

Security Guard Training Manual



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Course Curriculum

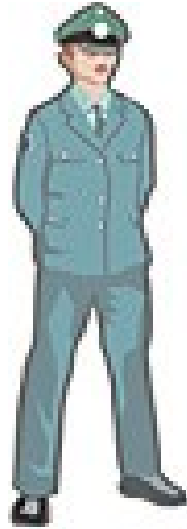
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Part One: Mental Awareness



- Security Awareness
- Ethics
- Professionalism
- Professional Image
- Public Relations

Security Awareness



- 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

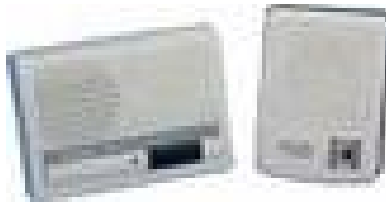
Taking Phone Messages

- 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



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

After Detecting Theft

- 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.

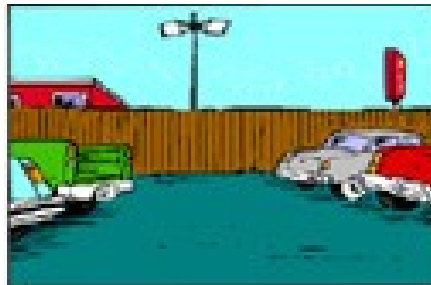
Goals of Parking Lot Security

- 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
- Who, What, Where, When, Why, How
- 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:

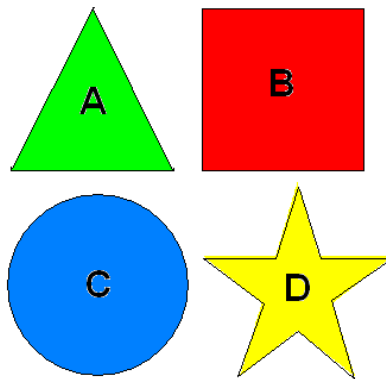


- Will make the fire bigger
- Can kill you

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 tilted 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

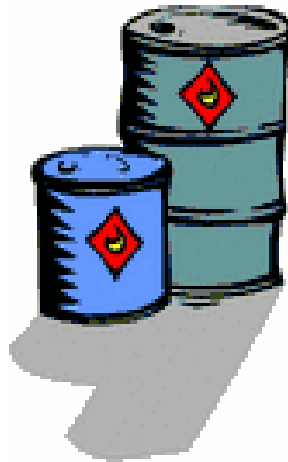


- STAND PIPES supply fire hoses
- SPRINKLER HEADS
- Specialized systems for commercial kitchens
- Use of fire resistant building materials

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

Security Duties in an Emergency



- 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?
- Is the threat maker an employee? Ex-employee? Customer? Vendor? Contractor? Stranger?
- 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

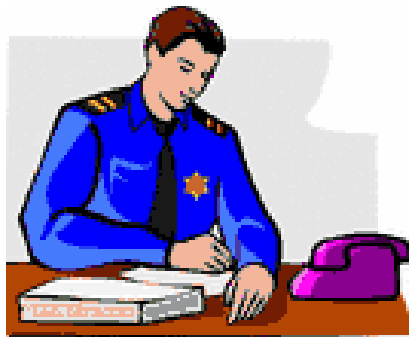
- Ask questions until you've identified the issue
- Echo the issue back to the complainant
- Acknowledge the issue is important and must be resolved
- Agree with the complainant where possible
- Ask the complainant how he or she feels
- Express empathy with the complainant's feelings
- Suggest a mutually 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
- Who, What, Where, When, Why, How
- 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



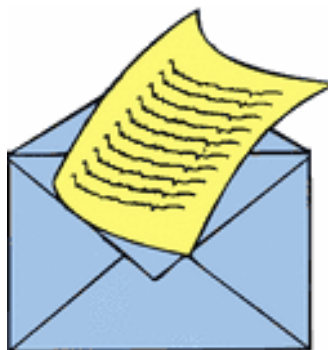
- Careful watch of CCTV screens
- Have a Bomb Threat Plan in place
- Liaison with law enforcement
- Inspect seldom used areas on patrol

- 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 containers
- 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

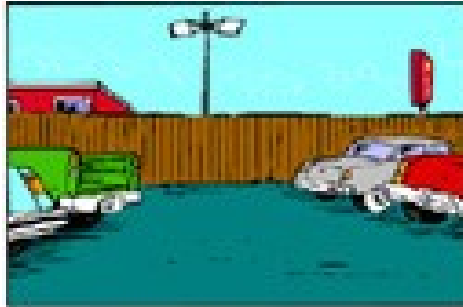
Recognizing Substance Abuse

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

- Dilated pupils

Recognizing Substance Abuse

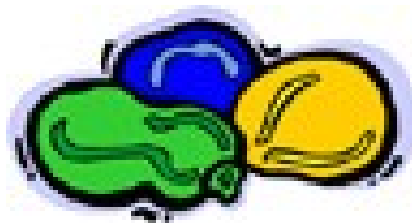
- Emotional outbursts
- Needle marks
- Memory problems
- Sniffles, runny eyes or nose (Cocaine)
- Suspicious activity in secluded areas
- Suspicious activity in parking lots



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



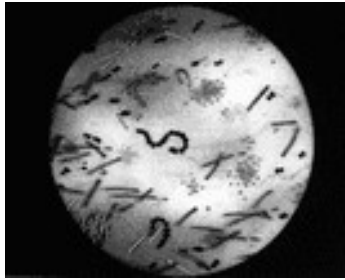
- Initially animated; later, sleepy
- Euphoria
- Pupils dilated
- Greatly relaxed inhibitions
- Eyes bloodshot
- Trouble driving or operating machinery
- Increased appetite
- Impairment
- Disoriented behavior
- Loss of short term memory

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

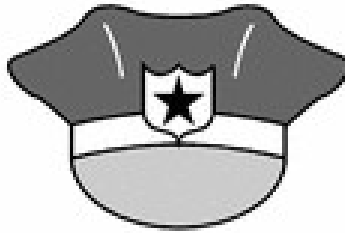


- Requires the government to prove a criminal case against the defendant without the defendant's assistance as a witness against himself or herself

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