

Tactical Communication and 10 Codes

Radio Communication: APCO "10" Codes

The Association of Public Safety Communication (APCO) has established a series of "10" codes commonly used in radio communication. Here are some of the key codes:

APCO "10" Codes

Code	Meaning	Code	Meaning
10-0	Use Caution	10-50	Traffic Accident
10-1	Signal Weak	10-51	Request Tow Truck
10-2	Signal Good	10-52	Request Ambulance
10-3	Stop Transmitting	10-53	Roadway Blocked
10-4	Message Received	10-54	Livestock on Roadway
10-5	Relay	10-55	Intoxicated Driver
10-6	Station is Busy	10-56	Intoxicated Pedestrian
10-7	Out of Service	10-57	Hit and Run Accident
10-8	In Service	10-58	Direct Traffic
10-9	Repeat	10-59	Escort
10-10	Fight In Progress	10-60	Squad In Vicinity
10-11	Animal Problem	10-61	Personnel In Vicinity
10-12	Stand By	10-62	Reply To Message
10-13	Report Conditions	10-63	Prepare to Copy
10-14	Prowler Report	10-64	Local Message
10-15	Civil Disturbance	10-65	Net Message
10-16	Domestic Problem	10-66	Cancel Message
10-17	Meet Complainant	10-67	Clear For Net Message
10-18	Urgent	10-68	Dispatch Information
10-19	Go To Station	10-69	Message Received
10-20	Advise To Location	10-70	Fire Alarm
10-21	Phone _____	10-71	Advise Nature Of Alarm
10-22	Disregard	10-72	Report Progress of Alarm
10-23	Arrived At Scene	10-73	Smoke Report
10-24	Assignment Complete	10-74	Negative

Code	Meaning	Code	Meaning
10-25	Report to _____	10-75	In contact with _____
10-26	Detaining Suspect	10-76	En route to _____
10-27	Driver's License Information	10-77	Estimated Time of Arrival
10-28	Vehicle Registration Information	10-78	Request Assistance
10-29	Check Records For Want	10-79	Notify Coroner
10-30	Unauthorized Use Of Radio	10-80	Pursuit in Progress
10-31	Crime In Progress	10-81	Breathalyser Report
10-32	Person With Gun	10-82	Reserved Lodgings
10-33	Emergency – All Units Stand By	10-83	School Crossing Assignment
10-34	Riot	10-84	If meeting... Advise Estimated Time of Arrival
10-35	Major Crime Alert	10-85	Arrival Delayed
10-36	Correct Time	10-86	Operator On Duty
10-37	Suspicious Vehicle	10-87	Pick Up
10-38	Stop Suspicious Vehicle	10-88	Advise Telephone Number
10-39	Respond With Siren and Flashers	10-89	Bomb Threat
10-40	Do not use Siren and Flashers	10-90	Bank Alarm
10-41	Beginning Shift	10-91	Pick Up Subject
10-42	End Shift	10-92	Illegally Parked Vehicle
10-43	Information	10-93	Blockage
10-44	Permission to Leave	10-94	Drag Racing
10-45	Dead Animal	10-95	Subject In Custody
10-46	Assist Motorist	10-96	Detain Subject
10-47	Emergency Road Repair	10-97	Test Signal
10-48	Traffic Control	10-98	Prisoner Escape
10-49	Traffic Signal Out	10-99	Wanted Or Stolen

Radio Communication Equipment

In the private security industry, radio communications must utilize either VHF or UHF equipment to comply with legal requirements.

- **VHF (Very High Frequency):** Used where longer range communication is needed.
- **UHF (Ultra High Frequency):** Preferred for shorter ranges, especially in areas with high building density or where interference might be an issue.

Usage Guidelines

If you are assigned to a post where the client uses a version of the "TEN CODE" (Police, Fire, or Ambulance), it is essential to learn the specific "TEN CODE" for that site. Correct use of the "TEN CODE" streamlines communication and reduces misunderstandings. However, in emergencies, avoid using ten codes, as the receiver may not be familiar with them.

By adhering to these guidelines and understanding the APCO "10" codes, you can ensure efficient and clear communication in various situations, enhancing safety and coordination.

Tactical Communications

When managing aggressive behavior, it's essential to recognize how a hostile person is expressing their aggression: verbally or physically. Proper identification is critical to effective intervention. These two types of "acting out" behaviors can become muddled, leading to inappropriate actions by the security guard. The key principle is to avoid overreaction and under-reaction: use verbal intervention for verbal aggression and physical intervention for physical aggression.

Dealing with Difficult or Angry People

- **Remain Calm:** Show a willing and listening attitude.
- **Acknowledge Rights:** Recognize that the person has a right to complain.
- **Avoid Arguments:** Be mindful of tone, volume, cadence, facial expressions, posture, gestures, body language, and other nonverbal communication cues.
- **Admit Errors:** If a mistake is made, acknowledge it.
- **Apologize if Needed:** Offer a sincere apology if warranted.
- **Avoid Blaming:** Focus on resolution, not assigning fault.
- **Follow Policies:** Adhere to client policies when handling complaints.
- **Refer When Necessary:** Direct the complaint to others if it is beyond your ability to handle or if it is better suited for someone else.

Communicating with the Mentally Ill or Emotionally Disturbed

Security guards will likely encounter individuals with unusual, disruptive, or potentially aggressive behavior during their work. Handling these situations can be challenging and sometimes dangerous, but proper knowledge and approach can mitigate these difficulties. A small percentage of individuals suffer from mental illness, making it crucial for security guards to be informed about various mental illnesses and disorders.

Regardless of whether the individual is mentally ill, the approach to a potentially aggressive person is vital. The correct approach ensures a resolution that prioritizes everyone's safety. The

first part of this section covers broadly applicable skills, while the second part aims to increase your general knowledge of mental illness and mental disorders.

By following these guidelines, security guards can effectively manage hostile situations, ensuring the safety and well-being of all involved.

Effective Methods for Handling Disturbed, Disruptive, or Potentially Aggressive Individuals

When faced with an excited or violent individual, the foremost rule is to maintain a safe distance and allow the person time to calm down. Approaching too quickly or getting too close too soon may be perceived as a threat. Typically, a crisis subsides quickly if the person feels unthreatened and is handled appropriately. Assessing the individual's motives for their behavior by observing their posture, tone of voice, and speech content is crucial for a helpful approach.

Assessing the Situation

- **Fearful or Angry:** Determine if the person appears fearful or angry. Are they trying to manipulate or are they primarily threatening?
- **Early Intervention:** Intervening early in the escalation cycle, when the person is just tearful, slightly agitated, or pacing, is more effective than dealing with someone who is screaming and threatening or ready to attack.

Appropriate Responses

- **Fearful or Suspicious Individuals:** Remain calm, reassuring, sincere, and supportive. Establish eye contact, communicate your intention to help, and make the person feel safe. Maintain eye level and keep your hands visible to build trust.
- **Angry Individuals:** Use a calming and reassuring approach similar to dealing with fearful individuals. Acknowledge their anger without discounting their feelings. Aim to calm them and facilitate peaceful expression and resolution of their anger.
- **Manipulative Individuals:** Stay calm and respectful but slightly detached. Use the “broken record” technique, calmly repeating your request without getting emotionally involved. Avoid direct eye contact, maintaining an unwavering, calm, and matter-of-fact attitude.
- **Potentially Aggressive or Threatening Individuals:** Keep a safe distance and be ready to move out of their way if necessary. Be alert for signs of an imminent attack and avoid intervening alone. If attacked, focus on deflecting blows and creating distance again, known as the “duck and run” technique.

Additional Guidelines

- **Maintain Composure:** Never threaten or abuse a disturbed or violent person, either physically or verbally. Insults or inappropriate comments should not be taken personally. Recognize that the individual may be ill and unable to control their behavior.
- **Discourage Crowds:** Prevent the gathering of crowds, which can encourage further inappropriate behavior. If a crowd has already gathered, try to disperse it if circumstances allow.
- **Avoid Deception:** Do not deceive the disturbed person to gain control of the situation. Promising things to calm them down is harmful and should be avoided unless there is an immediate danger.
- **Restraint:** If the individual is extremely excited or violent, and for their safety and the safety of others, they need to be restrained, do not attempt to handle the situation alone. Always call for help.

By following these methods, security personnel can effectively manage disturbed, disruptive, or potentially aggressive individuals, ensuring the safety of everyone involved.

When dealing with an excited or violent person, it is crucial to first and foremost maintain a safe distance whenever possible and allow the individual ample time to quiet down. The initial response should be to avoid approaching too quickly or getting too close too soon, as such actions may be perceived as threatening. Typically, a crisis situation will subside relatively quickly if the individual does not feel threatened and is handled appropriately. To effectively approach and assist the individual, it is imperative to swiftly assess their motives for their behavior by carefully observing their posture, tone of voice, and the content of their speech.

Assessing the Situation

- **Fearful or Angry Individuals:** It is essential to determine whether the person appears to be fearful or angry. Are they attempting to manipulate the situation or are they primarily exhibiting threatening behavior? Understanding the underlying motive is key to determining the best approach.
- **Early Intervention:** The likelihood of successful intervention increases significantly when action is taken early in the escalation cycle. Addressing the situation when the individual is merely tearful, slightly agitated, or pacing is far more manageable than dealing with someone who is screaming, threatening, or poised to attack anyone who comes near.

Appropriate Responses

- **Fearful or Suspicious Individuals:** When dealing with someone who appears fearful or suspicious, it is crucial to remain calm, reassuring, sincere, and supportive. Engaging in a calm and supportive manner, establishing good eye contact, and clearly communicating your intention to help are all critical. It is important to be at the same eye level as the individual (not standing over them) and to keep your hands in full view. The primary goal

is to gain the person's trust and make them feel safe, reassuring them that you will take care of the situation.

- **Angry Individuals:** When responding to an angry individual, the approach should be similar to that used for a fearful person—calming and reassuring. However, it is also vital to convey an understanding or at least an appreciation of why the person is feeling angry. Acknowledging the person's anger without minimizing their feelings is essential. The goal is to calm the individual and facilitate a more peaceful expression of their emotions and a resolution to the situation.
- **Manipulative Individuals:** When dealing with someone who is manipulative, it is important not to be drawn into the discussion emotionally. Maintaining a calm and respectful demeanor while being slightly detached is necessary. Utilizing the "broken record" technique, where you calmly repeat your request, can be effective. Avoiding direct eye contact (intermittent is best) and maintaining an unwavering, calm, matter-of-fact attitude are crucial in these situations.
- **Potentially Aggressive or Threatening Individuals:** In situations involving potentially aggressive or threatening individuals, keeping a safe distance and being prepared to move out of the way should the person decide to flee is of paramount importance. Being alert for cues indicating that the person may attack is essential. Never attempt to intervene alone. If an attack occurs, the focus should be on deflecting blows as much as possible and then creating distance again. This approach, sometimes referred to as "duck and run," aims to minimize injury to both the aggressive individual and yourself.

Additional Guidelines

- **Maintain Composure:** Under no circumstances should you threaten or physically or verbally abuse a disturbed or violent individual. The person may say or do things that are extremely insulting, such as calling attention to your racial origin, physical features, dress, voice, or mannerisms. It is crucial that the Security Guard does not lose their cool and understands that the person may be ill and unable to control their behavior. Such comments should never be taken personally.
- **Discourage Crowds:** It is important to discourage the gathering of crowds, as attention may encourage further inappropriate behavior. If a crowd has already gathered, and circumstances permit, efforts should be made to disperse it.
- **Avoid Deception:** While it may be tempting to deceive the disturbed person to better control the situation, promising things solely to calm them down or get them to comply with your requests is potentially harmful and must be avoided at all costs. The only time deception should be used is when there is a real and immediate danger to either yourself or the person involved.
- **Restraint:** In cases where an individual is extremely excited or violent, and for their own safety and the safety of others, restraint may be necessary. However, it is critical never to attempt to handle such situations alone. Always call for assistance.

By adhering to these comprehensive guidelines, security personnel can effectively manage and de-escalate situations involving disturbed, disruptive, or potentially aggressive individuals, thereby ensuring the safety and well-being of everyone involved.

The Phonetic Alphabet

In the fields of investigation, law enforcement, and private security, among others, the phonetic alphabet is a crucial tool used to avoid confusion and ensure clear communication when conveying important information. It is essential for individuals in these professions to be familiar with the phonetic alphabet. Here are the phonetic equivalents for each letter:

- **A** – Alpha
- **B** – Bravo
- **C** – Charlie
- **D** – Delta
- **E** – Echo
- **F** – Foxtrot
- **G** – Golf
- **H** – Hotel
- **I** – India
- **J** – Juliet
- **K** – Kilo
- **L** – Lima
- **M** – Mike
- **N** – November
- **O** – Oscar
- **P** – Papa
- **Q** – Quebec
- **R** – Romeo
- **S** – Sierra
- **T** – Tango
- **U** – Uniform
- **V** – Victor
- **W** – Whiskey
- **X** – X-ray
- **Y** – Yankee
- **Z** – Zulu

A Day in the Life of a Security Guard

Imagine yourself on duty at a bustling construction site, where the noise levels are high, making it challenging to hear both people speaking and radio communications. Your responsibility is to manage gate access, ensuring that only authorized personnel and vehicles enter the site. Here's

a scenario to illustrate the use of the phonetic alphabet and Ten Codes in such a noisy environment:

You have a contractor in his vehicle at the gate, requesting access. The license plate reads **LKIH869**, but upon checking your list, you notice that his company is not listed as an approved contractor. Due to the noisy conditions, the decision has been made to use the phonetic alphabet and Ten Codes for radio communications to ensure clarity.

Your radio exchange might go something like this:

Guard: "Oscar Charlie, come in Oscar Charlie." **Operations Centre:** "Go ahead." **Guard:** "Golf One requesting vehicle check." **Operations Centre:** "Go ahead, Golf One." **Guard:** "10-28, Lima Kilo India Hotel 869." **Operations Centre:** "10-12." **Operations Centre:** "Lima Kilo India Hotel 869 approved for access." **Guard:** "10-4."

In this scenario:

- **Oscar Charlie (OC)** represents the Operations Centre.
- **Golf One** is the identifier for the security guard at the gate.
- **10-28** is the Ten Code for a vehicle registration check.
- **10-12** indicates that the requested information will be provided shortly.
- **10-4** signifies acknowledgment or confirmation of the message received.

This method of communication ensures that despite the high noise levels, the information is conveyed accurately and efficiently, preventing misunderstandings and maintaining security at the construction site. The use of the phonetic alphabet and Ten Codes in radio communications is vital for clear and effective interaction, especially in noisy or chaotic environments.