

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

Chapter 5 - IFPO - CPO

100 Things Protection Officers Need to Know

100 Things PO Need to Know

1. Know your scope of responsibility.
2. Study your post orders.
3. Pay attention to all training programs.
4. Understand there is an art to service, to be prepared, to provide good service to your community.
5. Your daily reports can either make you shine or...
6. In your report don't misspell any words or make any scratch outs.
7. Reports have a purpose that you must understand.
8. Wear a sharp uniform that makes a professional appearance.
9. A secret to reducing overtime is to have several floaters.
10. Are all cameras and intercoms/exterior phones working?
11. Are all fire extinguishers full and checked monthly?
12. Lights—which ones are burnt out and which ones are on in the daytime?
13. The value of reports is to report defects and vulnerabilities.
14. Develop professional telephone skills.
15. Be professional 100% of the time.

16. Social media has no place in the workplace.
17. Neither do movies, iPads, or porn on the computer.
18. If you are working 8 a.m. to 4 p.m. be there at 7:30 a.m. to allow for emergency delays such as bad traffic.
19. Read #16 and #17 again. Why? Because it is reason for termination.
20. Crime Prevention Through Environmental Design (CPTED) and the first generation of CPTED have seven concepts and strategies worth reviewing.
21. Change your routine, knowing that bad actors may be watching and planning their attack.
22. Be unapologetic about questioning strangers and visitors about their intentions, what they're carrying, etc.
23. Use your intuition. If something doesn't feel right, pursue.
24. Note unusual things in your daily report— someone else may be connecting dots.
25. Pace yourself during the shift, make sure you are always hydrated and have a clear, engaged mind.
26. Don't let your guard down at shift change, a very vulnerable time.
27. While on duty, don't drink alcohol, take illegal drugs, or prescription drugs that could impair your job performance.
28. Be a good "team" member.
29. Have good personal hygiene. 30. Be polite—say "please," and "thank you" to clients, customers, coworkers, visitors, contractors, and vendors.
30. Keep your hair and fingernails clean.

32. Don't falsify reports—your reports may be verified by video surveillance.
33. Be truthful.
34. Use proper patrol techniques while performing walking or vehicle rounds.
35. Stay informed about “issues” or potential problems in your area.
36. Remember that much of your job is customer service and your actions reflect on the client - positively or negatively.
37. Write reports legibly. Don't use “white-out” or erasers. Instead, draw a line through errors, make the correction, and initial.
38. Write legibly.
39. Don't forget that your reports may be used in a civil or criminal proceeding and you may be called to testify.
40. Study emergency procedures and know what to do for an active assailant, inclement weather, civil unrest, etc.
41. Do not carry a weapon while on duty unless you are trained and you are assigned as an “armed” officer.
42. Protect the client's assets.
43. Take care of your issued equipment.
44. Check equipment at the beginning of every shift to ensure it is operational.
45. Report damaged or inoperable equipment as soon as possible.
46. Don't sleep while on duty.
47. Be alert and aware of your surroundings.

48. While on duty, cell phones are only to be used for emergencies or for business communication.
49. Don't use curse words on the phone, PA, or intercom.
50. Use appropriate radio protocol.
51. Answer the phone promptly and politely.
52. Perform duties safely.
53. Perform your job duties with integrity.
54. Be dependable.
55. Use good judgment.
56. When you are on duty, "check" your judgments at the door.
57. Be a good listener.
58. Be a problem-solver and help find solutions.
59. Work your assigned schedule.
60. Practice your interpersonal skills.
61. Be efficient while on patrol: observe employee work habits and conduct, to prevent employee misbehavior and mitigate workplace injuries; look for workplace hazards to prevent accidents, e.g., wet floors.
62. Communicate clearly and comprehensively.
63. Have a positive attitude.
64. Take the initiative to perform your job duties without "around the clock" supervision.
65. Have an aptitude for self-motivation and motivate others.

66. Accept responsibility when you make mistakes.
67. Be willing to learn new things.
68. Know the difference between decisiveness and recklessness.
69. Have the ability to work well under pressure.
70. Be open-minded to new tasks or job responsibilities
71. Have the ability to establish rapport with those you come into contact with.
72. When you are introduced to someone, stand up, make eye contact and shake their hand.
73. Learn to be a good listener.
74. Report accidents and injuries as soon as possible.
75. Practice good housekeeping, disposing of trash properly and keeping your post area clean.
76. Learn to assess different environments and identify hazards.
77. Practice situational awareness.
78. Don't stand at a stationary post with your hands in your pants or jacket pockets.
79. Don't chew gum while on duty. Learn healthy ways to deal with stress.
80. Don't wear too much cologne or have a bad body odor. No one should smell you before they see you
81. Report hazards (such as nonoperational lighting or broken locks) as soon as possible.
82. If you work or patrol in a hazardous environment, use the appropriate PPE (personal protective equipment, such as hearing and eye protection, etc.) for the job.
83. Be helpful when assisting individuals with disabilities.
84. Work well with first responders when there is an incident.

86. Lift heavy items safely by using your legs and not your back.
87. Be careful when patrolling on wet or slick surfaces.
88. Be fair, objective, and honest.
89. Utilize your authority or power carefully— Personal vs Positional.
90. Be aware of your nonverbal or paraverbal communication.
91. Be able to adapt to change.
92. Don't disclose confidential or proprietary information.
93. Don't post anything about clients or details about security procedures on social media.
94. Don't steal or pilfer from the client or your employer.
95. Be systematically unsystematic in your patrol, in your daily routines and in your response.
96. Study your work environment to understand what "ordinary" is, so you can immediately identify anything "out of the ordinary."
97. If you observe anything "out of the ordinary" don't dismiss it. Inquire about it. Do not move on until you are certain there isn't a security concern, e.g., unknown person walking around. Don't assume he is with someone; ask and verify.
98. During patrol pay attention to where the automated external defibrillator (AED) and first aid kits are located.
99. When the opportunity avails itself, run "What if" scenarios through your mind to help prepare for a quick response, e.g., What if there is a fire in the lounge: where is the fire extinguisher? What if someone fell and needed oxygen: where is the oxygen?
100. Understand body language to identify when an employee is nervous, angered, or acting bizarrely. Don't ignore a person's personality changes, even if slight. Report your concerns to your supervisor, i.e., remember the "ordinary" vs out of the ordinary