of violent films or TV shows
- History of alcohol or drug abuse
- Aggressive stance, attitude or comments
- Self centered
- Intimidation
- Recent layoff
- History of job losses
History of family problems
Expresses threats or hostility
Uncooperative
Lies or exaggerates
Frequently discusses violent topics
Recent discharge
Mood swings or depression
Incommunicative
Recent disciplinary action
Blames others for his or her problems
Aloof, detached, distant
Job dissatisfaction
Personal problems
Very neat or very sloppy
Poor social skills
Frequently argues
Frequently complains
Violent or criminal history

Preventing Workplace Violence

- All employees should be trained to recognize warning signs.
- Security officers should develop a professional rapport with key employees who can report warning signs.
- There should be a Workplace Violence Management Team in place. Only the Team Leader speaks to the angry person.

Dealing with potentially violent persons

- Ask questions until you’ve identified the issue
- Echo the issue back to the complainant
- Acknowledge the issue is important and must be resolved
- Agree with the complainant where possible
- Ask the complainant how he or she feels
- Express empathy with the complainant’s feelings
- Suggest a mutually satisfactory resolution
Physical Intervention

- Only when there is a threat of immediate physical harm
- Call for backup first
- Use verbal means or a whistle first
- Control your anger
- Separate fighting individuals
- Use minimum force
- If there is a weapon, withdraw to cover and call the police

After it’s over:

- Incident Report
- Clear
- Accurate
- Concise
- Complete
Bomb Threats

- Only one out of a hundred threats is real.
- 4 out of 5 REAL bombers provide NO advance warning.
- Still, you must take every bomb threat seriously. Assume it is real until you can determine otherwise.
- Always be on the lookout for anything out of place or unusual, such as a briefcase left in a stairwell.

Motives for bomb threats and bombings

- Religious or ideological extremism
- Desire to gain publicity for a cause
- Financial gain through insurance
- Personal relationship gone bad
- Desire for personal fame
- Territorial dispute
- Emotional instability
- Vengeance for a perceived wrong

Prevention

- Careful watch of CCTV screens
- Have a Bomb Threat Plan in place
- Liaison with law enforcement
- Inspect seldom used areas on patrol
Bomb Threat Plan must be properly documented
Access control with inbound property searches
Employees must be trained to observe and report
Threat Checklist tailored to each work area
Secure all equipment and storage rooms when not in use
Periodic bomb threat drills
Alert employees reporting any unusual object
Proper controls over any explosive materials used in the business

Common places for bomb placement

Will usually be disguised as something harmless
Lobbies
Boats at dock
Bathrooms
Fire stairs
Basements
Receiving platforms
Janitor closets
Tractor trailers
Trash trailers
Hallways
Automobiles
Use airplane as a bomb
Elevators
Phone booths
Storage areas
Railroad cars
Attics

A bomb threat in writing

Contact your Supervisor
Retain all packaging
Once read, minimize handling
Turn document over to authorities
If it’s an email, save it
Call the police
If specific time and location was mentioned, tell Supervisor and police

A bomb threat by phone

- Keep the caller on the phone as long as possible, to gather information
- Silently get another employee to call the authorities on another phone
- Note voice attributes, accent, repeated phrases, background noises
- Tell the threat maker there may be loss of life; the threat maker may then divulge more information
- Try to obtain bomb location, time of detonation, type of bomb, and caller’s name
- Don’t be overheard – it could cause a panic
- When you hang up, call your Supervisor and police

If an evacuation is authorized

- Life is first priority, not property
- Evacuate and isolate affected area
- Open all windows and doors in affected area to let out shock wave
- Shut off gas and fuel lines
- Keep evacuated people calm
- Assist emergency personnel
- Refer the media to your client’s media spokesperson

When dealing with a bomb threat

- Call your Supervisor
- Advise local police
- Safe, orderly evacuation
- Call everyone on your emergency notification phone list
- Keep the media away
- Account for all personnel, visitors, contractors
- Form small search teams, including one employee familiar with each area, and one bomb squad member
Search Guidelines

- Turn off all 2-way radios, cell phones and pagers
- Do not turn anything on or off, whether lights, air conditioners, etc.
- Look for any object that appears unusual, tampered with, in an unexpected position, or out of place
- Do not touch or try to move a suspicious object – report it to the authorities and secure the area
- Check seldom used areas, such as the bottoms of stairwells
- Do not allow anyone but search crews and police into the affected area
- Check all sealed and closed areas for signs of tampering
- Use all of your senses
- Look up just as much as you look down
- Search until it is known that the bomb is disarmed or is a hoax

If an explosion occurs

- Notify police, fire and EMT
- Evacuate the affected area
- Keep everyone out except emergency responders
- Assist emergency personnel
- Assist the injured
- Refer the media to your client’s media spokesperson
- Call everyone on the emergency notification phone list
Types of Workplace Substance Abuse

- Alcohol
- Cannabis (Marijuana, Hashish, Hashish Oil)
- Depressants (Barbiturates, Tranquilizers, Rohypnol)
- Stimulants (Cocaine, Amphetamines)
- Narcotics (Heroin, Opium)
- Hallucinogens (Mescaline, LSD, PCP, DMT)
- Inhalants (glue, gasoline, erasing fluid)

Combating Workplace Substance Abuse

- Interviews with employees to gather intelligence
- Alert, observant security patrols
- Undercover operations
- Developing informants among supervisors and employees
- Employee education and assistance
- Covert surveillance
- Searches (dog-based or chemical test-based)

Places where drugs are sold at work

- Bathrooms
- Bottoms of stairwells
- Parking lots
- Seldom used areas (like storage rooms)
- Vehicles
- Secluded areas (indoors or outdoors)

Detecting drug activity at the workplace

- Does a particular employee have numerous unexplained visitors?
- Develop informants by cultivating excellent professional relationships with key supervisors and employees
- Alert observant patrols
- Look for symptomatic appearance or behavior
When you see an employee probably under the influence
Do not presume to diagnose; the symptoms may have causes not related to drugs or alcohol
Report your suspicions to your Supervisor and/or the Police
If an employee is acting out dramatically, get backup, then escort the suspect to the Security Office. Call Police and EMS.

**Escorting someone under the influence**

- First get backup
- Inform your Supervisor and the Police
- Use extreme caution
- Keep other employees away
- Hands in a neutral position
- Non-threatening demeanor and body language
- Allow personal space
- Stand at a right angle to the suspect

**Evidence**

- When you detect certain drug use, contact your Supervisor and the Police
- Wear protective gloves, face mask and clothing
- Do not touch or move the evidence unless instructed by Supervisor or Police
- Do not allow the evidence to be contaminated
- Do not taste or sniff anything
- Use the words “allegedly” and “suspect”
- Document transfer and disposition of evidence

**Recognizing Substance Abuse**

- Impairment
- Combativeness
- Irritability
- Unusual odor
- Personality changes
- Slurred speech
Dilated pupils

Recognizing Substance Abuse

- Emotional outbursts
- Needle marks
- Memory problems
- Sniffles, runny eyes or nose (Cocaine)
- Suspicious activity in secluded areas
- Suspicious activity in parking lots

Detecting Narcotics

- Scarring or “tracks” on arms or backs of hands
- Sniffles
- Coughing that stops suddenly
- Pupils constricted and fixed
- Looks run-down, sleep-deprived
- Looks sick
- Withdrawn
- Red watering eyes
- Frequent scratching
- Poor appetite

How Heroin is Packaged

- Heroin can have several shades from white to brown to black
- Balloon
- Small brown coin envelope
Small rectangular paper package ("doper fold")

Detecting Depressants

- Slurred speech
- Diminished alertness
- Disorientation
- Impaired judgment
- Drunken-like behavior
- Poor manipulative skills
- Recurrent confusion
- Uncoordinated
- Obvious inability to function
- Trouble driving or operating machinery

Detecting Stimulants

- Delusions or paranoia
- Nervous, restless, excited, hyperactive (early stage)
- Depression, exhaustion, dullness (late stage)
- Irritability
- Euphoria
- Feeling of super capability
- Razor blades, mirrors, straws, small spoons
- Weight loss
- Excessive talking
- Argumentative
- Dilated pupils
- Performs same tasks repeatedly
- Odor like urine-soaked diapers
- Poor judgment
- Runny nose, sniffles, watery eyes (Cocaine)
Detecting Hallucinogens

- Trance-like state
- Excited behavior
- Fearful or terrified
- Slurred speech
- Drooling
- Rapid eye movement
- Sweating
- Flushed face
- Exaggerated walk
- Trembling hands
- Impaired judgment
- Dizziness
- Irrationality
- Sensory confusion

Detecting Cannabis

- Initially animated; later, sleepy
- Euphoria
- Pupils dilated
- Greatly relaxed inhibitions
- Eyes bloodshot
- Trouble driving or operating machinery
- Increased appetite
- Impairment
- Disoriented behavior
- Loss of short term memory
Detecting Inhalants

- Poor muscular control
- Watery eyes
- Slurred speech
- Strange odor
- Runny nose
- Drowsy or unconscious
Counterterrorism Measures

- CCTV
- Ongoing employee training
- Checking IDs and packages
- Computer security
- Avoid racial profiling
- Access controls for personnel and vehicles
- Barriers
- Drills
- Alarm systems
- Security lighting
- Emergency Plans
- Locks
- Information security
- Liaison with police, fire and EMS
- Metal, biochemical and radiation detectors
- Screening and ongoing surveillance of employees
- Liaison with HAZMAT and Homeland Security
- Checking vehicles
- Insurance coverage
- Do not obsess about terrorism to the exclusion of more everyday threats like fire and theft
  - Secure communications
  - Detect and report suspicious activity
  - Alert, staggered patrols with varied routes
  - Incident Response Plans
  - Keeping parked vehicles locked and secured
WMD – Weapons of Mass Destruction

- Radiation or radioactivity
- Toxic chemicals
- Biological disease agent
- Terrorists
- Criminals
- The mentally disturbed

Preventing WMD Incidents

- Bag and package inspections
- Alert security patrols
- Security awareness among employees
- Look for odd incoming mail
- Access controls for personnel and vehicles
- Look for unusual containers
- Authorize everything coming into Receiving

Dealing with WMD Incidents

- Contact Police and EMS
- Isolate the package in a sealed container
- Look for many people from the same area with the same symptoms
- Secure, isolate, and evacuate any affected area
- Wear protective equipment
- Remove contaminated clothing
- Decontaminate all personnel (water with soap and bleach)
- Approach affected area from upwind not downwind
- Assist emergency responders; remember, they are in charge
- Radiation: administer Potassium Iodide
VIP Protection – the Guard Must:

- Be a skilled, strong, and fit martial artist
- Be licensed to carry a handgun
- Be certified in First Aid and CPR
- Be a good, safe driver
- Have “upper class” speech and manners

VIP Protection Techniques

- Always enter the room first before the VIP
- Always stay near the VIP
- If there is trouble, move the VIP to safety immediately
- Know the VIP’s business and personal habits
- Know the day’s itinerary
- Blend in, don’t stand out
- Assist the VIP (for instance, open the limousine door)
- Always remain alert
- Join the VIP at recreation, not just work
- Stand or sit between the VIP and the direction of possible threats
Part Seven: Legal Aspects of Security

- Legal Aspects
- Harassment and Discrimination
- Use of Force
- Apprehension and Detention
- Testimony
- Evidence
- Crime Scenes
- Police and Security Liaison
STAY WITHIN THE LAW!

- If you exceed the law, in arresting, searching, seizing, or using force, there may be criminal and/or civil actions against you personally and/or your employer.
- As a Security Officer, your power of arrest is the same as that of an ordinary citizen. YOU ARE NOT a police officer or peace officer.

Citizen’s Arrest

- MISDEMEANORS are minor crimes punishable by a year or LESS in jail.
- FELONIES are significant crimes punishable by a year or MORE in jail.
- Citizen’s arrests are only made for FELONIES which are WITNESSED by the citizen.
- “Sit there until the police arrive” is an arrest. It does not require handcuffing or locking up the suspect.
- If you arrest someone, it will be an arrest WITHOUT a Warrant (Warrants are not carried by Security Officers)
- Try to have a witness to the felony.
- Notify the police immediately.
- Restrain only for a reasonable time period (normally, the time it takes for the Police to arrive)
- Do not arrest for trespassing; advise him to leave, and if he doesn’t, call the Police
- Physical force only in self defense or to defend an innocent bystander

Search and Seizure
There must be a company policy allowing searches
The employee must voluntarily consent to be searched
Do not search beyond limits of consent granted
If possible, have someone of the same sex as the suspect perform a body search
Employee can withdraw permission to search
You can seize company property if removal is unauthorized
You can seize weapons
You can seize items that would help the suspect escape detention
You may seize WITHOUT a search if the above items are in PLAIN VIEW

If an employee refuses to be searched
You can report due cause for suspicion to the employee’s Supervisor, the Police, or both
Also write up an Incident Report
But you CANNOT force a search upon an unwilling suspect, EVEN IF there is a company policy calling for searches
In that case, the employee is violating a company policy and will be disciplined soon enough

Use of Force

The force must be necessary
The force must be appropriate (you cannot shoot a fleeing shoplifter)
Restrain, rather than incapacitate, unless there is immediate threat to life

Confessions
You are not required to recite Miranda rights
But the confession must be VOLUNTARY, not induced by promises or coerced by threats
Can be short and simple, or long and detailed
Can be oral or written
Write down exactly what is said
Do not ask ambiguous questions
Give the suspect time to explain
Have a second officer on hand as a witness

Discrimination is illegal

Disability
Citizenship
Race
Age
Gender
Sexual Orientation
Religion
Political Opinions
National Origin
Marital Status

Discrimination can mean inequality in:
Discipline, layoff, termination, demotion
Hiring and promotion
Social and recreational opportunities
Compensation and benefits
Working conditions
Company-sponsored training
Tuition assistance
Transfer
Harassment is illegal

- Sexual or non-sexual
- Derogatory or suggestive language
- Derogatory or suggestive posters or literature
- Unwelcome touching
- Woman must sleep with boss to get raise or keep job
- Report any harassment you see to your Supervisor
- Supervisor MUST report up the chain of command
- There must be disciplinary action against confirmed harassers (after a fair hearing)

Alternatives to Force

- Active, sympathetic listening
- Verbal de-escalation
- Withdraw and call for backup
- Withdraw and call the police
- Use loud, assertive commands ("Drop the knife!")
- Recruit the assistance of onlookers
- Defang the snake (seize any weapons, strike arms and legs)

When force is justified

- You must believe that force is necessary
- Your application of force must be reasonable and proportional to the threat
- The aggressor must have the ability to harm you or a third person
- You or a third person must be in imminent danger of being harmed
- You must exhaust all non-violent means first
- You must be without an avenue of escape
- Do not use force to defend property

Gradations of Force
- You cannot escalate to a higher grade than the threat
- Controlling physical contact (hand on the arm) (low threat)
- Joint control (low threat)
- Pressure points (low threat)
- Chemical controls (medium threat)
- Barehand striking (high threat)
- Baton striking (high threat)
- Pistol (deadly threat)

When apprehending and detaining, avoid:

- Assault (which can mean creating a fear of being battered)
- Battery (hurtfully or insultingly touching)
- False arrest (taking someone into custody without the legal authority to detain)
- Detaining someone without intending to bring criminal charges against them
- Filing criminal charges without probable cause
- Invasion of privacy
When you need to apprehend and detain:

- Get backup first
- From a safe distance, communicate your intentions with simple, direct commands
- Have non threatening demeanor and body language
- Move in with extreme caution
- Do not use handcuffs unless the suspect is an extreme threat and you are trained in the use of handcuffs
- Inform your Supervisor; call the police immediately; write up an Incident Report
- Hold the suspect only for a reasonable time (until the police arrive)

Types of Testimony

- Deposition – recorded oral testimony stated under oath
- Administrative Hearing – Less formal than a courtroom. A formal review of an event in which witnesses tell their story. Conducted by businesses, organizations and government agencies.
- Courtroom testimony

Testifying in Court

- If it’s been a while since the event, the case is complex, or you’re involved
in many similar cases, ask permission to use your notes in court.

- Review your notes and Incident Reports before court
- Discuss your testimony with the Prosecutor beforehand
- Address the jury; make eye contact
- Speak clearly, and loud enough to be heard across the room
- DO NOT mention previous convictions of defendant
- Use last names
- Use “alleged” before “offender” or “victim”
- Address the judge as “Your Honor”
- Answer the questions the Prosecutor asks you, clearly, concisely, and without extraneous information or personal opinion
- Avoid slang; use polite, educated words
- Avoid exaggeration or underestimation
- Delay answers to give your attorney time to object
- Professional image
- Maintain your composure
- When being questioned, make eye contact with the questioning attorney
- When answering, make eye contact with the jury
- Emphasize essential points
- Do not volunteer information
- Review your notes and reports beforehand
- Know the storage and ownership history of the evidence
- Do not argue with attorneys
- Ignore abuse from the opposing attorney
- Be concise and to the point, yet complete
- Remember what makes evidence admissible (next)
- Listen to the entire question before answering
- Be accurate, organized and consistent
Evidence

➤ Real evidence (a piece of stolen property) or documentary evidence (a bad check) must be marked for identification and then protected
➤ Eyewitness should be interviewed and detailed notes taken. Later the eyewitness may testify under oath. Give the eyewitness a copy of your notes to assist his memory just before Court.
➤ Write an accurate, detailed Incident Report.
➤ Evidence can be direct or circumstantial. Circumstantial evidence, if strong, can lead to convictions.

Types of Evidence

➤ Scientific investigations
➤ Body substances
➤ Lay and expert testimony
➤ Handwriting samples
➤ Accomplice testimony and confession
➤ Videotapes, audiotapes, CDs, DVDs, emails, or letters produced by the suspect confirming intent to commit the crime
➤ Voluntary suspect confession
➤ Voluntary suspect admission (a damaging statement that falls short of acknowledging guilt)
➤ Fingerprints
➤ Voice recognition
➤ Weapons or tools seized from the accused
➤ Suspect’s computer data obtained with a search warrant
➤ Depictions of the crime scene (diagram, photo, drawing, map, model)
Evidence and Guilt

- Real or physical evidence
- Direct eyewitness testimony
- Circumstantial evidence
- A defendant is presumed innocent until proven guilty
- Civil case: guilt requires preponderance of evidence; burden of proof is on the plaintiff
- Criminal case: guilt requires proof beyond reasonable doubt; burden of proof is on the court

For evidence to be admissible:

- It must be relevant (proves or disproves an alleged fact)
- It must be material (part of the issue)
- Corpus Delicti (facts that prove a crime was committed, for instance, a murder victim’s body)
- Judicial Notice (readily demonstrable self evident evidence)
- Seized legally
- Not corrupted during collection, storage and transport

Privileged Communications

- Husband and wife
- Client and Attorney
- Physician and Patient
- With spiritual advisor (priest, minister, rabbi, guru, etc.)
- Some states: with Accountant
The privilege against self-incrimination

- Requires the government to prove a criminal case against the defendant without the defendant’s assistance as a witness against himself or herself

Crime Scene Procedures

- Look over the area quickly
- Call for assistance (Supervisor and Police)
- Attend to the injured; call EMS
- Establish point of entry, crime location, and point of exit – and thus, boundary of crime scene
- Close off the area to all but investigators and EMS
- Detailed search
- Collect, mark to identify, protect and preserve evidence
- Wear latex gloves as you collect evidence
- Secure the evidence in an area with controlled access
- Detailed field notes
- Pay attention to victim’s needs
- Incident Report
- Document who possesses evidence between crime and court
Police Security Liaison

- Police should have private security liaison officers
- Do not contact police unnecessarily
- Learn your local police department’s radio codes
- Cooperative shared training programs
- Professional appearance, manner and reports
- Security uniforms and badges should be clearly distinguishable from those of local police
- High security officer ethics
- Licensing and regulation of security officers
- Help police monitor streets adjoining your facility; inform police of any suspicious activity
- Mutual assistance agreements
- Security officers strive for additional training
- Always share intelligence with the police when appropriate