



SECTION 3: BASIC SECURITY PROCEDURE

LEARNING OBJECTIVES

This lesson will teach you:

There are three components in this section:

1. Surveillance,
2. Basic elements of security
3. Drug effects.

SURVEILLANCE

- Method of Observation of Individual and Physical Environment
- Focusing on environmental details
- Situational Awareness and decision-making
- Recognizing typicality and detecting anomalies
- Improvising responses
- Interpreting and adapting to events
- Prioritizing actions
- Identifying and Ensuring safety and Security over potential threats,
- Different types of patrolling
- Loss prevention.

BASIC ELEMENTS OF SECURITY

❖ Access Control

- how to escort people within and between locations in a safe manner
- how to prepare for an assignment
- contacting the correct personnel when there is a breach of security
- How to inspect baggage, vehicles, etc.

❖ Crowd Control

- How to create a barricade or staging area



- How to lock down a facility

❖ Vehicle Control

- Controlling vehicular/pedestrian traffic on company property or on public roads in emergencies
- Monitoring traffic movements
- Using proper hand signals for directing traffic
- Using traffic control equipment
- Wearing the appropriate attire

❖ Shift Handover Procedures

- How to update the next person on shift

DRUG EFFECT

- Describe the physical and psychological effects of substance abuse and withdrawal.
- Discuss the use of drugs, substance abuse, and related drugs paraphernalia



Security guards are responsible for monitoring and managing the safety of individuals and vehicles as they move within and between locations. This includes monitoring traffic flow, managing access and exits, and observing and surveilling individuals. It is important for security guards to be knowledgeable in the appropriate protocols and procedures for handling these types of situations.

To ensure that no unauthorized things or people enter a restricted area, security guard in charge of handling entrances and departures must carefully check individuals and packages.

Security guards may use metal detectors and other equipment to screen for weapons, bombs and other prohibited items.

Security guards must monitor industrial and commercial buildings to look for indicators of intrusion, prevent them, and maintain the safety of the doors, windows, fence, and gates.

Security guards are requested to watch for unusual behavior and changes in the physical environment. Often, an in-person or remote surveillance of the physical environment is used to accomplish this goal. Security guards must be observant and keep an eye out for small differences in order to develop a strategy that will work.

SURVEILLANCE

As a security guard, one of the main responsibilities is to conduct surveillance to Identify and respond to Potential Threats.

This includes:

- Observing the physical environment for changes and suspicious behavior,
- Monitoring individuals, and performing various types of patrols that require heightened awareness and mental preparedness.

PHYSICAL ENVIRONMENT

Security guards are responsible for keeping an eye on the physical environment such as: Seeing changes and potential threats, and reporting what they notice because it can



directly affect both the physical comfort, health, and safety of people as well as the security of a company's assets.

You will see that the physical environment develops patterns:

- Some doors are always locked.
- Some lights turn on around dusk by themselves.
- The sprinklers automatically switch on and off in the early morning.
- This equipment buzzes, while that equipment is silent.
- This chair is always positioned here, and that table is always situated there.

Recognizing changes in the physical environment requires an understanding of the typical pattern.

A security guard must be able to recognize hazards such as intruders, hazardous situations, fire and hazardous material threats, etc.

A basic example of observing the physical environment would be detecting and reporting (maybe for the third time) that a light is broken and in need of repair. It involves observing and disclosing that a door was left unlocked, that it had been opened, or that a lock had been damaged.

It is identifying and reporting water leaks or water that should not be there. It's icy conditions, unstable tiles and handrails, and uncomfortable temperatures in the rooms. All of these specifics are crucial.

For instance, icy conditions might cause falls. Security must be alert to slick conditions and take action to stop anyone from harming themselves. Property such as laptops, furniture, or landscaping might be damaged by leaking pipes. Intruders may benefit from out-of-service lights. The lights may have even been tampered with on purpose.

ACCOUNT KNOWLEDGE / POST ORDERS:

As a security guard, it is essential to have a thorough understanding of the account you are responsible for protecting. This includes knowing the rules and regulations of the site, as well as the policies and procedures that have been put in place. By adhering to these guidelines, you will be better equipped to identify and respond to any illegal or prohibited activity that may occur.

Your post orders will detail your responsibilities in greater detail. In addition to this, you will need to be familiar with the standard operating procedures of the company.



SOP is an abbreviation for Standard Operating Procedure.

The company's policies and methods of doing things are outlined in the standard operating procedures. These are applicable to every location throughout the company. These may include expectations such as dressing in a neat manner, being honest, and behaving politely towards members of the public. They might also tell you about the company's policies, as well as any concerns they have regarding the health and safety of the workplace.

Post orders include guidelines, rules, or instructions that may need to be revised, deleted, or altered as needed. Any dated instructions or directives must be followed. The security manager or supervisor should be informed of any outdated orders.

❖ POST ORDERS

The term "Standing Order" can also be used to refer to post orders. They are the policies and procedures that govern a particular location or post. Within the same company, they might be different from one area to the next. Each individual post follows its own set of post orders.

The post orders are the most essential reference for you to consult. They provide a comprehensive explanation of the duties associated with your job. The following are some examples of what might be included in post orders:

- The location of the post;
- The shift schedule;
- Instructions on how and when to conduct patrols;
- Specific instructions about what to do in an emergency, such as what to do in the event of a bomb threat, a fire, intruders, or injured employees
- What to do in the event that there is a power failure, flood, or equipment breakdown, etc.
- Special responsibilities, such as deliveries, and the appropriate times to carry them out
- Rules regarding the people who are permitted to enter your area as well as the means by which you are to maintain entrance control



Other information post orders may contain:

OPENING LETTER: should provide authority from the property management and provide a few details about the purpose and scope of objectives of the orders;

INDEX: should be placed in such a way to accommodate revisions and amendments;

EMERGENCY NUMBERS: a list of all emergency numbers should be available to the Security Guard. Fire, police, ambulance, maintenance, company officials involved in the provision of security services, your supervisor, are some of the numbers that must be kept current;

SECURITY FORCE OPERATIONS: should include a schedule of the hours that each Security Guard is to work, the location of each post should be shown in this section as well as a brief description of the duties expected of each Security Guard;

REPORTS: should indicate what type of report is required at the end of each shift, as well as acknowledging reports submitted by Security Guards regarding such matters as building security;

RESTRICTED AREAS: Post orders will usually contain policies or provisions on all restricted areas within a facility. Some of these areas will be restricted to employees only. Documents and photographs should be kept on hand and checked prior to allowing individuals to enter restricted areas.

Be sure to give any updates or changes to your post orders the careful reading they deserve. It is possible that you will notice that something is missing from your post orders or that there is a modification that needs to be made occasionally. You ought to discuss this matter with either your manager or your supervisor.

You may also get memos or notices with special instructions that are separate from your post orders and are not included in the post orders themselves. These might be for a particular occasion or a circumstance that will only be around for a brief period of time, like an open house.

In addition, your post orders will detail the manner in which you are expected to carry out your responsibilities. You might be expected to do patrols, in which you check a certain area on foot or in a vehicle, or you might be given a fixed post, in which case you would stand or sit in the same place the entire time.



OBSERVATION

Observation is a crucial aspect of security work, whether it be through patrols or surveillance. A security guard must be able to identify and observe potential threats in order to ensure the safety of themselves, the building, and its occupants.

To enhance observation skills, it is important to focus on both people and objects. When encountering people during patrols or surveillance, take note of their physical characteristics such as height, weight, hair color, and any unusual marks. Practice observing these details, and then re-examine the person to compare the accuracy of your initial observation.

In addition to observing people, it is also important to pay attention to objects and their placement. Learn the interior layout of businesses in your building, and be aware of the location and type of alarm systems, cash registers, and safes. Pay attention to the routines and habits of staff, as well as the locking devices used for doors and windows.

Another aspect of observation is monitoring the activities of outside contractors, such as cleaning and maintenance staff. Criminals may use these activities as a cover to gain access to a building. By familiarizing yourself with the uniforms, personnel, and equipment of these contractors, you can better identify legitimate staff from potential threats.

Keep these things in mind as you are observing:

- Use all of your senses when observing.
- Do not waver from the stimuli.
- Set details apart.
- Distinct the colors.
- Take notes as memories change.
- Emotional engagement can skew perception, so keep your distance.
- Assess the situation because stress can be caused by circumstances.
- Make the transition from the broad to the specific.
- Use the five Ws and an H.

Overall, observation is a key component of security work, and it is important for guards to be constantly aware of their surroundings and potential threats. By practicing and focusing on observation skills, security guards can effectively protect their sites and the people within them.

THINGS TO WATCH FOR WHEN OBSERVING PEOPLE

FACE

Forehead

Shape: high, low, wide, narrow

Skin: smooth, deeply wrinkled, lightly wrinkled

Markings

moles, scars

Ears

large, small, flat against head, sticking out

Cheeks

Shape: sunken, filled out

Wrinkles: shape, deep or light

Cheek bones

high, low, wide, narrow

Facial hair

moustache, beard, sideburns

Hair

Type: straight, loose curls, tight curls, waves

Style: long, short, parted, neatly combed



Eyebrows

arched, straight, down slant, up slant, irregular

Eye Shapes

round, oval, up slant, down slant.

Eyelids

wide open, partly closed

Nose

Shape: flat, wide, long, etc.

Nostrils: narrow, flared, wide

Neck

Front: double chin, large Adam's apple, etc.

Sides: hanging jowls

Chin

Shape: round, oval, pointed, square

Other features: small, double, dimpled, cleft

Mouth

Corners: turned up, turned down, level

Upper lip: thin, medium, full

Lower lip: thin, medium, full

FULL BODY

Jewelry
watch, ring, bracelet, nose
ring, earrings, tie clip

Sex
male or female

Age
estimate

Height
compared to your own
height,

Weight
estimate

Build
fat, husky, slim, muscular

Other
unusual make-up, clothing
too large or too small, odd
colours, patches, etc.

Glasses
size, shape, colour



Shirt
style, colour, sleeves,
collar

Extras
belt, chains, scarf

Skin
colour, pimples, pock
marks, acne, clean
shaven, tattoos

Pants
colour, style (bell bottoms,
shorts), cuffs

Socks
colour, pattern, length

Shoes
colour, style (laces,
buckles, slip-ons, sandals)

Other clothing
hat, coat, sweater, tie,
dress, boots, etc.

General appearance
neat, sloppy, clean, dirty,
etc.

❖ VEHICLES

The Security guard has to record the following information of the vehicle to keep in the record:

- Color (Paint, markings, etc.)
- Year (of manufacture)
- Make (make and model of vehicle)
- Body (Sedan, Truck, SUV, Van, 4 – door, 2 – door, etc)
- Every Other (Dents, Bumper Stickers, Rims, Tinted Glass, etc.)
- License Plate Number Registration State or Province



DEVELOPING YOUR POWERS OF OBSERVATION:

As a security guard, developing your powers of observation is crucial to effectively patrol and surveil your assigned area. Effective observation is based on your ability to use all five of your senses (hear, smell, touch, sight, and taste). You will rely on these abilities as a professional; the better you are at using them, the better and more successfully you can do the task at hand.

The professional will excel in all parts of the job with training and experience, including:

- Being able to claim with certainty that he or she performed their tour of duty in the greatest way feasible;
- Having the ability to recognize when a problem scenario is about to arise and take necessary action before it gets out of hand;
- Being able to describe persons, places, and things more accurately as well as recognizing when someone is lying when speaking to them.

Your awareness will determine how much better you can use your senses to take in information.

HOW CAN WE IMPROVE OUR SIGHT? To improve the information our eyes are providing, there are a few things we should understand about sight and perception.

As a security guard, you must be constantly aware of what is going on around you. This is a skill that can only be learned through experience and practice. There are some things you should be aware of regarding the senses.

❖ HEARING

- Get to know the sounds that you frequently hear at your job site. These include both loud machine sounds and the quieter sounds of heating and cooling units. It is also critical to be aware of background noises and the sources of them. Because of background noises, you may have difficulty hearing unusual sounds if you are near an airport, a construction site, or a busy highway.



- As you patrol, learn to concentrate your hearing on any unusual sounds. These include machinery or equipment starting and stopping, leaking gas, running water, breaking glass, alarms, screams, arguing, fighting, or voices where none should exist.
- Close your eyes and stand still for a moment to improve your hearing.
- Learn to judge the distance of a sound based on its strength.
- Learn to determine the direction of a sound by noticing if it is louder in one ear than the other.

❖ SMELL

Although the human sense of smell is inferior to that of many other animals, it is still very powerful. We can recognize thousands of different smells and detect minute amounts of odor.

- You can train yourself to become more sensitive to different odors. Practice focusing on smells while patrolling.
- Your sense of smell can help you save your life and the lives of others. Before your eyes or ears detect danger, your nose can detect the odor of smoke, fumes, or vapors. Fumes are a byproduct of heating metal and contain traces of metal.
- Vapors are wet gases, similar to steam, that form when a liquid, such as paint, evaporates. It is critical to understand this in order to select the type of breathing protection that you may need to enter an area safely.
- Understand the chemicals used in your workplace, where they are stored, and how to deal with the effects and risks they pose. Examine and review the Emergency section of your posting orders, as well as any safety information, such as the Workplace Hazardous Materials Information System (WHMIS). All hazardous materials in the workplace should be labelled with important warnings and first aid



instructions. Monetary assistance. The law requires that you receive training about hazardous products in the workplace.

- Learn to recognize odors and be ready to act quickly if you smell anything dangerous. Stay calm and aware that smells can elicit strong emotional responses.
- Be aware that some chemical, gasoline, ether, and smoke vapors can impair your sense of smell. Get out of there as soon as possible.
- While on patrol, don't forget to use your sense of smell to describe people or suspicious conditions you come across.

❖ TOUCH

- If you come across an injured person, you can use touch to help them. You can detect someone's pulse or heat from their body. Touch can also be used to calm someone down.
- Get permission to touch someone whenever possible. Be aware that an unconscious person may awaken and become upset about being touched.
- The heat emitted by a vehicle's tires or engine can assist you in determining how long it has been parked on your property.
- Be very careful not to disturb any evidence that the police, health and safety officials, or insurance companies may require during their investigations.
- If you suspect a fire, you can test the temperature of a closed door. If this is the case, do not open it because there is most likely fire on the other side.

❖ TASTE

- Taste and smell are inextricably linked. Our taste buds can only detect sweet, sour, salty, and bitter flavors.



- While on patrol, you should never rely on your sense of taste. Your other senses will provide you with more information, and putting unknown substances in your mouth could cause you to become seriously ill.

❖ SIGHT

- The most important sense in observation is sight. The majority of the information you receive on patrol will come from your eyes.
- You should have your vision checked on a regular basis and wear glasses if necessary. If switching from distance to close-up vision is difficult for you, you may require progressive lenses.
- While on patrol, you must actively scan large areas and thoroughly examine small areas.
- Search for distinctions rather than similarities. There are hundreds of blue vans on the road, but only a few have a dented right rear bumper with red paint on it.
- Be aware of things that can distort or impair your vision.

NOTES OF OBSERVATION

It is also essential for security guards to keep accurate and detailed records of their observations and activities. This includes making notes in a memo book or notebook during patrols and surveillance. Taking notes allows the guard to break up any routines and keep small details from being forgotten later on. In the event of an emergency, such as injury or illness, an up-to-date memo book can help the company and the police reconstruct the circumstances and investigate any suspicious activity.

Your notes act as an official record and account of what occurred, when it occurred, where it occurred, why it occurred, how it occurred, who was involved, who the witnesses were, who you were, and what you did.

Your notes are proof the job was done. Your notes are evidence you did your job.



Your notes establish rapport with witnesses. When you take notes, witnesses see that you are not only concerned but also professional. You're writing down what their statement makes them feel important. A good rapport with witnesses (and victims) will lead to cooperation during future legal processes.

Your notes assist detection. Careful notetaking will help uncover contradictions in statements, conflicting statements, and changes in facts or details in statements over time. This may lead to recovery of lost information or assets and the apprehension of the perpetrator of a crime.

Your notes are a memory aid. When you write, you remember. Since memory fades over time even with those who pride themselves for having excellent recollection ability, your notes will refresh your memory several hours or days later.

Your notes are the foundation for writing reports later in your shift, which is the culmination of your investigation. Full reports are written after an investigation. Inaccurate, poor-quality notes result in inaccurate, poor-quality reports. Inaccurate reports lead to lost assets, information, and statistical data as reports are used by management to make decisions. It also results in lost battles in court.

Your notes support subsequent investigation and reports. Your accurate notes will be an important, if not critical, source of information even months later. If you must testify in a court of law, administrative hearing or a deposition, you will revisit and study your notes and reports in order to provide an accurate testimony.

Your notes reflect your professionalism, credibility and ability as a security guard. Properly taken, they will help protect your job, your company and the institution you are securing. It is worth taking the time to ensure your notes, logs and reports are error – free and neat. They will be scrutinized and regarded as a measure of your skills and professionalism.

Your notes are evidence. They may be used in court proceedings and your supervisor may examine them regularly. Do not destroy or dispose of them without permission from a supervisor.

Your notes will lend weight and authority to your testimony in court. Your notes will enable you to provide accurate, detailed testimony in a court of law, during a deposition or in an administrative hearing.

For these reasons, save your notes for at least five years. When you create your notes, make sure that they are legible, complete, systematic and consistent so you can read



them later to refresh your memory and so that others can make sense of them. For efficiency, create your own abbreviations but be consistent in their use.

PATROL

All security companies conduct patrols, which are essential to company. This Loss Prevention method works effectively for both identifying and discouraging criminal activity and unlawful actions, as well as ensuring that corporate policies are followed.

While physical security is the heart of security, this function of security is its backbone. It is the mechanism that holds physical security together.

After all, without the human element, no physical security system, such as:

- Fences,
- Barriers,
- Access control systems,
- Security lights,
- Key control systems,
- Intrusion detection systems,
- Locking hardware,
- CCTV,
- Safes and vaults, alarms, etc. would function effectively.

Security guards check and inspect physical security systems while on patrol. Patrol brings all the components of physical security together and increases its efficiency.

The basic objective of a patrol is to keep the area under your peaceful authority. In other words, a Security Guard is given a patrol duty because it has been determined that it is the best approach to protect the people and property at the place.

PREPARATION FOR THE PATROL

The primary purpose of a patrol is to ensure the security of the premises under the authority of the security guard. Understanding the purpose of a patrol should always be the first step in preparation for a patrol.

For example, is the security guard expected to:

- Defend against intruders?
- Assist members of the public who appear confused or in need of assistance?
- Check boilers and other equipment for safe operation?



- Use devices such as whistles, illuminated batons, flashlights, or glow-cones?

The purpose of a patrol can change from time to time, even within a single shift.

- The first time that a patrol is made, security may focus on breaches of the property by an intruder.
- The second time a patrol is made, security may ensure that safety equipment or machinery in the area is functioning properly.
- The third time a patrol is made, security may check again for intruders and breaches of the work site, and so on.

It is crucial to have a thorough understanding of the geography of the area to be patrolled. The security guard should locate:

- Telephones,
- Water shut-off valves,
- Electrical and alarm panels,
- Light switches, and
- Emergency lighting before entering the building.

The Security Guard will be better able to concentrate on the tasks for which they are accountable and will ultimately be evaluated whether they can refocus on the specific aim of the patrol each time it is conducted. This is not to argue that security should just pay attention to one action throughout the patrol, ignoring everything else.

For instance, it would be insane for a security guard to overlook a fire that is raging inside the building they are guarding just because they have been instructed to do a perimeter patrol to look for intruders. Do not forget that your employer hired you to provide the finest protection for the people and the property.

The Security Guard's preparation for patrol may be assisted by site's post orders. The requirements for all guards while on patrol are frequently stated in site orders in a clear and specific manner.



Upon arriving, a Security Guard should spend some time getting familiar with the workplace. Assess whether anything has changed since the last shift by asking other guards and site personnel. Things change.

List The Tasks That Must Be Accomplished While on A Certain Patrol.

- Choose your route in advance,
- Considering a plan of the main checkpoints, hallways, rooms, stairwells, doors, and windows, among other features.
- If an incident like a fire, explosion, or chemical spill renders certain regions inaccessible, make backup plans.
- To avoid becoming too routine or too predictable, the patrol's timing and route should be changed.

Ascertain that you have the necessary resources such as,

- Climate-appropriate clothing, first aid kits, and communication tools.
- Be aware of the keys and other specialist equipment required.
- Double-check that your communication equipment is working.
- Identify all the locations where you could possibly be required to do your job and see if it can operate there.

A list of emergency phone numbers should be provided, so double check. The location's special dangers and hazards, such as explosives storage places and areas used for flammable materials, should be taken into consideration when planning all evacuation routes and procedures. For instance, you would probably want to avoid it at all costs if there was a fire when you were near an open vat of gasoline.

Patrolling can be physically demanding. It necessitates mental focus, at least basic physical fitness, and a well-nourished body. Preferably, security staff should be dedicated to following a healthy diet and obtaining enough exercise and rest.

Make sure you are well-rested, appropriately fueled, and mentally aware before you go on patrol. A healthy body and mind absolutely require sleep. How much sleep a person needs for optimal efficiency is not a matter of hard and fast rules. Sleep needs vary from person to person. But most people admit they don't get enough sleep.



Some think they can become used to their continuous lack of sleep, but this is a myth. To make up for lost sleep, the body needs to sleep. When awake, those who don't receive enough sleep exhibit mental and physical signs of sleep deprivation.

Some of the signs that you may not be getting enough sleep are the ones listed below:

- A problem getting out of bed in the morning,
- Difficulty concentrating,
- Sleeping through class or work, and
- Sensations of despair, anxiety, impatience, or moodiness.

When you are tired, the gatehouse or security desk may appear like the ideal place to take a nap. In the end, nobody is looking. Nobody else is employed besides you. There is no one in sight. You are alone? perhaps in the middle of nowhere. Do not let this thought process take over.

Security guards must be aware that nodding off while working can have negative repercussions for both them and others. While security takes a little snooze, an intruder can slip under the fence, destroy property, and hurt people. This has taken place. Workers in security who take breaks to sleep are dangerous. Even at remote, empty workplaces, sleeping while at work will result in one's termination.

If you must work the night shift, be sure to have a room to sleep in during the day that can be sufficiently shaded and is noise-free.

Get enough sleep and avoid consuming alcohol or other psychoactive substances for at least eight hours prior to reporting for duty to guarantee mental alertness.

Security guards often use one of the following three methods to observe their physical environment when conducting surveillance:

- 1) FOOT PATROL
- 2) MOBILE PATROL
- 3) VISUAL OR FIXED PATROL

Patrolling is a highly visible activity that helps to deter and prevent crime. Communication is essential to the operation of any kind of patrol.



❖ 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. However, strictly speaking, most crimes that can be directly affected by enforcement activities, such as mischief, robbery, break and enter, shoplifting, and car theft, take place in the public eye. Vigorous foot patrol can affect these crimes directly through prevention or immediate apprehension of the offender.

Foot patrol is the most common method of patrol in the security industry. It is normally utilized where it is not possible to provide the same protective coverage through other methods such as motorized patrol or electronic surveillance. Virtually all of the senses of the Security Guard (sight, hearing, smell, and touch) may conceivably be used during foot patrol.

Areas of frequent “Sidewalk” crimes, such as damage to storefronts, purse snatching, drunkenness, vagrancy, and loitering, or an area known for a high concentration of vehicular or pedestrian traffic (such as around bars and areas of prostitution) may also require foot patrol. Large suburban shopping centers, shopping malls and pedestrian-only shopping streets where vehicles are not permitted may necessitate frequent foot patrol as well.

Advantages of a foot patrol:

- Is highly visible;
- Makes more person-to-person contact and therefore has a greater opportunity to improve security –
- Community relations; because the foot guard knows more people on the beat, there are more opportunities to develop sources of information;
- Greater familiarity with the physical characteristics of the beat, such as places for offenders to hide and danger zones;
- May help to anticipate an incident before it becomes more difficult to control;
- All senses may be used;
- Ability to access smaller spaces such as stairwells.



Disadvantage of Foot Patrol

- Limited mobility and area of coverage;
- Length of time in patrolling;
- Inclement weather prevents or curtails some activities;
- Limited capacity for pursuit;
- Difficulty in carrying equipment such as reports, forms, and first-aid kits;
- Communication may present a problem, unless portable radio or telephone equipment is used;
- Difficulty in supervising foot patrols.

❖ MOBILE PATROL

Mobile patrol is defined as the employment of any kind of vehicle by security guards to patrol a site.

A Security Guard can carry out their duties by performing a more superficial visual inspection of the area they are assigned to guard while on patrol in a vehicle, such as a bicycle, automobile, motorcycle, truck, or snowmobile.

One guard in a vehicle can cover larger sites, or possibly even many sites. Many benefits and drawbacks may apply to different types of motor transportation.

For instance, a security guard driving a car may be able to transport more equipment than an guard on a bicycle. But a bicycle is more silent and may allow access to places where a car cannot go, such as through a park.

Advantages of mobile patrols:

- Mobile patrol is highly visible
- Larger areas can be covered in a shorter period of time
- Increased in speed when responding to other areas
- Additional equipment may be carried with you
- Protection from inclement weather like rain, snow, temperature extremes.



Disadvantages of mobile patrols:

- The vehicle may be restricted to particular areas, such as roads or paths
- Vision may be partially restricted inside a vehicle
- Inclement weather may prevent or curtail some activities
- The engine noise may mask external noises or alert others of the presence of security.

A security guard must be aware of the security firm policies when required to accompany significant shipments, money, or sensitive information to remote areas. Most security companies would avoid escorting cash and valuables since they might not have the necessary insurance to protect against such action or possible property loss.

This issue must be decided upon in advance by the client and the security firm and communicated to the security guard by post orders.

The Security Guard has a greater obligation when they use a vehicle for patrol. It is advised to perform a basic pre-check on the car to make sure it is in good working order and will not cause them any trouble when they finish their patrol. This is the proposed format.

VEHICLE INSPECTION LOG

Guard's name _____ Date _____

Mileage end _____ Shift _____

Mileage start _____

Mileage total _____

Checks

Lights:

Headlights ☐ Brake lights ☐ Tail lights ☐ Turn signals ☐

Fluids

Transmission ☐ Brake ☐ Rad 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 damage report.

Fluids

Did you add gas or any other fluids? Yes ☐ No ☐

If yes, please indicate amount and cost.

Fluid type	# of liters	Cost

Sign here _____



❖ FIXED PATROL

The fixed post is typically placed where it is possible to inspect both pedestrians and vehicles before allowing them to enter or depart a facility.

A fixed post may also have the following responsibilities:

- Protecting a weak spot
- Control of access
- Surveillance of the equipment or specific installations
- Identification control

The guard's duties are typically outlined in the orders of the station to which they have been assigned, it must be noted. The guard is not allowed to leave from them. Nothing that is done may ever be against the orders.

In almost all protective environments, fixed posts are used. It is referred to as a fixed guard post when security guards are assigned to or stationed at a single site and do not move to other areas while doing their duties. Depending on the region, different tasks are necessary for fixed positions.

The post orders for fixed positions are created to meet demands, goals, and/or particular functions. Security guards spend a lot of time at their posts. Examples of fixed posts include desk work in a lobby, CCTV duty, luggage screening at airports, and managing entry and exit during concerts.

Advantages

- Easy control over site entrance and egress (entry and exit);
- Challenging for someone to infiltrate the facility and harm the guard bodily;
- Guard posts or strategically placed cameras deter potential offenders;
- Fewer guards are needed to contain the area.

Disadvantages

- Fences and cameras could be broken or circumvented;
- Despite detailed planning, it is impossible to keep every region under close surveillance because blind spots will always exist;
- Reliance on potentially defective equipment, especially inclement weather



- Staff members must maintain sustained focus in one area;
- Reliance on vision as the single sense;
- Response may be limited to contacting internal or Police officers, especially if the guard is not on duty but is instead keeping watch from another area;
- engagement with the community is negligible or minimal.

❖ PHYSICAL SECURITY

The systematic application of physical security can protect assets. In essence, physical security makes it harder for criminals to cause harm. It is an action taken to stop or deter an accidental threat or criminal risk on facilities, resources, or information. Even though physical security can be as simple as a locked door, it frequently consists of both hard and soft tactics.

Hard tactics include things like barricades, alarms, illumination, and closed-circuit television, whereas soft techniques are the management-instituted policies and procedures (CCTV). A well-designed system has features that work well together. Physical security slows down intruders so that they can be stopped before they cause harm and convinces intruders that the risks outweigh the benefits.

The military principle of security or defense-in-depth is occasionally incorporated into well-designed systems. The military principle of security or defense-in-depth is occasionally incorporated into well-designed systems. Defense-in-depth is based on the premise that adding more layers of progressively complex protection provides more security. There are usually three layers of defense or protection in security.

The property border, where barriers both natural and man-made prevent trespassing, acts as The First line of defense. Fences, hedges, rivers, and psychological barriers like signage are a few examples of these barriers.

The exterior of the building, including the roof, walls, doors, windows, skylights, and even floors, acts as The Second line of defense. It should be more challenging to breach this second level of protection than the first. The advantages and disadvantages of a building's exterior should be assessed as a consequence. Addressing weaknesses is necessary. Access controls and detection devices are frequently used to increase security.



Interior defenses like object protection and different controls are The Third line of defense. These can include burglary-resistant vaults, safes, access controls, CCTV, alarms, and motion sensors.

Since physical security is the foundation of security, security guards must have a thorough understanding of how all components, including alarm systems, CCTV, and gates, operate and are tested.

SITUATIONAL AWARENESS

The practice of assessing a situation is a part of situation awareness, but situation awareness is more than just an assessment. Tactical action that relies on integrating accurate situation evaluation with stored information and past experience in order to make accurate predictions of future events.

These predictions, which are based on:

- Talents,
- Experience,
- Training,
- Information stored in long-term memory, and
- Environmental signals,
- Result in automatic, nearly immediate decisions regarding what must be done and the execution of action.

SA is hypothesized to have three levels that respond to environmental cues or the status of the environment:

❖ STAGE 1: AWARENESS OF CURRENT SITUATIONAL ELEMENTS

We already know that precise observation precedes precise perception. However, let's take this farther. Correct perception precedes proper decisions.

❖ STAGE 2: UNDERSTANDING OF THE CURRENT CIRCUMSTANCE

At this level of SA, meaning is addressed. At the comprehension phase of SA, individuals combine their perceptions with their experience, training, and knowledge to correctly interpret environmental clues. Then, they determine the information's relevance to their objectives.



The objectives of security are to deter and protect.

❖ STAGE 3: FUTURE STATUS FORECAST

This is the highest possible SA level. Experts are able to predict or anticipate what will occur next, when it will occur, and the consequences of that event.

The military, aviation, particularly air traffic control, nuclear power plant operation, and medicine all consider SA indispensable. In addition, it is employed in teaching, railroad dispatching, maintenance, and weather forecasting. Good drivers utilize situational awareness to operate their automobiles safely in heavy traffic, and divers employ it when confronted with risky or strange undersea situations.

Security guards must SA in order to perceive patterns in the environment and detect abnormalities, evaluate actions and occurrences, identify risks, and estimate risk in current and foreseeable situations involving themselves and others. Situational awareness enables security guards to respond successfully in dynamic situations requiring interpretation of a large number of data, where a wrong judgement could result in a deadly error and terrible outcomes. It is not the actual decision-making procedure. SA contributes to the decision-making process.

To have SA, the security guard must begin by giving proper attention to the physical environment. The cues security guards receive from the physical environment are received through direct five – sense observation.

Those cues could be a change:

- In the hum of machinery,
- The sound of footsteps,
- Firearm use,
- Breaking glass or voices,
- Images on surveillance monitors,
- Alarms, sighting of intruders,
- Ruptured pipes or icy walkways,
- The smell of gas leaks or gunpowder,
- The behavior of criminals or angry individuals, etc.



- Vital to a proper response is the knowledge of what is the typical pattern for any given location,
- The recognition of an anomaly or atypical event or pattern of events,
- The recognition either through experience or training of situations or patterns,
- The identification of hazards, an assessment of risk and personal skill and abilities, etc.

Vital also is a proper understanding of the goals and expectations for the patrol or post. These goals help security guards filter and interpret events and appropriately shift focus in order to interpret and adapt to a situation, improvise a response, prioritize action, and thereby respond to a situation or event efficiently and competently.

❖ RISK / THREATS

The concept of risk is crucial in a variety of areas, including loans, investments, insurance, law, health. Each day, risk is something that both individuals and companies must deal with. The potential for harm or loss is a component of risk, which is concerned with danger and uncertainty.

Risk has both a positive and negative aspect. Potential opportunity is the positive side. There are two types of risk: pure and dynamic. Pure risk just involves loss, but dynamic risk contains the potential for both positive and negative outcomes. Pure risk situations have no advantages.

▪ PURE RISK

Natural calamities and criminal behavior are both pure risk scenarios. The category of pure risk includes earthquakes. For instance, did you know that, out of the 12 million earthquakes the planet produces annually, about 100 cause significant damage and disruptions to society?

▪ DYNAMIC RISK

Dynamic risk, however, can also occur in a variety of situations, including lending, recruiting employees, and making investments. For example, hiring a security guard. Any security guard hired by a firm has a certain amount of risk because they could either be an asset or a liability. A security guard is a valuable asset if they increase safety and lower theft. The business may be held accountable for the activities of that security guard



if he or she commits acts like unlawful detention, false arrest, or excessive force injuries that lead reason for legal action.

▪ RISK MANAGEMENT

Risk management refers to the process of managing hazards by either preventing risk events from occurring or responding to them. The word "risk management" is used to refer to a variety of techniques for detecting, reducing, and controlling liability risks. The many options for controlling risk include insurance, education, and documentation. The process of risk management includes security guards.

▪ ACTION PLAN

Security guards must be able to quickly adapt to a shifting work environment. To accomplish this, they are familiar with and have access to emergency equipment, post orders, emergency policies and procedures, evacuation routes and procedures, communication protocols, traffic and crowd control measures, etc. Being prepared for an emergency and being well-versed in the security practices, rules, and procedures will provide the training and knowledge necessary to formulate an action plan in the event of a dynamic circumstance.

Assess the circumstance before making a choice or taking action when you are in a position that demands both. Before taking action, gather as much knowledge as possible. Maintain prudence and decorum. Check for threats to yourself and others before searching for victims. Always prioritize the safety of individuals before that of property. As a rule, the safety and security of people are more important than the safety and security of property.

Use your first aid skills to examine injuries, call 911 if life-threatening injuries or threats to life are present, treat injuries, contact the command post and alert them of the situation, secure the issue area, and notify the proper persons or authorities (maintenance, etc).

Maintain the upper hand while formulating a strategy to deal with criminals, riots, or antagonistic persons. See before being seen. Listen before to speaking. Predict the subsequent behavior of others. Avoid being monotonous. To throw your opponent off balance, you must act faster than they can comprehend. Always have a means of escape.



STATE OF READINESS

Possess the necessary equipment, at a minimum a flashlight, notepad, pen/pencil, and radio/telephone. Before beginning patrol, thoroughly inspect your equipment. Make sure your pen has ink. Bring two in the event that one fails. If your device requires batteries, ensure that they are functional and of sufficient capacity.

Learn what has occurred, what is occurring, and what is anticipated to occur upon your arrival for duty (at least 15 minutes before your shift begins). If you are not informed by a supervisor, check with the previous shift on strange incidents or occurrences, suspicious people or activities, facility-wide issues, and anticipated guests (VIPs, vendors, contractors, etc).

PART 2: BASIC ELEMENTS OF SECURITY

As a security guard, it is important to understand the basic elements of security in order to effectively protect individuals, vehicles, and materials.

INTRODUCTION TO BASIC SECURITY PROTOCOLS

In security, the word protocol connotes a predefined, written method or code for conduct that sets standard rules and procedures. Security protocols are designed to minimize harm to individuals and property, to educate and raise awareness of potential dangers and to systematize well-planned responses.

Security protocols begin by acknowledging and understanding the risks associated with any given place. This enables an enterprise to prepare for the unexpected and provides the foundation for handling emergencies in a planned and organized fashion. Security protocols are the result of coordinated risk management activities where potential hazards are assessed and tools are developed to prevent the occurrence of hazards or reduce their effect.

As a security guard, you will become familiar with a number of protocols designed to protect the location where you are guarding. Every location will have its own protocols and the agencies you work for will also have protocols. Let us examine a few basic protocols.



COMMUNICATION PROTOCOLS

Communication protocols provide the details of how to communicate in a variety of situations. When it comes to the security of information, communication protocols are designed to create secure boundaries and prevent information from leaking out or secrets being penetrated. Some of these protocols may be the installation of software or firewalls that prevent the transference or destruction of data.

Communication protocols may also involve procedures for frequent and accurate communications with a supervisor. Effective communication is essential to incident management. Communicating breaches in security without fanfare in order to fix a problem and maintain confidentiality is an essential protocol. Other communication protocols involve communication with first responders, media, employees, and agencies. Protocols are set for communicating alerts, and using radios, walkie talkies, cell phones, emails, and telephones.

EMERGENCY PROTOCOLS

SECURE Emergency protocols are designed to assist in the identification, response and prevention of emergencies. An emergency response plan is comprehensive and covers topics directly related to emergencies. The following are among some of the topics found in emergency protocols:

- Assessing and responding to dangers
- Accidents
- Natural disasters
- Shooting incidents
- Workplace violence
- Hostile individuals
- Environmental disasters
- Hazardous materials
- Evacuation procedures
- Fire
- Emergency notification procedures



Other types of protocols will surround access control, patrol, responding to alarms, health and safety; search and inspection and seizure, animals (dogs), baton use, use of handcuffs, etc.

Violations of basic security protocols can result in property loss, injury and death.

ACCESS CONTROL

Any mechanism whose goal is to get the right person into the right place at the right time is referred to as access control. While this may appear to be complicated, it is not.

For example, access control is required in your home, your vehicle, and the places where you work. When you leave your home, you lock the door to prevent unauthorized entry. Locking the doors or installing an anti-theft device prevents unauthorized individuals from using your vehicle. When you go home at night, you lock your office door to prevent unauthorized individuals from entering the premises. Access to these locations and devices is controlled using access control mechanisms.

Keys to the locking mechanisms are not distributed to anyone who may require access. Instead, you give keys, the combination to a locking mechanism, and so on to people you choose to have access to places or property you want to keep secure. While the methods described in these examples are far from foolproof (a thief could steal a key, smash a door or window, pick a lock, or hotwire a car), other control mechanisms could be used to increase security access to the property.

The use of security guards is one method of supplementing the level of access control provided by these mechanisms. One of the primary functions of security is to control the movement of people, materials, and vehicles into, out of, and within an area.

Access control ensures that the right people have access to the areas they have the authority to enter at the right time by controlling who has access to which areas of a property at what time.

It regulates traffic into, within, and out of a specific area, such as a building, a parking lot, a residential complex, or another facility.

The level of access control required at each site will range from minimal to maximal, depending on what needs to be safeguarded.



❖ MINIMUM ACCESS CONTROL

This type of control is used in places where general admission is permitted, such as malls. It is assumed that everyone is entering for legal reasons. The security guard will only refuse entry if the rules are not followed or the law is broken.

❖ MEDIUM ACCESS CONTROL

This type of control is commonly used in commercial and residential buildings. To gain access to the property, the security guard or someone else in the building may use an intercom. The intercom system may deter people from entering, but if they really want to, they can enter behind someone who has the authority to enter the building.

❖ MAXIMUM ACCESS CONTROL

This type of control is found in high-security locations such as government offices, labs, military bases, software manufacturers, and so on.

These sites use a combination of security personnel and alarm systems to provide total access control throughout the property.

❖ ACCESS RULES

Access rules may differ depending on the building, facility, or work site. The general public may be admitted to some, all, or none of the premises. These rules are subject to change depending on the time of day.

For Example,

- An office tower with a public lobby during normal business hours may lock its doors and restrict access after-hours.
- Similarly, a parking lot that is closed to the public from 7 a.m. to 5 p.m. may remove all restrictions and allow anyone to park on the lot after hours.
- The site rules may limit not only public access to all or part of the premises, but also access for people who work on that site.

Consider a large pharmaceutical plant with several different branches all working on different projects but all housed in the same building. Management may decide that employees must stay within their own work areas for security reasons. Access controls would have to be implemented in this case to prevent employees from entering these other areas.



The access control mechanisms at a job site will be determined by the client's needs. Because the client is more aware of these needs, security is more likely to be, and because the client is more aware of sensitive areas (for example, tenants in an office building who may object to the use of certain mechanisms such as physical search), the client must determine which access control mechanisms are used.

The property owner(s) will establish all access rules, including who will be granted access and under what conditions; when bags and briefcases will be searched; and when people will be stopped and questioned or allowed free access to the property. It is the responsibility of security to ensure that these rules are followed.

ELEVATOR AND ESCALATOR OPERATION

If guards are in charge of supervising elevator operations, the following procedures are recommended:

- (a) Check that the load maximums are posted;
- (b) Encourage passengers to move to the back of the elevator and face the front;
- (c) Keep people, clothing, and personal belongings away from the doors when they close; and
- (d) Be familiar with the emergency system on board, including the stop button and bells, as well as the telephone system if one is available.

The operation of an escalator is similar to that of an elevator.

Allow no crowding and encourage people to face the escalator's direction of travel while remaining stationary.

Escalators have emergency stop buttons at the top and bottom.

Guards should be aware of their surroundings. When an escalator accident occurs, the emergency stop button should be pressed immediately. If the problem has been resolved and the escalator is to be restarted, no one should be permitted to use it until it is moving.

If escalators malfunction, the guard must again ensure that the system is shut down and not restarted until it has been properly repaired by qualified service personnel.

METHODS OF CONTROLLING PROPERTY ACCESS

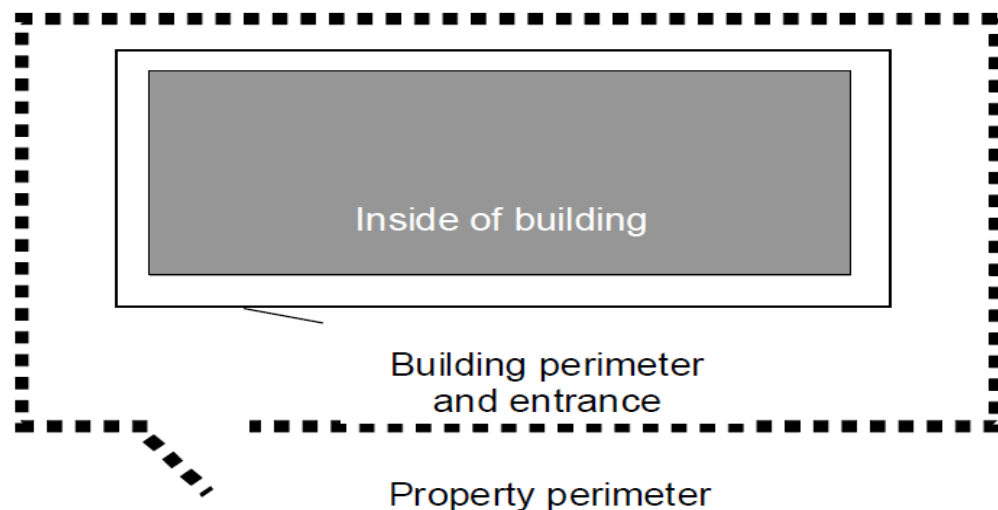
There are several ways to prevent or restrict access to property.

Access control typically begins at the premises outside perimeter or property perimeter, where the property being guarded begins. Access control mechanisms become more difficult to breach as one moves from the outer perimeter to the center of the protected site. The inner perimeter includes all common areas on the protected property as a whole, whereas the central core represents the central area that the property owner wishes to protect.

Control of materials is an essential aspect of facility security. Proper material control can prevent theft or sabotage, such as the introduction of explosive devices into the facility. There are several ways to control or limit access to a facility, ranging from physical barriers to access control systems.

One common security function is the use of security guards at designated posts to control access to a specific area.

ACCESS CONTROL AREAS



**EXAMPLES:****Shopping Centre**

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of parking lot	Parking lot, sidewalks around building	Shopping centre itself

Building construction site

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of parking lot – starting with the fence that keeps the public from entering site	Ground inside fence around building, surrounding the building under construction, road in, parking area for equipment, tool shed, and so on.	Building structure itself

Bank

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of property of Bank; in the front, where the bank “storefront” contacts the sidewalk; in the rear, the parking lot available to the public	Walls of the bank building itself; doors and windows are areas of concern	Bank vault



These guards use various techniques, such as:

- Personnel recognition,
- Identification technology,
- Card systems, and badges or special passes, to verify the identity and authorization of individuals seeking entry or exit.

❖ **PERSONNEL RECOGNITION** involves requiring individuals to sign in and verify their name and identification against a list of authorized persons. Positive identification, such as a driver's license or passport, is typically required for verification.

❖ **IDENTIFICATION TECHNOLOGY**, such as fingerprint scanners or retina scans, can also be used to confirm the validity of authorization for entry to a designated area. High-security facilities often employ such technology to ensure that only authorized personnel enter or exit.

❖ **ACCESS CARDS**, which may include a picture of the individual, their name, and other pertinent information, can also be used to control access to a facility. Electronic access systems, such as proximity access cards or swipe cards and readers, can be programmed to grant or deny access to specific areas of the facility.

❖ **KEYS AND LOCKING SYSTEMS** are another method of controlling access to a facility. Manual key locks can be used to secure doors or points of entry, with security personnel responsible for locking and unlocking the doors at designated times. Automated locking systems controlled by a computer can also be used, with the ability to predetermine times when the point of entry is freely accessible or restricted.

The care and control of client's keys for a facility is a significant responsibility and should not be taken lightly.

Overall, control of materials is crucial for the safety and security of a facility and its occupants. A combination of various techniques and systems can be used to ensure that only authorized individuals are granted access to the facility.



PHYSICAL BARRIERS

Physical barriers, such as doors, windows, gates, fences, concrete bollards, and temporary barriers like police or security tape and ropes, serve as an effective deterrent against would-be perpetrators when used properly. However, it is important to note that their ability to completely control access is limited. With enough time, equipment, and opportunity, almost any type of physical barrier can be breached.

The ideal barrier is one that is too high to be scaled easily, too strong to be broken easily, and one that would discourage a potential perpetrator from attempting to enter. As part of using physical barriers, it is essential to encourage authorized individuals to use designated entrances and exits to make it easier to identify anyone trying to circumvent the access control point.

MATERIAL ACCESS

The theft of materials from a work site is one of the most sensitive tasks that a security guard will have to deal with. People frequently leave a job site with items such as computers, computer discs, boxes and briefcases full of materials, vehicles, and other company property.

While there is no doubt that industrial espionage is a concern in some cases, security guards who prevent people from exercising legitimate access to those materials or removing them from the site will also cause problems.

While there is no doubt that industrial espionage is a concern in some cases, security guards who prevent people from exercising legitimate access to those materials or removing them from the site will also cause problems. The client agency - the one who hires security - must be the one who decides what security measures are necessary.

The client will provide formal or informal direction to the security firm or the guards themselves, usually in writing. Change, like everything else, is unavoidable; changes to security operations, policies, and procedures will occur from time to time, so security guards must stay on top of these and discuss them with a supervisor.

❖ CONTROLS FOR SHIPPING AND RECEIVING.

In some cases, clients will request that security sign for documents, packages, and other deliveries. Clear instructions from the client should be taken, or post orders issued, to ensure that a security guard follows the client's wishes. In some cases, clients may



require the following: Special forms to be completed by package recipients; Logbooks detailing receipt of goods to be completed; Deliveries signed for; and Arrangements made to send the delivery to the ultimate recipient on the site.

Guards on gate duty are normally expected to:

- Check vehicle license numbers and driver's names;
- Ensure that deliveries are expected, or that proper authorization for the delivery has been given;
- Receive the delivery in accordance with post orders;
- Ensure that the "seal" on incoming or outgoing vehicles, if one is used, is in place and has not been tampered with; and
- Verify, when a vehicle is leaving the premises,

An improper or potentially dangerous delivery can be indicated by a number of signs, such as:

- The absence of documentation with the shipment,
- The delivery being made by an individual dressed in an unprofessional manner,
- The delivery being made in an inappropriate vehicle,
- The package being addressed to a person who is no longer a tenant,
- The package being addressed in a vague manner without a specific person or department named,
- The packaging being sloppy or re-used,
- The package having an unusual appearance such as being oily or greasy, or having an unusual smell,
- The postage on the package being insufficient or excessive,
- The absence of a return address on the package, or the package having overseas postmarks.



ESCORT

People are escorted into and out of buildings by security guards for a number of reasons, frequently beyond normal work hours. Escorting may be used to direct someone to their destination.

Escorts are regularly hired to protect those travelling through dimly lit portions of the premises or carrying valuables. Escorts may also be required in areas of a facility that are undergoing repair, redevelopment, or construction.

Locations and establishments in need of escort services have escort protocols that provide the how, when and where of escorting.

Here are a few situations where escorts are utilized:

- University campuses often institute campus escorts to protect students, usually female, to parking facilities and through other unsupervised areas.
- To prevent property loss through theft, protocols may require janitorial staff to be escorted to dumpsters and compactors.
- Visitors to businesses and industries may require an escort as long as they are on site. Clients and salespeople may be an example of this.
- VIPs or celebrities may be escorted to other locations like the airport or for book or autograph signings.

HOW TO ESCORT WITHIN AND BETWEEN LOCATIONS SAFELY

The agency or facility that you work for will have procedures in place for escorting subjects within a building or between locations safely. Consider the following steps a general overview of escort protocols.

❖ EXPLAIN THE PLAN:

Before taking the person, you are escorting to the desired location, explain the overall plan, including what will be happening, why it will be happening, and what will be done if things go wrong (emergency procedures).

❖ ASSESS AND REASSESS:

When escorting an individual, be aware of possible risks, including suspicious characters. Be prepared to respond to changing circumstances and the unexpected.



❖ COMMUNICATION IS THE LIFELINE:

Stay in contact with control. Provide regular reports and updates to control about your whereabouts. Contact control at the first sign of trouble. Be polite, professional and courteous to the person you are escorting at all times. Keep them informed as to what is happening.

❖ CROWDS:

Take the shortest route through a crowd.

❖ NO CARRYING POLICY:

Keep your hands free at all times so that you can respond to threats. Do not carry bags and luggage.

❖ STAY CLOSE:

Without violating personal space, keep the person you are escorting nearby so that you can provide defense when and if necessary.

❖ VEHICLES:

Get to vehicles as quickly as possible.

❖ IN TRANSIT:

Make sure doors are locked and windows are shut to avoid injury from projectiles.

❖ Detection and Emergencies:

In the event of an emergency, revert to the emergency plan.

PREPARE FOR AN ASSIGNMENT OR WORK

Know the assigned area. Visit the site beforehand, preferably in daylight, in order to orient yourself to the site.

- Know the client.
- Familiarize yourself with post orders and all protocols.
- Familiarize yourself with all security equipment: where things are located and how they are used.
- Be in a state of readiness.



- Groom yourself. Bath. Shave. Wear deodorant. Press your uniform.
- Bring adequate supplies (food, pens, etc).
- Arrive early. Discover what happened before your shift.
- Be physically fit.
- Have adequate rest.
- Foster an attitude of integrity, confidence, self – dignity and optimism.
- Stretch your mind: continue learning

Here are some other ways to prepare for your assignment:

❖ PHYSICAL CONDITION

Guarding can be physically demanding. It requires at least moderate physical fitness and mental alertness. Ideally, security guards should be committed to eating a healthy diet and getting enough exercise and rest.

The first step to preparing for patrol is ensuring that you are well rested and mentally alert. Sleep is absolutely essential for a healthy body and mind. Although each person's sleep requirement is different, research shows that people who get less than seven hours of sleep per night have more difficulty concentrating and more mood problems than people who get seven to nine hours sleep per night.

Most people confess; however, they do not get enough sleep. Others believe that they can adjust to chronic lack of sleep but this is a fallacy. The body requires missed sleep to be made up. People who do not get enough sleep show mental and physical signs of sleep deprivation during their waking hours.

The following are some of signs you may encounter if you are not getting the required sleep:

- Difficulty waking up in the morning
 - Inability to concentrate
 - Falling asleep during work or class
 - Feelings of moodiness, irritability, depression or anxiety



Security guards must be aware that falling asleep on the job can lead to extreme consequences. An intruder can breach security and cause damage to property and injury to people while security has a quick nap.

Security guards must be aware that falling asleep on the job can lead to extreme consequences. An intruder can breach security and cause damage to property and injury to people while security has a quick nap.

Sound far-fetched? It isn't. It has happened. Security guards who sleep on the job are a liability. They can expect they will lose their job.

If you are required to work the nightshift, make sure that during the day you have a room that can be adequately darkened and is free from noise so you can sleep well.

Besides ensuring adequate rest to ensure mental alertness, do not ingest alcohol or psychoactive substances for at least eight hours before going on duty. Under Bill 159, working under the influence is a violation.

❖ APPEARANCE

It is a fact of life that people judge by appearances. Professional bearing creates a good impression and generates respect and positive feelings among the public, coworkers, clients, tenants, etc. Your appearance should match your professional goals. Dress for where you want to achieve in life. Pay close attention to your uniform and grooming before leaving for work.

Your uniform should be clean, pressed and free of holes, patches and loose threads. Polish your shoes. Be clean – shaven. Clean your nails. Women should wear minimal makeup and jewelry while on the job.

❖ ATTITUDE

Develop a professional persona. Foster a good attitude and bring it with you to work. Leave personal problems and bad attitudes at home. Security personnel must project a positive attitude to the public, clients, coworkers, etc.

This positive attitude instils confidence. A dignified bearing and good manners should be part of this positive attitude – so should attentiveness, reliability, responsiveness, competence, manners, fairness and integrity.



INTRUSION ALARM SYSTEMS AND RESPONSES

An alarm system is any mechanism designed or intended to provide immediate notification of a condition requiring immediate attention or response.

Alarm systems were quite primitive hundreds of years ago, ranging from dogs barking at potential intruders to bells or other noisemaking devices on strategically placed strings that would provide an alert. Miners used to bring small birds down into the mines with them; the small birds, being more susceptible to a decrease in oxygen in the environment, would succumb to the lack of air before the miners, alerting them to the dangerous situation that had developed.

Alarm systems have become increasingly complex as technology has advanced. They can also provide more accurate responses. Some alarm systems can even perform self-analysis to ensure that no false alarms have occurred.

Alarm systems can now be used to warn of a wide range of conditions, including intrusion, fire, smoke, the release of toxic chemicals, changes in the environment, such as temperature or humidity, and equipment malfunction.

A security guard should, at a minimum, know how to arm, disarm, and \reset an alarm system, test the operating system, and recognize potential (obvious) problems with the system he or she will be working with.

❖ TYPES OF ALARM SYSTEM

Alarms can be mechanical, electrical, or a combination of the two. Purely mechanical alarms include wind chimes placed near a store's entrance to notify the clerk of any potential customer entrance or exit. Electrical alarms are sensors and devices that are used in homes, buildings, and compounds to activate an alarm.

Objective Of an Alarm System

Alarm systems can be used to warn people of a variety of problems, including:

- Intrusion (illegal entry);
- Fire;
- Smoke;
- Toxic chemical release;



- Temperature changes;
- Humidity changes;
- Equipment breakdown;
- Water leaks or other types of leaks.

❖ THE IMPORTANCE OF FORMS AND COLLECTING AND REPORTING INFORMATION

An important aspect of a security guard's job is to maintain records, logs, and sign-in/out sheets while conducting access control duties. The manner and mode by which these records will be used will be determined by the client and the security guard's employer. The work instruction and proper protocols may vary from site to site and details should be listed in the site's standing orders.

Commonly, a log or record might require a security guard to record the name, company, purpose, and time when someone enters or exits a given location or property. This might be tied into the issuance of temporary visitor passes or badges and may include the issuance, access, or keys as required. In highly transactional or high-volume traffic areas or locations, it will be difficult to remember everyone that the security guard may encounter on a given day.

Therefore, it is essential that good notes and records are maintained as the client may have a need or requirement to verify the information later. Furthermore, should there be any incident or occurrence that poses a threat to the facility, it might become crucial in an investigation that all information recorded is accurate and complete as required.

❖ REPORTING A SECURITY BREACH

Should there be a breach of security, the security guard must inform the appropriate individuals as soon as possible. The security guard should check their post or standing orders to see who that person would be. Ways to inform about a breach include:

- Phone Call
- Report
- In person
- E-Mail



CONDUCTING SECURITY CHECKS AND SEARCHES

When looking at conducting security checks and searches, one must first understand that there are many ways to perform these daily tasks. The most common types of searches are the visual search, the use of metal detectors, and a safety check for weapons.

The visual search is one that most guards will perform more frequently than the others. This is where the guard will visually inspect either a bag or purse. The guard would place the bag or purse on a flat surface and have the individual open it, so that the contents are clearly visible.

The use of metal detectors is a more advanced way of performing security checks. This is where the guard has the individual stand upright with arms either at their sides or raised out no higher than shoulder height. The security guard then passes a metal detection device known as a wand over the individual's body. The other form of metal detection is more common to all and that is when the individual passes through an archway that detects metal objects, like the device that is used in airports.

The last method of performing checks and searches is the safety check of weapons. This is to be done with an additional guard present for safety reasons. The security guard will place the individual in a position where they are off balance. Then using a method known as "close crimping" the guard will make sure that the individual is not carrying any weapons that can be used to harm other people.

These three methods of conducting security checks and searches are a vital part of access control. Always remember that access control is to monitor and control the entrance and egress of authorized persons, while delaying, deterring and denying the unauthorized persons.

CROWD CONTROL

Crowd management refers to the process of organizing and directing large groups of people to prevent chaos and potential riots. This can occur in various settings, such as protests or during high-traffic events like sales. It requires a different approach than managing riots and may involve the use of physical barriers, such as stanchions and barriers, as well as strategies to keep the crowd comfortable and relaxed, such as providing shade and entertainment.



Security guards often play a key role in crowd management, as they may be responsible for guiding people through buildings or specific areas during events or emergencies.

Examples of situations where crowd control may be necessary include:

- Protests,
- Special events,
- Celebrity appearances,
- Sporting events,
- Celebrations,
- Maintenance or construction,
- Emergency situations,
- Police activity, and medical emergencies.

As its name suggests, crowd control is the process of regulating a crowd. Crowd control is a preventative technique used to preserve order and manage crowds in arenas, stadiums, and other high-traffic venues.

The purpose of crowd control is to regulate access, offer direction, and avoid riots.

As crowd control measures, physical security procedures such as stanchions and retractable:

- Tape,
- Posts and rope,
- Barriers,
- Fencing,
- Signage, and decals sprayed on sidewalks are utilized.

These are the facilities implement such security measures:

- Hospitals,
- Clubs,



- Banks,
- Bus and train stations,
- Airlines,
- Theatres,
- Megaplexes,
- Sports arenas,
- Parking garages,
- Museums, galleries,
- Concerts,
- parades, and festivals,

In addition to forming for scheduled events, crowds can spontaneously form to investigate an accident or observe an odd occurrence (for example, to watch a stunt climber climb the CN Tower).

As with all physical security measures, wherever crowds are present, the human aspect makes physical security crowd control techniques effective. Guards frequently accompany and enforce the utilization of crowd control techniques such as barricades.

These personnel should have sound judgement, conflict resolution and de-escalation skills, as well as the capacity to watch human behavior, as crowds present inherent dangers such as the emergence of disorder, animosity, and disagreements that might develop into violence.

However, crowds may contain troublemakers, unstable persons, and criminals, as well as individuals with health concerns and even infectious agents. Security guards must be able to control such individuals and crowds collectively, as well as gently but forcefully order spectators or crowds to "move on," "keep moving," "stand back," or "break up and go home."

To avoid provoking antagonism while the crowd is being managed, members of the crowd must be addressed equally and respectfully. Guards must be capable of assessing the disposition of the crowd and individuals within it.



Crowd control is distinct from riot control, in which security, police, and military personnel disperse and arrest rioters. To quiet rioting masses, riot control occasionally employs force, intimidation, and equipment such as batons, tear gas, pepper spray, plastic bullets, water cannons, armored vehicles, police dogs, and Tasers.

Typically, guards also wear riot gear, which includes riot helmets, armor, gas masks, and riot shields. Maintaining order vs restoring order is the distinction between crowd control and riot control. Crowd control is responsible for maintaining order, whereas riot control is responsible for restoring order. Mismanagement of crowd control can lead to the formation of a mob or a riot.

Crowds are not to be confused with mobs and rioting. Crowds lack cohesive group behaviors and emotional coherence. In contrast, mobs can be cohesive in purpose, animosity, or aggression. They may be incited by a leader. A riot is a violent civil disturbance. When three or more acts of violence have occurred, rioting is a criminal offence against public peace. Rioting can be triggered by complaints against authorities, social conditions, or a political or ideological impetus. When security guards fail to preserve order or agitate the crowd with imprudent actions, such as excessive use of force, or imprudent attitudes, such as bias or lack of neutrality, mobs may riot.

The following items should be kept in mind during crowd control:

- Examine your surroundings; determine if there is an imminent threat to people's lives and property. And observe any "hazardous areas."
- Know the facts; ensure that you are aware of why the mob is assembling, its goal, and its size.
- Evaluate the personal risk to the Security Guard in the event of an outbreak or unruly mob.
- Monitor crowd movements before they become unmanageable.
- Understand the guard's supervisor's or the client's instructions.
- Consider the danger posed by quitting the position.
- Consider the availability of assistance and backup.
- Observe the formation of strategies or plans for coping with the problem.

Consider the following examples of crowds:

- A mall packed with shoppers (crowded mall)
- A group gathered at the scene of an accident.
- A people listening to a street performer
- An audience at a concert
- A group outside a pub awaiting admission
- A crowd watching a soccer match in a stadium
- A group that opposes the seal hunt
- A group engaging in a sit-in protest against a social injustice.
- A group of striking workers in front of their workplace
- A group angrily protesting striking workers
- A mob rampaging around the streets, shattering windows and stealing from stores.
- A group fleeing a nightclub following a shooting.

TYPES OF CROWDS

The behavior of crowds is highly variable based on their motivating interests. Crowds are categorized based on their behavior patterns, and it is crucial that any security measures be based on an identification and comprehension of the sort of crowd that must be managed. The following description is indicative of the majority of crowd kinds that may be encountered in this country:

❖ ACQUISITIVE CROWD

Members want to get (or acquire) something. They have no leaders and the people have little in common. An example is a group of people at a sale. They don't usually cause problems, but individual members may act out of frustration from waiting or not getting what they want.

Many problems can be prevented if you carefully observe the crowd, approach people who appear anxious, and actively listen to their complaints.



❖ EXPRESSIVE CROWD

Members gather to express their feelings. This type of group will be led by organizers. An example is a group of people demonstrating at a political rally or a convention.

Most demonstrations are peaceful, unless the members are not allowed to express themselves.

❖ SPECTATOR CROWD

Members gather to watch because of a common interest or for entertainment. An example would be people at a sporting event or concert. If strong emotions are involved, this type of crowd can quickly get out of control. If members feel that you are interfering with their enjoyment of an event as an authority, they could turn against you.

❖ SIGHTSEER CROWD

Members gather without any planning. They have no leaders, and they have little in common. An example would be people gathering at the scene of an accident or a construction site. They are curious. They are usually cooperative, and they may even want to help. Most people will "stand back" or "move on" if they are told politely to do so. Make sure your instructions apply to everyone, as people could become angry if you let some people stay.

❖ HOSTILE CROWD

This group of people is noisy and threatening. Members feel hate or fear and they are prepared to fight for what they want. They have strong leaders who try to keep the members "fired up." Examples could include angry protestors or gangs. Even a small incident could turn this type of crowd into a violent mob.

It can be a "seedbed" for "mob" activity if it is incited by more strong individuals who gain leadership. It may also be provoked to violence by the unfavorable acts of particular security guards.

Angry and hostile crowds frequently lash out at those tasked with maintaining order. Some persons may attempt to provoke Security Guards into committing mistakes of judgement or unnecessary demonstrations of force in order to discredit authorities, incite crowd members to do unlawful acts, or oppose efforts to recover control.



Typically, these crowd activities are addressed towards one or two policemen in the form of taunts, curses, and minor annoyances. Verbal abuse must be disregarded regardless of how irritating it may become.

On the other hand, prompt action must be taken against anyone who assault, hurl rocks at, or attempt to obstruct protective units in any way.

WHAT'S THE BEST WAY TO DEAL WITH HOSTILE CROWDS?

Never try to deal with a potentially hostile crowd on your own. Always call for back-up if you feel that the crowd is about to become dangerous. It is the job of the police to deal with hostile crowds, but you may need to assist them.

Here are some ways well-trained people, such as the police, may begin to break up a hostile crowd.

- **BREAK THE CROWD INTO SMALLER GROUPS**

Some people lose their identity in a big crowd. They may do something they wouldn't normally do, because they feel like they can get away with it. They may be more likely to control their own behavior if the crowd is smaller, and they feel like they are easier to see.

- **SWITCH THE CROWD'S ATTENTION**

If people on the outside of a crowd are told to "break it up," this will take their attention away from the middle of the action. If people refuse to leave, police may arrest a few people on the outside edge of the crowd to send a strong message to the people nearby.

- **REMOVE THE LEADERS**

The crowd will lose a lot of its force if the people trying to keep its energy high are removed. Maybe the crowd doesn't have an obvious leader, but one or two people are doing things that could influence others, like shoving each other or breaking things. The police try to get these people away from the main part of the crowd before others join in these behaviors. Be aware that if you try this on your own, and the crowd sees that you don't have control of the situation, they could quickly turn against you.



- **USE A POSITIVE ROLE MODEL**

Someone who is respected and trusted may be able to get through to the members and help them to calm down. This could include a public figure like a civil rights, labor, or sports leader, or a member of the clergy.

How long do I have before backup arrives, and what can I do in the meantime?

No one in a hostile mob will treat you like a human being. Just though you're in uniform doesn't make you immune to insults from some of the group's members. Some people may try to "press your buttons" by making fun of your appearance or undermining your authority. Moreover, it is precisely this kind of power that they are fighting against.

It's crucial to keep a neutral attitude and body language in the face of insults, even if they hurt. Have a calm expression on your face and your body at ease, but be on the lookout for any danger at all times. It's best to wait until you're safely outside the area before making any observations or taking any notes so you'll have all you need to submit to the police. Maintain the accuracy of your records by updating them as you go along. As things progress, make sure your support team is aware of the new developments.

To avoid harm, you should go somewhere else. If you feel comfortable doing so, try contacting specific users to let them know you're keeping an eye on things and are there to keep the site secure. Don't say you're sorry for doing what you're paid to do, and keep your cool in any disagreements or heated exchanges.

Alert them that you have phoned for backup and that they should leave. Note that the crowd may become more hostile if you use force on individuals. It's possible to face legal consequences for the use of excessive force.

❖ **TOOLS USED FOR CROWD CONTROL:**

Crowd control is the management and regulation of a large group of people to prevent disorder and the potential for riots. It requires different techniques than those used for riot control. There are various tools that can be used for crowd control, such as stanchions, crowd control barriers, fences, and decals painted on the ground to guide people in a specific direction.



❖ CREATING A BARRICADE OR STAGING AREA

Barriers, whether permanent or temporary, play a crucial role in limiting who can enter and exit certain areas during both indoor and outdoor events. Having these safeguards in place ensures the site's safety. They are deployed at vital checkpoints and perimeters. For events like county fairs, festivals, conventions, rallies, arenas, and stadiums, they are placed at the venues' entrances and exits. Guards are commonly stationed there to prevent unauthorized access to restricted areas.

There are a variety of barricades to choose from. These can be anything from big concrete planters with chain link fencing to a drop-arm at a gate. They may take the form of hollow, transportable buildings that are first stuffed with sand or water before being emptied before being relocated. The open and closed positions of other moveable kinds are simply reversed. Not all barriers are temporary; some offer anti-ram protection (concrete).

Planning and Preparation

- Time on Day
- Geographical Location
- Crowd Size/Demographic
- Flow of Traffic

Crowd control is a crucial aspect of basic security procedures, and it is essential to develop strategies to prevent injury or damage when planning events. To ensure that the crowd can be managed effectively, it is important to take into account a variety of factors when creating a barricade or staging area.

❖ TIME OF DAY:

The time of day will have an impact on the size of the area required and the size of the crowd that may attend. It will also affect the number of other people in the area who are not participating in the event.



❖ GEOGRAPHICAL LOCATION:

When planning an outdoor event, security guards must be aware of the boundaries of the property and make the area large enough to contain the crowd. For indoor events, it is important to ensure that the staging area does not impede the movement of other customers or tenants in the building.

❖ CROWD SIZE/DEMOGRAPHIC:

Determining the size and demographic of the crowd can be challenging, but it is a crucial factor in creating a staging area. Security guards must be prepared for unexpected changes in crowd size and be ready to request additional help if needed.

❖ FLOW OF TRAFFIC:

It is important to ensure that the staging area does not impede the flow of traffic, whether it is vehicular or pedestrian. This is especially important when dealing with large crowds, as a security guard must be able to manage the crowd effectively without causing frustration for other individuals.

LOCKDOWN FACILITY

To be a successful security guard, you must develop the ability to deal with the unexpected situations on a daily basis. Locking down the building or facility may be necessary in the event of a more serious incident that requires immediate attention. Here, we will go over the specifics of a lockdown procedure, such as how to create one, what information it should contain, and how to get out to everyone from the situation in the event of an emergency.

What exactly is the meaning of the term "lockdown"?

The term "lockdown procedure" is used to describe a series of measures taken in the event of an emergency to lock down an area where danger is perceived. There are many predisposing factors for a lockdown, including but not limited to: natural disasters, bomb threats, active shooters, police activity, and sightings of dangerous animals. As a security guard, it is your responsibility to ensure the safety of the area under your watch, and you may have a control over whether or not to implement a lockdown



The Procedures That Must Be Followed Prior to a Lockdown

Security Guard must be aware of the many possible lockdown scenarios in order to properly prepare for them.

- During a shelter-in-place order, it is strongly advised that everyone remain indoors due to the dangerous conditions outside. This is standard procedure when dealing with potentially dangerous climate conditions.
- Everyone must be kept secure until the Internal threat has been neutralized. An inside bomb threat is an example of this.
- The term "external threat" is used to describe danger that comes from outside the building or workplace. When on lockdown, everyone should remain inside until the threat has passed. One example is a riot or a police crackdown on one.
- A full lockdown is the most extreme form of lockdown and is used only in the most extreme cases, such as when there is an actual risk for those inside the building. In the event of an active shooter, the entire building will be evacuated.

What Requirements Does a Lockdown Procedure Have?

There should be lockdown procedures in place in the event of an emergency at work.

Possible courses of action include the following:

- Who will issue the lockdown proclamation, and in what terms, exactly?
- closure of all outside doors and windows
- Guarding exposed panes of glass
- Keep your distance from any exiting windows.
- Empty rooms and corridors that cannot be sealed off should be swept clean.
- Close the doors and windows and do not let anyone in or out.



Depending on the nature of the threat that prompted the lockdown, some of these measures might not be necessary, or others might need to be added. For instance, if your lockdown is a shelter-in-place situation due to dangerous weather, it may not be as crucial for office workers to avoid sight of outward-facing windows.

❖ CREATING A POLICY FOR EMERGENCY LOCKDOWN IN THE OFFICE

The preceding section's instructions may need some adjusting to work with your specific structure. Think about how you can boost output at work, and implement any necessary changes.

You may also be interested in reading about how to create a plan for the security of your building.

❖ PUBLICIZING METHODS FOR EMERGENCY EVACUATION PLANS

To achieve its primary objective of protecting all personnel, a lockdown procedure requires that all personnel be familiar with its components. The most efficient method of communicating a lockdown procedure is to give everyone involved a complete rundown of the steps to be taken.

It's a good idea to inform everyone in the office via email of the lockdown procedures and to print out copies for the managers of each department to keep on hand. In addition, it is beneficial to regularly practice lockdown procedures so that everyone is comfortable with them.

VEHICLE CONTROL

Traffic: A movement of vehicles, pedestrians, and ridden animals through an area or along a route.

Traffic Control: A safe and efficient path for vehicles and pedestrians.



Controlling Pedestrian Traffic:

- Be firm yet polite when directing pedestrians, who may be less likely to obey your directions.
- Allow pedestrians to cross with parallel traffic when safe.
- If pedestrian traffic is heavy, stop all other traffic and allow time for only pedestrians to cross.
- If you are responsible for an accident, notify the police and your supervisor immediately.

Traffic control is an important aspect of maintaining safety and efficiency on the roads. Security guards are often responsible for directing traffic and controlling pedestrian movement, but they must also be prepared to handle accidents and incidents that may occur.

In the event of a pedestrian injury, security guards should first assess the situation and identify the vehicle involved. They should then call for backup and provide first aid, if necessary. It is also important to call emergency services and notify the police, as well as identify the driver and any witnesses. The incident should be fully documented in a memo book and on a report.

Similarly, in the event of a vehicle collision, security guards should assess the situation, call for backup, and provide first aid if necessary. They should also call emergency services and the police, check for gas leaks, and identify the drivers and witnesses. The incident should also be fully documented.

It is important for security guards to remain calm and in control of the intersection in the event of an accident. They should stop all traffic and clear the collision as quickly as possible to maintain the flow of traffic.

❖ TRAFFIC CONTROL DUTIES

- As a security guard, there may be times when you are required to perform traffic control on private property for which our services have been contracted.



- This could include large sites such as malls or universities that have private roadways and parking facilities.
- Control may be necessary during emergencies, holidays, construction, or in the event of an accident to prevent dangerous situations and protect the public.
- Understand that drivers and pedestrians may ignore your directions. Do not become angered and continue to control the traffic in a safe and efficient manner.
- Be fair and equitable to all drivers and pedestrians and have a system in place for uniform traffic flow.

❖ AUTHORITY

- Security guards are only authorized to perform traffic control on private property.
- Public roadways and highways are under the jurisdiction of public law enforcement as regulated by the province or municipality.
- Security is authorized to control traffic under the Occupiers Liability Act on private property, assuming responsibility for the duty of care for people and property.

As a security guard in charge of traffic control, it is important to be aware of the legal responsibilities that come with the role.

According to the Occupiers' Liability Act R.S.O. 1990, Chapter O.2, s.3, occupiers of premises have a duty to ensure the safety of individuals and their property while on the property. This applies to both the condition of the premises and any activities carried out on the property. Negligent actions that result in injury could result in civil litigation against the security guard and their employer.

Additionally, according to Occupiers' Liability Act R.S.O. 1990, Chapter O.2, s.6(1), occupiers are not liable for damage caused by the negligence of independent contractors if they have acted reasonably in hiring the contractor, ensured the contractor is competent, and if the work performed was reasonable to be undertaken.



DIRECTING TRAFFIC

When is it necessary to have a security guard on hand to help with traffic direction?

- Accidents involving motor vehicles are one such example
- Strawn tree limbs and live cables;
- When instructed to do so by law enforcement officials;
- Situations where traffic signals or other control devices are not working properly;
- Disasters like fires and explosions;
- Congestion in parking lots at events like football games or concerts; protecting crime scenes until the police arrive are two examples of when an employee or client may instruct them to act.

❖ EQUIPMENT AND VISIBILITY:

- Always check for clear space before stepping backward.
- Wear reflective clothing and gloves and use lighted batons when directing traffic during low light conditions or inclement weather.
- When directing traffic at a two-way intersection, stand in the center of the intersection.
- When directing traffic at an intersection where one street is two-way and the other is one-way, stand in the center of the two-way street.
- When directing traffic at an intersection where both streets are one-way, stand at the corner.

❖ COMMUNICATION:

- Use a radio or hand signals to communicate and coordinate with other guards assisting in traffic direction.
- When lighting flares, strike them away from your body.



❖ ACCIDENTS:

- Establish a safety zone during accidents by posting cones, lighting flares, and parking your vehicle to divert the flow of vehicular traffic away from the accident.

❖ TOOLS AND EQUIPMENT:

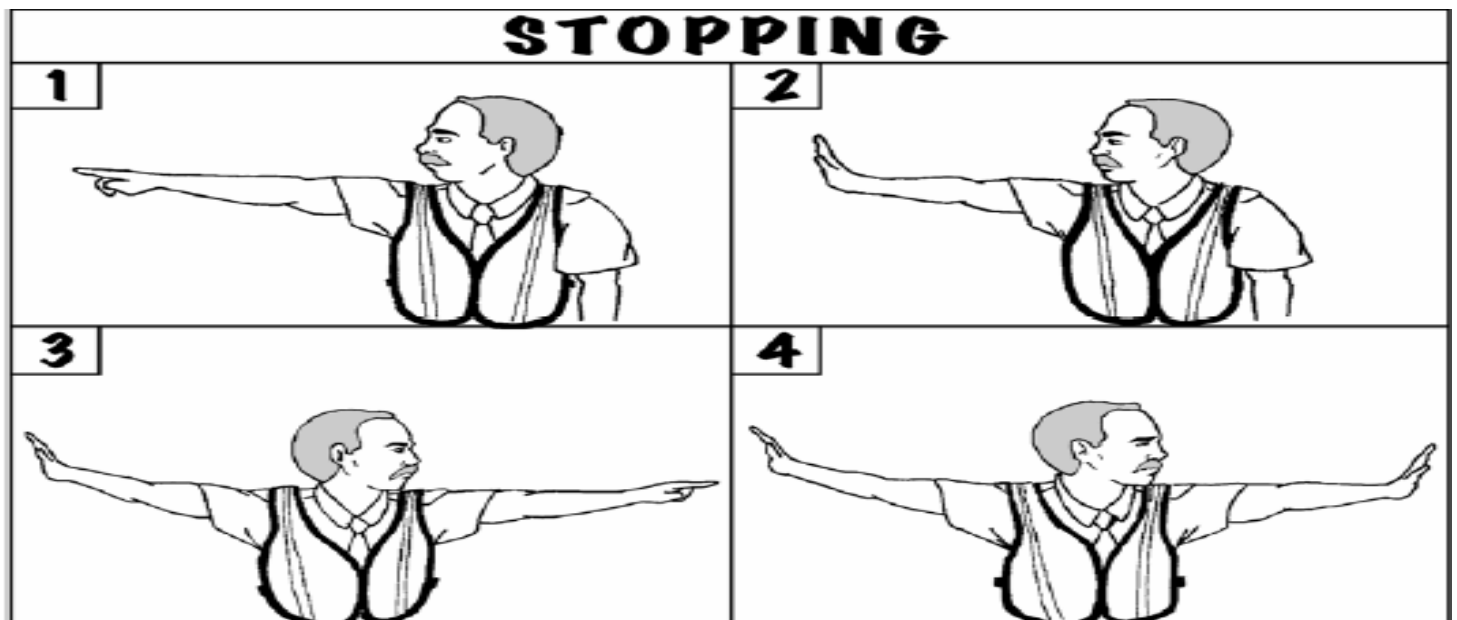
- Tools such as whistles, flashlights, flares, and pylons aid in managing the flow of traffic.
- Hand and Traffic Control Signals
- It is important that all traffic control personnel direct traffic in the same way and with the same gestures and sounds.
- Be in a position of control that allows drivers and pedestrians to clearly see you.
- Allow sufficient distance for perception, comprehension, and reaction of drivers and pedestrians.
- Use signals that are clearly and easily understood by everyone.
- Standardized Signals and Gestures
- Hand-signals are the most important controlling devices.
- Signals should be given smoothly, clearly, uniformly, and with confidence.
- To stop a driver, make eye contact and point two fingers at the driver, then turn the palm of the raised hand toward the driver.
- To start traffic, point two fingers at the traffic and make a sweeping motion across your face.
- To direct left turns, stop all cross-traffic and sweep your hand in the direction of the left turn.
- Right turns usually pose no problem, point to the direction of travel and nod your head.

❖ ATTIRE

- Attire is essential to effectively perform the job function of traffic control.
- Consider the weather and natural elements, as well as lighting conditions.
- Be highly visible with bright reflective material and gloves that are highly visible to clearly signal hand signals.

❖ HAND CONTROL SIGNALS

Be sure to use standard signals. Most people are familiar with the signals used by police to direct traffic. If you use the same ones, you will gain control and avoid confusion. You will also be able to coordinate your signals with anyone you are assisting. Practice these important hand signals so that they become automatic.



Stopping traffic

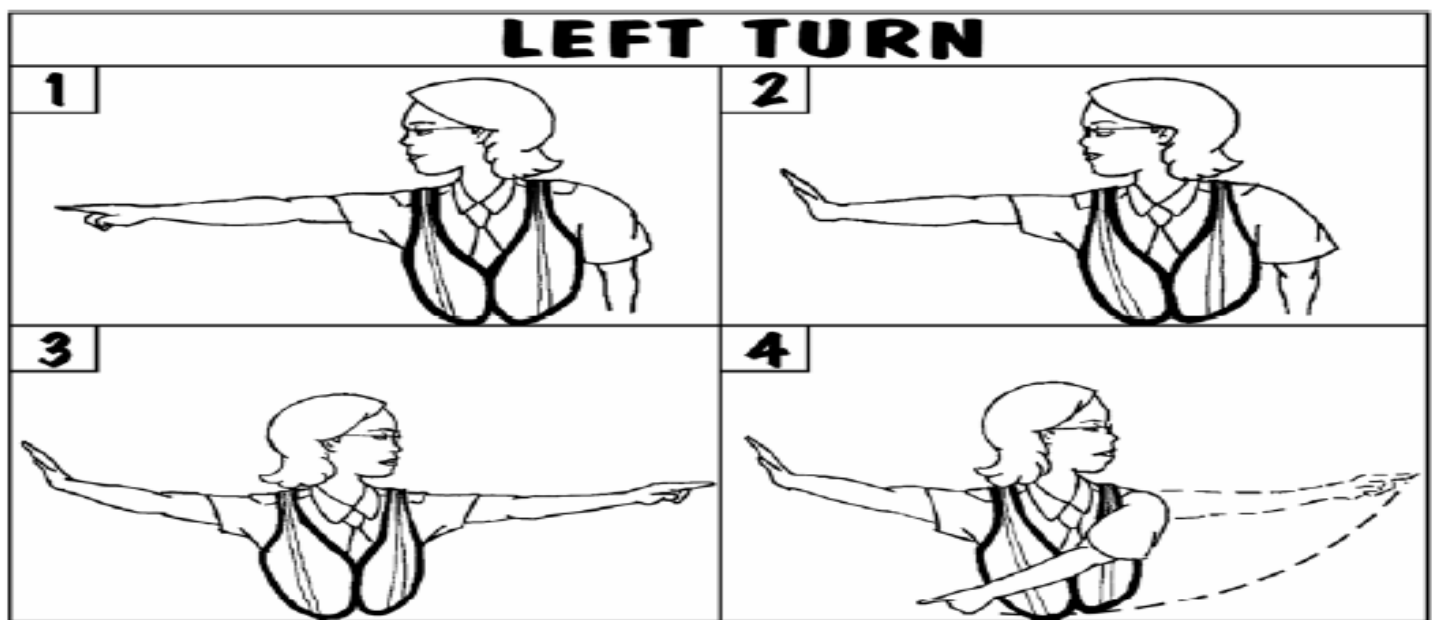
1. Choose the vehicle you want to stop.
2. Look directly at the driver and point at them with your arm fully extended.
3. Make sure the driver has noticed your gesture, and then raise your hand so that your palm is facing the driver. Bend your arm slightly at the elbow.
4. Hold this position until the vehicle has stopped.
5. Keep your arm in position and turn your head to the opposite direction.
6. Repeat steps 1 to 4.
7. Do not lower your arms until all traffic has completely stopped.



Starting traffic

1. Make sure the intersection is clear and safe.
2. Place yourself with your side toward to the vehicles you want to move.
3. Look directly at the lead driver and point at them with your arm fully extended.

4. Make sure the driver has noticed your gesture. Turn your palm up, bend your arm at the elbow, and swing your hand up from the elbow and past your chin making a semi-circle. This looks like the common signal used for "Come here."
5. Repeat the gesture until the traffic begins to move.
6. When the traffic begins to move, drop your hand to the side.
7. Repeat steps 3 to 5 with your other arm for traffic coming from the opposite direction.



Left turns

These turns are very dangerous, as vehicles will be turning into oncoming traffic. You must make a decision about when to allow left turns depending on how heavy the traffic is and how many people need to make the turn. Use caution.

1. Stop the traffic coming from the opposite direction. Hold the stop signal.
2. Make sure the intersection is clear of vehicles and pedestrians.
3. With your opposite arm fully extended, point at the driver who wants to turn.
4. Make sure the driver has noticed you. Make a downward swinging motion in the direction you want the driver to go.



Right turns

Drivers will need little direction when making right turns, as they will not be turning directly into oncoming traffic. If traffic is heavy, you may need to stop drivers turning right to let traffic pass from the other direction. Also, if there are many vehicles turning right, you may need to hold back pedestrians, so that the traffic can flow smoothly. If you need to signal a right turn, make sure the driver has noticed you and then make a downward swinging motion to the driver's right

Scenario 1: You have been tasked with managing the Safety First Security Services lot. You have effectively directed traffic by creating a four-way crossroads in the parking lot.

It seems the driver of one car is confused by your directions because he or she has gone halfway into the intersection before stopping, then driven a bit farther into the crossing and stopped again, obstructing traffic in both directions. The driver has completely disregarded your instructions. What are you going to do?

Answer

- Stop traffic in all directions,
- Stop traffic in all directions,
- Direct the offending car out of the intersection,
- And then start it up again.

Scenario 2: A chemical facility in the heart of a major metropolis has recruited you to keep it safe. One morning, a chemical delivery truck was driving too fast through the factory's main gate, colliding with a ditch, and eventually flipping onto its side, partially obstructing the road leading to the plant.

As you go closer to the car, you notice the "hazardous goods" warning. You know that workers for the following shift will begin to arrive in a few minutes, while those on the current shift will shortly return to their cars to go home. What are you going to do?

- Avoid further contamination by calling your employer, the site manager, or a backup immediately, as well as the police and the emergency response clean-up team;
- Maintain your distance;
- Keep people away, as public safety is of utmost importance;



- If possible, Redirect traffic;
- To see whether there are any injuries, check the car if it is safe to do so.

SHIFT HANDOVER

At the end of your shift, another guard will most likely relieve you. A security guard must be aware that they will have to inform their relief of any tasks or information that they may require for their shift. This exercise is often called a briefing; however, there is more to it than just talking to them about what could potentially happen during their shift. It should be noted that this should be noted in your notebook/memo book

Things to remember during your shift handover:

❖ TIME OF ARRIVAL

A security guard should arrive at least 15 minutes before the start of their shift. Arriving at this time allows the security guard the time to properly get briefed by the off going security guard.

❖ TRANSFER OF EQUIPMENT

A security guard will have to transfer all equipment to their relief. This includes keys, passcards, and any additional equipment that may be required (metal detection wand, etc.)

❖ BRIEFING

The briefing is the transfer of information between the two security guards. This would be where you would inform your relief what any specific details they will need to know for their shift.

An example would be: allowing access to a mechanical room to a contractor after hours. A good practice would also be to tell them what happened during your shift, in the event of any crossover.



DRUGS EFFECT:

Security guards could come across people who are intoxicated by alcohol or narcotics. In order to deal with these people in a way that will ensure their personal safety as well as the safety of the suspect and environment, guards need to be aware of the signs of substance abuse as well as the impact that various drugs have on human behavior (such as a suspect going through withdrawal).

❖ CANNABIS

The most popular type of cannabis used as a narcotic is the dried herbal form, which is also known as marijuana. Due to its simple production process—no machinery is required—this medicine may be among the most widely available. Cannabis plants are grown, then allowed to dry out. The cultivation of this narcotic sometimes remains undiscovered until curious neighbors or utility corporations have their interest aroused.

Effects:

- Euphoria, anxiety, transient short-term memory loss, and circulatory effects are the acute side effects that can occur under the influence. These symptoms may also raise the risk of heart attacks and strokes.
- Cannabis' long-term impacts were examined, including how it could affect fertility, the possibility for addiction, mental health, general health, including the risk of cancer, behavioral effects, and effects on IQ and memory.

❖ ALCOHOL

Beers, wines, and spirits comprise the three broad categories into which alcoholic drinks are separated. People who are at least 19 years old consume these during various events. Alcohol is a depressant that has psychoactive properties. Due to the attention deficit and sluggish reaction time caused by a high blood alcohol level, it is typically thought of as legal intoxication. Alcoholic beverages have the potential to be addictive, and alcoholism is the state in which this is the case.

Effects:

- Intoxication, dehydration, and eventually alcohol poisoning is some of the acute effects of drinking alcohol.
- Alcohol's long-term consequences include potential addiction and alterations to the liver and brain's metabolism (alcoholism).



❖ DEPRESSANTS

Drugs that fall under the category of "depressants" are those that induce sleep. Both the brain and nerves in the body are affected. They are prescribed by doctors to calm patients suffering from stress, irritability, tension, and high blood pressure.

Intoxication caused by excessive use of depressants is comparable to that brought on by alcohol. Dependence on depressants can manifest itself in two ways: the physiological and the psychological.

Suicide, physician-assisted suicide, euthanasia, and even the death penalty have all made use of depressants.

Sub dose Symptoms

- Difficulty in communicating
- Impairment of motor function
- Disorientation
- Poor decision-making
- Intoxication without the tang of alcohol

Overdose Symptoms

- Reduced lung capacity
- Sensation of chill and dampness on the skin
- Pupillary dilation
- Rapid, weak pulse
- Coma \Death

❖ HEROIN

A semi-synthetic opioid drug also known as diamorphine that is made from morphine, a byproduct of the opium plant. Heroin has a very high potential for misuse and is used both as a pain reliever and a recreational substance.

Effects

- Fatigue, disorientation, and delirium in the brain and nerve system, Addiction, Perplexity, Euphoria, and drowsiness.

❖ MORPHINE

is a very strong psychoactive substance and is regarded as the archetypal opioid. When it comes to analgesics that are used to treat severe or excruciating pain and suffering, morphine is considered as the gold standard, or benchmark, in clinical medicine. To treat pain, morphine works directly on the central nervous system. The potential for addiction to morphine is substantial; tolerance and both physical and psychological reliance set up quickly.

Effects

- Effects of antidepressants, fatigue or confusion, Euphoria, a sudden abortion or miscarriage, unconsciousness or a coma, Death or the end of life, Relaxation and sedation, Stress reduction.

❖ METHAMPHETAMINE

is a stimulant with psychedelic effects. In large dosages, it can provide euphoria, boost self-esteem, and increase sexual pleasure in addition to increasing alertness and vitality. Methamphetamine has a significant potential for misuse because it stimulates the brain's reward system by elevating dopamine and norepinephrine levels.

Dopamine is a neurotransmitter that either makes neurons more active or less active in the brain (nerve cells). Norepinephrine functions as a neurotransmitter and a hormone. It functions as a hormone that the adrenal gland secretes together with epinephrine and adrenaline to provide the body a quick boost of energy under stressful situations, or the "fight or flight" reaction. It functions as a neurotransmitter, carrying nerve impulses from one neuron to the following.

- Physical results Included in the list of potential symptoms are anorexia, hyperactivity, dilated pupils, restlessness, dry mouth, headache, tachycardia, hypertension, hypotension,
- Hyperthermia, diarrhea, constipation, blurred vision, dizziness, twitching, sleeplessness, numbness, tremors, and dry and/or itchy skin.
- Convulsions, heart attacks, strokes, and even death have been reported with long-term and/or excessive doses.

- Psychological consequences Included in these symptoms are euphoria, anxiety, alertness, attention, energy, self-esteem, self-confidence, irritability.
- Aggressiveness, psychosomatic problems, psychomotor agitation, exaggerated sensations of power and invincibility, repeated and compulsive behaviors, and paranoia.

❖ COCAINE

The coca plant's leaves are used to make cocaine. It suppresses hunger and stimulates the central nervous system. A well-liked and pricey recreational drug is cocaine. The most popular way to consume powdered cocaine recreationally in the West is through insufflation, often known as "snorting," "sniffing," or "blowing". The fastest way to reach the highest blood drug levels is by injection. Smoking is one method of ingesting cocaine through inhalation.

Effects

- Itching, tachycardia, hallucinations, and paranoid delusions are some of the drug's acute side effects that can occur with excessive or extended usage.
- Stroke risk would rise, focus would be reduced, insomnia/hypersomnia, excessive nasal discharge, asthma, and probable mortality would all be chronic complications.

❖ ECSTASY

MDMA (3,4 Methylenedioxymethamphetamine). Is referred described as "molly" when it is crystallized or powdered. The most common side effects include mild psychedelic experiences including confusion, auditory and visual distortions, exhilaration, attentiveness, and hyperactivity.

Effects:

- Jaw clenching and dry mouth/thirst were the most common adverse effects.
- Psychological consequences include: persistent emotions of empathy or emotional sensitivity, paranoia, melancholy, irritation, weariness, and a sensation of connection to people.
- Effects on the body Aches and pains, tiredness, jaw discomfort, and dizziness, lightheadedness, or vertigo are a few possible side effects.
- Effects of various kind Loss of consciousness or fainting, organ failure, potential brain injury, coma, or death.



SIGNS OF SUBSTANCE ABUSE

Substance use problems are not simply problems with a weak will. People who abuse drugs are not lacking willpower. This problem is far more complicated than that. Substance use problems are a complex medical condition involving the chemistry of the brain. Over time, when people take drugs for recreational purposes, they can become physically and/or psychologically dependent on the substance they are abusing. As tolerance builds, the more one takes, the more one needs to get the same results. This can sometimes happen with drugs that are prescribed as well, though rare in people who have not had problems with addiction.

❖ TOLERANCE

When used within a social context, the word tolerance can connote kindness, forgiveness, endurance, respect and broadmindedness. When used with the context of pharmacology, the word refers to the resistance to a drug a person develops with exposure over time. The decreased reaction to a drug results in the need for increasingly larger doses to produce the desired effect, whether that is pain relief or getting “high”, tolerance is central to addiction!

❖ PSYCHOLOGICAL DEPENDENCE

Psychological dependence involves a compulsive need for a drug for the purpose of pleasure. Psychological dependence is a sign of addiction. When controlled substances and drugs are abused, the individual feels good. Over time and with continued use, larger amounts are required to produce the same good feelings and even to function normally. Since the individual's life centers around the drug, psychological dependence can cause an individual to go to extraordinary lengths to obtain it. Those lengths often include crime since drug habits are expensive and beyond the financial capacity of most users.

Drugs that cause psychological dependence can cause one or more of the following symptoms:

- Mood changes
- Reduced anxiety
- Feelings of superior ability
- Sensory distortion (five senses)
- Psychological symptoms of withdrawal can include depression and anxiety.



• PHYSICAL DEPENDENCE

Chronic exposure to a substance can result in physiological adaptations in the body of the user where the central nervous system requires the substance for to function normally. Tolerance and withdrawal symptoms indicate physical dependence. One result of tolerance can be ever increasing doses. That being said, tolerance is not always a symptom of addiction. Many patients cope with a growing tolerance for a medication they are not physically dependent upon.

• WITHDRAWAL

When someone is physically dependent on a substance, physical withdrawal symptoms will occur when that individual attempts to reduce the dosage or abruptly discontinues using. These symptoms may include shaking, headaches, diarrhoea and even death. Withdrawal symptoms should be treated by a physician.

• POTENTIATION

Using two or more types of drugs with the same action simultaneously to magnify the effect is called potentiation. Consuming barbiturates with alcohol is an example. Potentiation can lead to fatal overdoses since one drug can enhance the potency or effects of the other, thereby leading to an adverse reaction.

Drug and alcohol abuse may interfere with one or more of the following:

- Relationships with family and friends
- Fulfilment of familial obligations
- Ability to work
- Achievement and attendance at school

Signs of abuse and possible complications of controlled substances can be the following:

- Increasing amounts of drug abuse
- Inability to stop or reduce substance use
- Inability to work or study
- Neglecting family and friends
- Manipulating, lying and stealing to support use of the drug



- Using drugs to relax or feel better about oneself
- Using drugs while alone
- Relapsing after quitting
- Hepatitis
- Malnutrition
- Cancer
- Problems with memory and concentration

Substance abuse can also result in problems with the law and dangerous behavior such as unsafe sexual practices and shared needles.

ADDRESS SOMEONE UNDER THE EFFECT OF SUBSTANCE ABUSE

- Maintain your distance and, if feasible, allow the person time to calm down. Approaching someone too rapidly might be viewed as a threat.
- Be calm, comforting, truthful, and sympathetic if the person looks afraid or suspicious. You will need to speak with them to figure out what's wrong. Maintain good eye contact and make it clear that you are attempting to assist.
- The goal is to build trust so they can talk to you. If the person is furious, the approach will be similar to that of a scared or suspicious person. Do not discount their rage or minimize their feelings. Your objective is to calm them down and allow them to express themselves more peacefully.
- Never threaten or mistreat the individual. This includes both vocally and physically. Even if the individual is speaking highly offensive things. It is critical not to take them personally and to remain cool.
- Ultimately, be confident, understand your boundaries, and be vigilant. When it comes to dealing with people who are high on drugs, the customer most certainly has a list of guidelines to follow. Try to leave uncomfortable circumstances and, if required, notify the police.



PARAPHERNALIA means, equipment, or tools linked with persons who use such drugs. Alcohol, for example, is often available in a bottle or container.

Recognizing the many sorts of drug paraphernalia—items and objects used to support or facilitate drug use and Security Guard can ensure that there is a use of substance.

The Drug Enforcement Agency (DEA) defines drug paraphernalia as follows:

- Cigarettes and rolling papers.
- Roach cuts.
- Hookahs and bongos.
- E-cigarettes.
- Pipes.
- Aluminum foil.
- little spoons and needles.
- Razorblades or cards, paper tubes or straws, and tiny mirrors.
- Surgical or dust mask.
- Aerosol cans, adhesive tubes, balloons, nozzles, or rags.

❖ METHAMPHETAMINE PARAPHERNALIA

Methamphetamine, sometimes known as "meth," can be smoked, injected, or snorted. Depending on how they choose to take this stimulant-based drug, a person may be carrying the following accessories:

- To snort meth, users rolled dollar bills, straws, etc.
- Razors or credit cards to split meth powder
- To smoke meth, use a glass, wood, ceramic, or metal pipe.
- Syringes
- Tie-offs to restrict blood flow for injection purposes, such as a rope or belt
- Spoon or tin foil with burn marks on the underside