

Module 3: Basic Security Procedures

Surveillance and Patrol Techniques

General Patrol Tactics and Techniques

Security Guards are responsible for observing the physical environment for changes and suspicious behavior. This objective is achieved through in-person or remote surveillance of the environment. Security Guards are expected to notice and monitor minor changes to make sound decisions when devising a plan of action.

Specific Duties of a Security Guard

The duties of a Security Guard can be categorized as either static or patrol-oriented.

Static Duties

Static duties involve activities conducted from a fixed location. Examples of fixed posts include:

- Gatehouses
- Building lobby entrances

Patrol Duties

Patrols enable a guard to check the client's property efficiently. One of the most important factors is the need to identify and prevent situations that may negatively affect the client's property. This is achieved through:

- **Building and Perimeter Protection**
- **Intrusion and Access Control**
- **Alarm and Surveillance Systems**
- **Fire Prevention and Control**
- **Emergency and Disaster Planning**
- **Prevention of Theft**
- **Accident and Safety Protection**
- **Enforcement of Rules, Regulations, and Policies**

Skills Necessary for Security Guard Tasks

To accomplish the above-described tasks, Security Guards need a variety of skills. Some common elements include:

- **Protecting Buildings and Grounds**
 - Guarding all contents, occupants, and visitors within the site.

- **Enforcing Rules and Regulations**
 - Ensuring compliance with security policies in and around the site.
- **Directing Traffic**
 - Managing both foot and vehicular traffic in and around the site.
- **Familiarity with Orders**
 - Being well-versed with all special and general orders relevant to the site.
- **Monitoring Systems**
 - Supervising and enforcing all systems designed to monitor or identify personnel and vehicles entering the site or sectors within the site.
- **Conducting Inspections**
 - Inspecting packages and vehicles as required to ensure security.
- **Controlling Access**
 - Managing the entry, exit, and movement of people, products, and vehicles onto, off, and within the site.
- **Safety Inspections**
 - Conducting and reviewing safety inspections of all areas of the site.
- **Maintaining Orderly Operation**
 - Ensuring the site operates safely and efficiently.
- **Recording and Reporting**
 - Documenting and reporting all relevant information pertaining to the security of people, products, and vehicles to the security supervisor or the client's representative.

Standing Orders

Standing orders are instructions that are permanent and specific to a particular site. They provide Security Guards with direction regarding company policy and ensure consistency in security operations.

Post Orders

Post orders, also known as site orders, are documents that delegate security tasks from the property owner to the Security Guard. They outline the functions the Security Guard is to carry out and the methods to be used in executing these functions. Post orders are subject to change and should be reviewed regularly. Any instructions or directives that are dated must be adhered to, and outdated orders should be reported to the security supervisor or manager.

Contents of Post Orders

Post orders typically include the following information:

1. **Opening Letter**
 - Provides authority from property management and outlines the purpose and scope of the orders.

2. **Index**
 - Organized to accommodate revisions and amendments easily.
3. **Emergency Numbers**
 - A list of all emergency numbers, including fire, police, ambulance, maintenance, company officials, and the supervisor. These numbers must be kept current.
4. **Security Force Operations**
 - Includes a schedule of the hours each Security Guard is to work, the location of each post, and a brief description of the duties expected of each Security Guard.
5. **Reports**
 - Specifies the types of reports required at the end of each shift and acknowledges reports submitted by Security Guards regarding matters such as building security.
6. **Restricted Areas**
 - Contains policies or provisions on all restricted areas within a facility. Some areas will be restricted to employees only. Documents and photographs should be kept on hand and checked before allowing individuals to enter restricted areas.

Liability for Breach of Duty

Security is required for a reason, and clients pay for these services expecting that Security Guards will perform their duties diligently. Both security companies and individual Security Guards can be held liable for negligent conduct. Some examples of negligent conduct include:

- **Failing to Patrol as Required**
 - Not conducting patrols as outlined in post orders or failing to cover designated areas can result in liability if an incident occurs that could have been prevented by proper patrolling.
- **Failing to Follow Specific Instructions**
 - Ignoring specific instructions such as checking boiler water levels, check valves, or other critical tasks can lead to severe consequences and liability for any resulting damage or harm.
- **Sleeping on the Job**
 - Falling asleep while on duty is a serious breach of duty that leaves the site unprotected and can result in significant liability if an incident occurs during this time.
- **Being Impaired While on the Job**
 - Working under the influence of alcohol or drugs is unacceptable and can impair judgment and performance, leading to potential liability for any incidents that occur.
- **Falsifying Records**
 - Altering or falsifying records, including notebook entries, can lead to legal repercussions and liability, especially if these records are needed for investigations or legal proceedings.
- **Leaving the Site Without Permission**

- Abandoning the post without authorization is a breach of duty, leaving the site vulnerable and potentially leading to liability for any incidents that occur during the absence.

High Visibility Patrol

High visibility patrols are designed to enhance the Guard's visibility to those around them. By boosting the physical security presence on site, many illegal activities are deterred due to the increased chance of the offender being recognized and caught. This method is preferred by numerous clients, especially those who prioritize their company's image and reputation.

Low Visibility Patrol

Low visibility patrols are implemented in situations where a large area needs to be covered by a single guard, in environments with hazards that pose safety risks to the guard, and in scenarios where serious criminal activities are occurring. During these patrols, the guard stays out of sight and gathers as much information about the situation or event as possible. This information is then relayed to the appropriate authorities for action. For example, if a guard receives a report of an individual on site carrying a weapon, the guard should monitor the person discreetly while coordinating with the police to ensure a safe and controlled apprehension.

Fixed Post and Patrols

Security Guards may be required to perform various duties, with two of the most critical being stationed at a fixed post and conducting patrols.

Fixed Post

A fixed post is typically located at a point where both pedestrians and vehicles can be checked before they are allowed to enter or leave a facility. The responsibilities at a fixed post may include:

- **Guarding Vulnerable Points:** Protecting areas that are susceptible to security breaches.
- **Control of Access:** Regulating who can enter or leave the facility.
- **Surveillance:** Monitoring specific apparatus or installations.
- **Identification Control:** Ensuring that individuals are who they claim to be.

The tasks at a fixed post are usually detailed in the post orders, and Guards must adhere strictly to these instructions without deviation.

Patrol Post

When assigned to a patrol, Security Guards must perform the patrol of a designated area and return to the post upon completion. This is known as "double duty." Key aspects of patrol duties include:

- **Routine Patrols:** Moving about the designated area at a prescribed frequency, covering specific points.
- **Detailed Reporting:** Providing detailed reports of the rounds, noting any abnormal events or actions observed.

Patrols are highly visible and crucial for crime prevention, apprehension of offenders, and maintaining peace. A uniformed patrol presence can significantly deter crime by merely being visible.

Roaming Patrol

Roaming patrols allow Security Guards to be flexible when covering large areas. These patrols can be conducted on foot, bicycles, or in vehicles. Guards assigned to roaming patrols are responsible for a given area but do not need to be in a specific part of that area at a specific time.

Vehicle Patrol

Vehicle patrols are used to cover areas too large to be patrolled on foot. These patrols often include:

- **Large Areas:** Parking lots, storage yards, perimeter fence lines, and outer perimeters.
- **Emergency Transport:** Transporting sick or injured persons to first-aid stations or hospitals.
- **Escort Duties:** In some cases, escorting valuable information, money, or important shipments to outside locations, though this depends on the Security Company's policies and insurance coverage.

Vehicle patrols are usually equipped with radios or mobile phones for constant communication with dispatchers, and precise instructions are given about the type of patrol required.

PURPOSE OF PATROLS

The primary objective of patrols is to ensure the security of the premises within your jurisdiction. Security Guards are tasked with patrolling because it has been determined that this approach is the most effective method for safeguarding both property and individuals at the

location. Just as the traditional “beat cop” served to deter crime, a patrol emphasizes the visibility of security, which acts as a general deterrent and discourages potential lawbreakers.

Patrols conducted by well-trained personnel who have a keen eye for detail significantly increase the chances of identifying hazards and emergencies, such as an overheating boiler or sparking electrical wires that could potentially start a fire. The substantial costs associated with other detection methods (like electronic monitoring systems and alarms) can make the use of security personnel a more cost-effective solution.

Furthermore, having a Security Guard on-site who is capable of responding immediately to a wide variety of situations enhances the scope of their responsibilities. As a Security Guard, you may be required to monitor for issues such as fires, criminal activities, property damage, and any signs that might indicate the possibility of such events occurring.

PREPARATION FOR PATROL

Preparation for a patrol should always start with a clear understanding of the patrol's purpose. For example, is the Security Guard expected to prevent intruders, assist the public in need, or inspect boilers and equipment for safety? The patrol's objective can change throughout a shift.

For instance, the first patrol might focus on checking for intruders, the second on ensuring safety equipment on machinery is operational, and the third on another security check for breaches. Re-establishing the patrol's specific goal each time helps the Security Guard concentrate on their duties effectively. However, this doesn't mean ignoring other issues; for example, a fire should not be ignored even if the current patrol is focused on perimeter security. The Security Guard's primary responsibility is to protect people and property using common sense.

Site orders often provide clear instructions for patrols, helping Security Guards prepare. Familiarizing oneself with the site upon arrival is crucial. Ask other guards and workers about any changes since the last shift. Being well-informed is essential for effective preparation.

A comprehensive understanding of the area's layout is vital. Identify the locations of telephones, water shut-off valves, electrical panels, alarm panels, light switches, and emergency lighting in advance. Know where emergency equipment such as backup generators, first aid kits, fire alarms, hydrants, and extinguishers are located. This knowledge should be as familiar as one's own home. The Security Guard should also know the best emergency routes, opting for the simplest and safest paths.

Plan your patrol activities and routes in advance, including major checkpoints, passageways, rooms, stairwells, doors, and windows. Prepare alternate routes in case of emergencies like fires, explosions, or chemical leaks. Varying patrol timings and routes prevents them from becoming routine or predictable.

Ensure you have the appropriate equipment, including suitable clothing, first-aid supplies, and communication devices. Know what keys and specialized equipment are needed for the patrol. Verify that your communication devices work in all areas of your patrol. Be aware of any "dead zones" where communication may fail and know where it can be re-established. Some clients may restrict the use of cell phones and radios in certain areas, like hospitals, due to potential interference with sensitive equipment. Identify and comply with these restricted areas.

Ensure you have a list of emergency numbers and map out all evacuation routes and procedures, considering specific hazards such as flammable material storage. For instance, in the event of a fire, avoid passing by open vats of gasoline if possible.

FOOT PATROL

"An alert guard on foot patrol has a better chance to prevent crime and make apprehensions at the scene of crimes in progress than do motorized patrol guards."

While some might argue that this stance is too strong and that other patrolling methods are equally effective, this is only true in certain cases. Most crimes that are directly influenced by enforcement activities (such as vandalism, robbery, break-ins, shoplifting, and car theft) occur in public view. A proactive foot patrol can effectively prevent these crimes or apprehend offenders on the spot.

Foot patrol is the most prevalent method in the security industry. It is often used when other methods, such as motorized patrols or electronic surveillance, cannot provide the same level of protection. During foot patrol, a Security Guard can use virtually all their senses (sight, hearing, smell, and touch) to monitor the environment.

Foot patrol is particularly useful in combating common "sidewalk" crimes like storefront vandalism, purse snatching, public intoxication, vagrancy, and loitering. It is also necessary in areas with high pedestrian or vehicular traffic, such as around bars and zones known for prostitution. Additionally, large suburban shopping centers, malls, and pedestrian-only shopping streets where vehicles are prohibited often require frequent foot patrols.

Every patrol method, including foot patrol, has its distinct advantages and disadvantages, which can be summarized as follows:

DISADVANTAGES OF A FOOT PATROL:

- Limited mobility and coverage area.
- Time-consuming nature of patrolling on foot.
- Adverse weather conditions can hinder or limit activities.
- Restricted capacity for pursuit.
- Difficulty in carrying necessary equipment like reports, forms, and first-aid kits.
- Potential communication issues unless equipped with portable radios or telephones.

- Challenging to supervise foot patrols effectively.

ADVANTAGES OF A FOOT PATROL:

- Highly visible presence.
- Increased person-to-person contact, enhancing security through community relations.
- More opportunities to gather information due to familiarity with people on the beat.
- Better understanding of the physical characteristics of the patrol area, such as hiding spots for offenders and danger zones.
- Knowledge of area patterns and characteristics, which can help anticipate incidents before they escalate.
- Ability to utilize all senses.
- Access to smaller spaces like stairwells.

VEHICULAR PATROL

Patrolling from a vehicle, whether it be a bicycle, car, motorcycle, truck, or snow machine, allows a Security Guard to perform a quick visual inspection of their designated area. This method enables a single guard to cover larger or multiple sites efficiently. Each type of vehicular travel offers its own set of advantages and disadvantages. For instance, a Security Guard in a motor vehicle can carry more equipment compared to one on a bicycle. On the other hand, a bicycle is much quieter and can access areas that a motor vehicle cannot, such as parks.

DISADVANTAGES OF A VEHICULAR PATROL:

- The vehicle may be confined to specific areas, such as roads or paths.
- Visibility may be partially restricted from inside the vehicle.
- Adverse weather conditions can hinder or limit some activities.
- Pursuit capacity may be limited under certain circumstances.
- Engine noise from a motor vehicle can mask important sounds or alert others to the presence of security.
- Sealed cabs on some vehicles might prevent the detection of certain dangers, such as chemical leaks that a guard on foot could smell.
- Reduced interaction with people.

ADVANTAGES OF A VEHICULAR PATROL:

- Motor patrols are highly visible.
- Larger areas can be covered in a shorter amount of time.
- Faster response times to different areas of the site.
- Ability to carry additional equipment.

- Protection from adverse weather conditions, such as rain, snow, and extreme temperatures.

When using a vehicle for patrol, Security Guards have an added responsibility to ensure the vehicle is functioning properly and does not hinder their duties. A fundamental pre-check of the vehicle is recommended. You may be required to fill out a form similar to the one below:

VEHICLE INSPECTION LOG

Guard's Name: _____

Date: _____

Shift: _____

Mileage:

- **Start:** _____
- **End:** _____
- **Total:** _____

Checks:

Lights:

- Headlights ☐
- Brake lights ☐
- Tail lights ☐
- Turn signals ☐

Fluids:

- Transmission ☐
- Brake ☐
- Radiator water ☐
- Power steering ☐
- Belts and hoses ☐

Damage:

During your initial vehicle inspection, did you find any new or unreported damage?

- Yes ☐
- No ☐

If yes, describe the damage:

While you were on duty, was there any damage to the vehicle?

- Yes ☐
- No ☐

If yes, please attach a damage report.

Fluids:

Did you add gas or any other fluids?

- Yes ☐
- No ☐

If yes, please indicate the amount and cost:

Fluid type # of liters Cost

Security Guard Signature: _____

SURVEILLANCE (NON-MOBILE PATROL)

Also known as visual or fixed patrols, surveillance (with the aid of technology) allows a guard to stay stationary while maintaining a constant watch over a specific area. For example, an entrance or exit point may be continuously monitored, or an entire complex can be observed with the help of mirrors, security cameras, and fences.

DISADVANTAGES

- Cameras and fences can be bypassed or compromised.
- Not all areas can be continuously monitored—blind spots will exist despite careful planning.
- Equipment reliability may falter, especially in adverse weather conditions.
- Personnel must focus on one area for extended periods.
- Reliance on a single sense—vision.
- Response might be limited to contacting the police or internal personnel, particularly if the guard is monitoring from a different location.
- Limited or no interaction with the community.

ADVANTAGES

- Site access and exit can be easily controlled.
- Difficult for intruders to physically attack the guard.
- Guard stations or highly visible camera placements act as deterrents to potential offenders.
- Fewer guards are required to monitor the area.

What to Watch For While on Patrol

Here are some general guidelines for security guards to consider while on patrol. These are not strict rules but suggestions to help adapt to specific locations and job functions.

1. Use a Notebook

Security guards should document all unusual occurrences in a notebook. Therefore, carrying a notebook and pen on patrol is essential. Make sure to note observations immediately or as soon as possible, including the date and time of both the observation and when it was recorded.

For instance, if a suspicious vehicle is noticed in the area, the security guard should record the vehicle's description, license plate number, and any details about the occupants at the time of the observation.

2. Daylight Patrols

While patrolling during the day, a Security Guard should aim to be highly visible to maximize their deterrent effect. The goal is to be seen and to ensure that people are aware of your presence. The public often views a uniformed Security Guard as an authoritative figure with extensive knowledge of the area. Whether patrolling a shopping center or stationed at a kiosk in a building lobby, a Security Guard might encounter situations ranging from parents looking for lost children to visitors needing directions. Be prepared for these interactions, even if they occur at inconvenient times.

As previously discussed in other chapters, a Security Guard is often seen as a representative of the entire security industry. Acting unprofessionally, such as shouting or using emergency equipment like radios, intercom systems, and flashing lights without a valid reason, can harm the public's perception of security services. It's crucial to maintain a professional demeanor at all times.

Criminal activities such as assault, shoplifting, robbery, and break-ins frequently happen during daylight hours. Make an effort to familiarize yourself with the people you regularly encounter. They can be valuable sources of information or discreetly alert you to issues without causing a disturbance.

3. Look for the Unusual

While on patrol, be vigilant for anything that seems out of place or doesn't make sense. For instance, if a store clerk who usually acknowledges you suddenly doesn't, it might be because they are busy with a customer, or it could indicate a robbery in progress. Someone moving from car to car in a parking lot might be looking for an unlocked vehicle to steal from, or they could simply be lost and searching for their own car. A person running through a shopping mall might be fleeing with stolen goods, or they could be rushing to catch a bus. Someone sitting in a car outside a building might be waiting for a passenger, or they could be acting as a lookout for accomplices committing a break-in.

These scenarios illustrate that the potential triggers for your attention are limitless. Always be on the lookout for the unusual or out of the ordinary, no matter how minor it may seem. Indicators such as pry marks on doors or windows, broken glass, sparking wires, flashing alarm panels, signs of fire or smoke, running water, broken pipes, or unidentified vehicles may warrant closer inspection.

Pay special attention to fire and safety hazards uncovered during your patrol. Ensure there are enough fire extinguishers available, that they are properly placed and fully charged. Check if any emergency exits are blocked, damaged, or inoperable. Be aware of hazardous or flammable materials stored on or near the premises. Look for floors that might be slippery, ensure stairwells are well lit, and identify any construction or excavation work that could pose a danger to people or property. Also, be mindful of any fumes that might indicate a developing problem or pose a risk. By focusing on these details, you can better warn people of existing dangers or protect them in the event of an emergency.

4. Patrols at Night

Night-time patrols, more accurately described as "patrolling in low-light situations," involve taking advantage of darkness to observe and protect people and property more effectively. To utilize this patrol technique successfully, a Security Guard should inspect the area during daylight to familiarize themselves with the environment. Equipping oneself properly for night patrols is crucial; at a minimum, this includes carrying a working flashlight and wearing clothing suitable for the climate.

During night patrols, a Security Guard aiming to remain unnoticed while surveying the surroundings should walk close to buildings and stay in shadows or dark areas. By walking, standing, sitting, or parking quietly and listening attentively, a Security Guard can better detect activities that may impact the safety of the people or property they are responsible for protecting.

As always, be on the lookout for anything unusual or out of place. This includes unlocked doors that should be locked, unfamiliar vehicles, lights that are off in buildings where they are usually

on, loitering strangers, objects stacked near doorways or other inappropriate locations, and unusual smells, whether from chemicals or smoke, and more.

5. Checking Doors and Buildings

Ensuring the security of buildings is often a primary responsibility. Start by inspecting the exterior of the building, looking for signs of forced entry, fire hazards such as flames, smoke, or excessive heat.

If feasible and appropriate, also check the roof for signs of forced entry, as well as for any equipment loss, damage, or malfunction.

When examining a door, avoid simply grabbing the handle and shaking it vigorously, as this could alert anyone inside to your presence and their potential escape route. Instead, begin by checking for signs of forced entry. Use a flashlight if necessary to inspect the hinges, latch, bolt, and lock for fresh damage or pry marks. Test the door gently to see if it opens, rather than jerking it open.

If the door, which is supposed to be locked, opens, it indicates that someone may have entered the premises and could still be inside. In such cases, do not enter the building alone unless someone's life is in immediate danger. Instead, call for assistance or notify backup, even if you suspect the door was left unlocked by someone with legitimate access who failed to secure it properly. While waiting for help, keep a close watch on the door, window, or other points of entry.

6. Smash and Grabs

"Smash and grabs" refer to incidents where someone breaks a display window of a store or business, reaches inside, and steals merchandise on display. When a Security Guard encounters a smashed display window, they should inspect it from the outside without touching anything if possible. Look for signs of missing merchandise or evidence of entry. Missing items might be indicated by an empty display case or an outline in the dust where an item was removed. Signs that someone has entered the premises could include a larger hole in the window or door that allows entry, items knocked from the display case into the store, footprints inside the display case or store, or additional damage to the contents of the premises.

In any case, the police should be contacted immediately. Your role is to report the incident; it is the police's responsibility to enforce the law.

Night Patrols

When patrolling at night, special precautions are necessary to ensure safety and effectiveness. Here are key points to remember:

1. **Use Your Flashlight Effectively:** Only use your flashlight when necessary. If you need it on while walking, hold it at arm's length in front of you to avoid being hit if attacked in the lighted area. Avoid holding the flashlight in your dominant hand so that hand is free for other tasks like operating your radio.
2. **Use Caution with Windows and Glass Doors:** Avoid passing directly in front of windows and glass doors at night as your silhouette will be visible. If you must pass, do so quickly. When approaching a dark window or door, first shine your flashlight inside from a distance and observe from one side rather than directly in front.
3. **Be Careful Entering a Dark Room:** Never walk directly into a dark room, especially if investigating something suspicious. Open the door fully to ensure no one is behind it and shine your flashlight around the room before entering. Identify yourself as security and listen for any sounds. If you sense something is wrong, do not enter without backup. Call for assistance and observe from a safe distance until help arrives.
4. **Know When to Be Seen and When to Be Heard:** Use good judgment and common sense when patrolling at night. Often, it's best to patrol quietly and stay in the shadows close to buildings. If patrolling in a vehicle, minimize noise from the engine, brakes, and tires, and avoid slamming doors. Do not draw attention to yourself unnecessarily.

If you spot suspicious activity, stay out of sight, make your observations, and report the incident without being noticed. In situations where you feel uneasy or are patrolling alone, make some noise like humming or jingling keys to alert others to your presence. This can deter criminals by making them aware of your presence, giving them the chance to flee without confrontation. You can then document any relevant information about the events and suspects to aid the police.

What Should I Do If I Suspect That a Crime Has Been Committed?

If you suspect that a crime has been committed, follow these steps:

1. **Get Help:** Immediately call the police. It is your responsibility to report the incident, and it is their job to enforce the law.
2. **Notify Your Dispatcher:** Inform your dispatcher about the situation to ensure proper coordination and response.
3. **Use Backup:** Whenever possible, seek assistance from other security guards. Having backup can help manage the situation more effectively and safely.
4. **Wait for the Police:** If no other guards are available for backup, it is generally best to wait for the police to arrive before taking any further action. This helps to ensure your safety and the proper handling of the situation.
5. **Provide Assistance if Necessary:** In some cases, you may need to offer immediate help before the police arrive. For example, if someone requires first aid, provide the necessary assistance while waiting for professional help.

Always prioritize safety and follow established protocols when dealing with suspected crimes.