

# PERSONAL AND PHYSICAL SECURITY

**TAJ BANK LTD**

## PRESENTATION

31 MAY, 2021

## OBJECTIVES

- Aid staff to adopt proactive security measures in critical situations.
  
- Assist staff to improve their security posture and enhance efficiency.



## **SECURITY**

- Security can be defined as safety of a state or organization against criminal activity such as terrorism, theft, or espionage.
- It also refers to all the measures that are taken to protect a place, or to ensure that only people with permission enter it or leave it.
- State of being free from danger or threat.



## **SCOPE**

- PERSONAL SECURITY.**
- PHYSICAL SECURITY.**
- WORKPLACE VIOLENCE.**

## **PERSONAL SECURITY**

- Personal security is a general condition that occurs after adequate efforts are taken to deter, delay and provide warning before possible crime, if such warning occurs, to summon assistance, and prepare for the possibility of crime in a constructive manner.
- Personal security aims to protect people from physical violence, domestic abuse, or from predatory adults.
- Personal Security is, and will always be, an important factor in determining how safe people will be at any given time.

## **ASPECTS OF PERSONAL SECURITY**

- Be Aware of Your Surroundings.**
- Self-defence Devices.**
- Self Defence Training.**
- Emergency Contact Information.**

## **ASPECTS OF PERSONAL SECURITY**

### **1. Be Aware of Your Surroundings**



- Pay extra attention to details.
- Exit points, hiding places, alarms.
- Fire extinguishers, supporting items.



## **ASPECTS OF PERSONAL SECURITY**

### **2. Self Defence Devices**



- Could be difference between safety and harm.
- What the law says?
- Train on the usage.
- Devices easily concealed and portable.
- Know where you and can not take such devices.

## **ASPECTS OF PERSONAL SECURITY**

### **3. Self Defence Training**



- Best way to bolster personal security.
- Help utilize your body as a weapon.
- Self confidence.
- Familiarity with measures in critical situations.

## **SETTING ICE**

### **4. Emergency Contact Information**

- Go to your contacts**
- Select the "Groups" tab**
- Select "ICE - emergency contacts"**
- Use the icon to the right of "Find contacts" (a silhouette with a plus sign) to add an emergency contact.**
- Select an existing contact from your contact list or enter the details of a new contact.**
- All the contacts in this "ICE" group will be available from the lock screen, so you can call them without unlocking the phone.**

## **PHYSICAL SECURITY**

- Physical security describes security measures that are designed to deny unauthorized access to facilities, equipment and resources and to protect personnel and property from damage or harm.
  
- Physical security involves the use of multiple layers of interdependent systems that can include CCTV surveillance, security guards, protective barriers, locks, access control, perimeter intrusion detection, deterrent systems, fire protection, and other systems designed to protect persons and property.

## **Physical Security Measures**

*Creating a robust physical security plan is vital for any organisation.*

**EXTERNAL AREAS**

The first barrier to entry of your property is the external areas. Don't make it easy for unwanted guests to access your premises - but don't give them easy hiding spots either. Putting up perimeter walls, security gates, motion sensor lighting, grille gates and CCTV makes your building more secure from intruders.

**ACCESS CONTROL**

Control who can get in and out of your building by having access control methods at each of your exits and entrances. Whether fob, key or card, an access control system makes it much harder for unwanted guests accessing your building. Installing an access control system can reduce the possibility of opportunist theft and damage.

**CCTV & ALARMS**

CCTV & Alarms work well to deter unauthorised activity and access to your building. Should the worst happen, CCTV plays a major part in the catching of unauthorised persons, whilst alarms quickly notify the authorities to any break ins.

**ASSET PROTECTION**

Important documents, equipment and cash need to be stored in a safe and secure location to reduce the chances of them being stolen or removed by unauthorised personnel. Investing in a safe, lockable cabinet and padlocks to lock valuables away and equipment down ensure you protect your valuables.

**FIRE PROTECTION**

Fire can have a devastating effect on your business. If things like important documents and data got destroyed, how would your business cope? Investing in fireproof safes and cabinets, fire alarm systems and response systems will give you the business protection you need.

**RESPONSE PLAN**

No physical security plan would be complete without a response plan in place. Consider implementing guards on particular secure areas and hook up your alarm systems to notify the authorities of a breach.

## **TYPES OF PHYSICAL SECURITY COUNTER MEASURES**

- FENCED WALLS.**
- LOCKS.**
- PROTECTIVE BARRIERS.**
- SECURITY GUARDS.**
- CCTV CAMERAS AND SENSORS.**
- SMOKE DETECTORS.**
- ACCESS CONTROL**



## **IMPORTANCE OF PHYSICAL SECURITY TO TAJBANK**

- BUSINESS CONTINUITY.



- SECURE INFORMATION.



- SECURE FACILITIES AND RESOURCES.

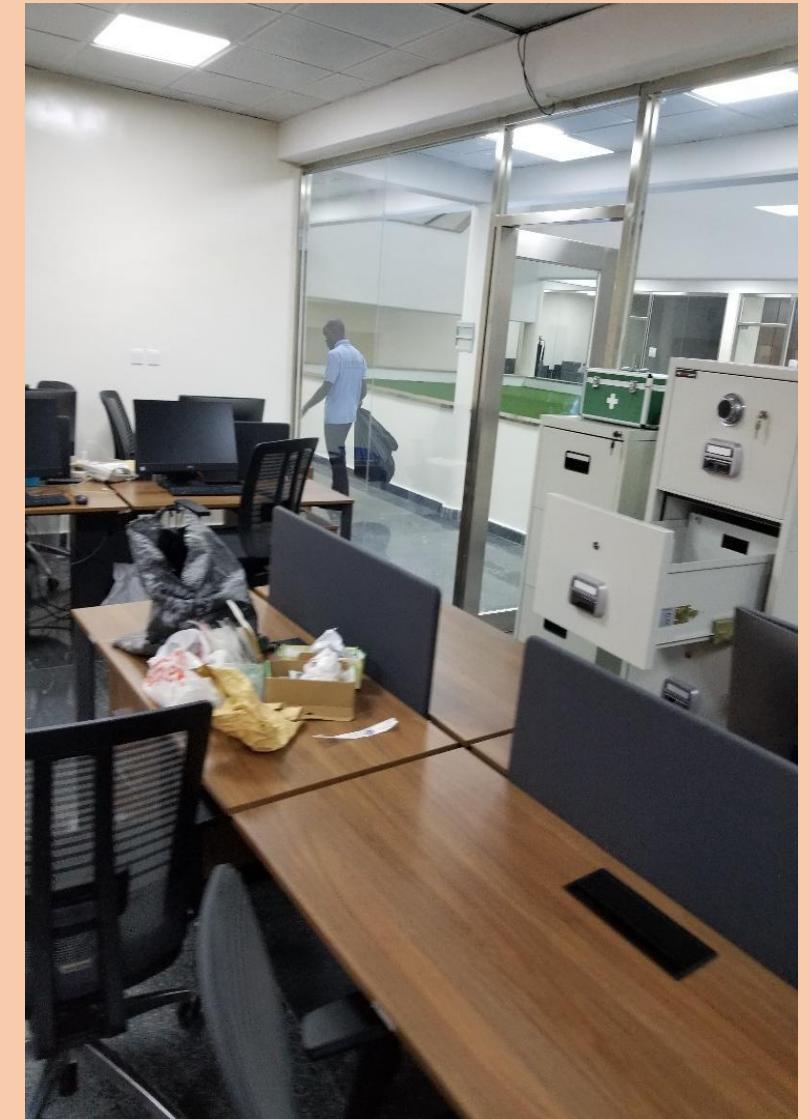


## **MULTI-LAYER IMPLEMENTATION OF PHYSICAL SECURITY**

- Ensures that an intruder will face hurdles at all levels and it would be hard to gain access to facility or resources.
- Makes it possible to add extra layers or strengthen a particular layer when required.
- Security training and awareness for staff, which is invisible yet effective.

## **COMMON SECURITY MISTAKES**

- Not keeping and following a documented SOP for security.
- Poor staff awareness about security, not conducting any training or workshop.
- Not taking security breaches or crimes seriously.
- Cutting budget to security measures to save money.
- Not aware of the security breaches or crimes happening in neighbourhood.
- Not listening to safety concerns of staff.
- Poor disposal practices of sensitive documents.
- Unattended security measures or poorly maintained security equipment.



# WORKPLACE VIOLENCE



## **WORKPLACE VIOLENCE**

- This includes physically aggressive, violent, or threatening behaviour, such as attempts to instill fear in others and intimidation; verbal or physical threats of any sort; and any other conduct that suggests a tendency towards violent behaviour. Types of Workplace Violence are:
  
- **Criminal Intent.** The perpetrator has no legitimate relationship to the business or its employees.
- **Customer or client.** The perpetrator has a legitimate relationship with the business and becomes violent while being served by the business.
- **Staff-on-staff.** The perpetrator is a staff or former staff who attacks or threatens another staff or past staff in the workplace.
- **Personal relationship.** The perpetrator usually does not have a relationship with the Bank but has a personal relationship with the intended victim.

## **WHO IS AT RISK?**

- Workplace violence can strike anywhere and no-one is immune.
- The risk of violence may be increased where jobs involve working alone, closing late and lots of movement/visits to customers.
- Once a violent incident has occurred there is a high likelihood that it will be repeated.
- Repeat incidents of violence are a major concern in the financial services sector.  
Research shows that once an incident has happened, the same area is likely to be targeted again.

## EFFECTS ON VICTIMS

- The seriousness of injuries can vary considerably depending on the nature of the attack. There may also be other negative effects on staff's health such as:
  - Reduced psychological well-being and increased risk of psychological problems.
  - Cognitive effects, such as concentration problems.
  - Low self-esteem.
  - Lack of job satisfaction and motivation.
  - Feelings of fear.
  - Post-traumatic stress.

## **PREVENTIVE MEASURES**

- The following are the minimum good practices for staff:
  - Take note of all existing security measures.
  - Have the contacts of all emergency responders.
  - Avoid being alone.
  - Marketers and on-the-move staff should always remain in contact with the main office/branch.
  - Regular briefing and training regarding security policies.
  - Regular counselling/psychological help.
  - Training managers and staff in the steps to be taken following a violent incident.
  - Training some staff in listening and providing support to staff members who have been attacked.
  - Following instructions and training you have been given.
  - Not expose yourself to danger recklessly. Act cautiously.

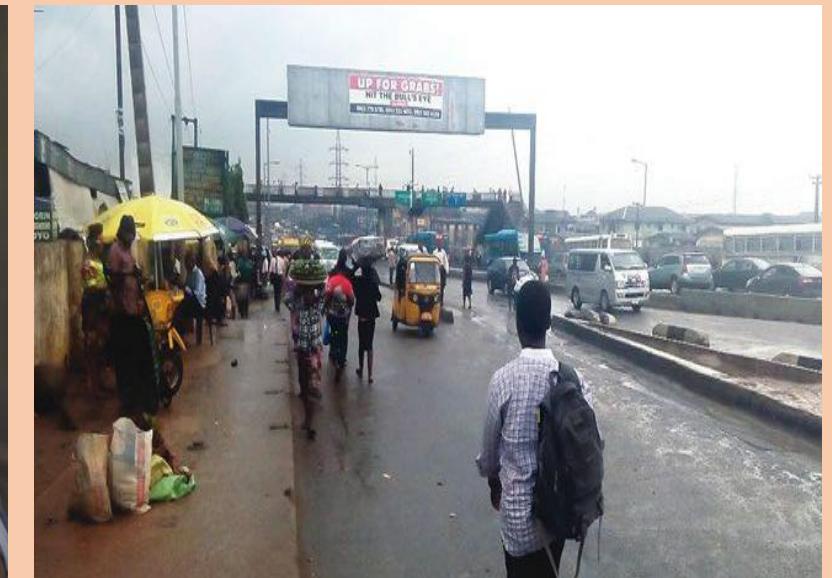
# GENERAL GUIDELINES

## **PERSONAL ATTACK**

An assault or attack is a common threat to personal safety either in the Bank or outside. Avoidance is clearly key to preventing such an incident and there are many ways to minimize the likelihood of an attack occurring by:

- Being professional in dealing with customers.
- Report any suspicious customer to the security.
- Understanding your local environment while outside the Bank.
- Avoiding movement during dark hours and in isolated/no-go locations (especially alone).
- Obviously displaying wealth in the form of jewellery, watches, mobile telephones and wearing expensive clothing will attract attention.
- Avoiding obnoxious or offensive behaviour.
- Remaining alert, which also means not wearing headphones and listening to loud music at the expense of hearing an imminent approach or a warning being shouted.

## **PERSONAL ATTACK**



## **When Confronted**

- Remain calm and assess your situation before acting.
- Pay attention and try to determine your attacker's agenda.
- Offer no resistance if you are in no threat of immediate harm.
- Most criminals want only valuables, and the best way out of the situation is to give up your valuables freely and quickly.
- Do not allow yourself to be taken from a public area, as this is an indicator that the criminal is going to harm you. If this happens, throw your valuables on the ground and flee. Often the attacker will choose the valuables over you.
- If you are forced to a secluded area from a public one, fall on the ground and begin yelling to attract attention. If you truly feel the criminal is going to harm you, better to be harmed in public than in a secluded spot.
- If you feel self-defense is the only option left, make a decision and act swiftly and as violently as possible. Shock is often a better weapon than might.

# BANK RAIDS AND KIDNAPPING

## **BANK RAIDS AND KIDNAPPING**

- ❑ Kidnapping has become commonplace in parts of Nigeria.
- ❑ Criminal and insurgent groups are well organized and have become increasingly emboldened.
- ❑ It is critical that TAJBank staff are aware of these threats, remain alert and know some basic principles in order to minimize the threats, knowing how to behave should the threats become a reality.

## **TYPES OF KIDNAP**

Express.



Long Term.



## Avoidance

**Avoidance is the best form of survival, and this will depend on members of staff adhering to the guidelines provided, but the main points are:**

- **Do not make journeys (especially at night or on foot) unless you really have to.**
- **Be aware of your surroundings and look out for suspicious activity in your neighborhood (especially people observing your movements or property).**
- **Always be alert especially in identified black spots.**
- **Make sure that your drivers have had the requisite driver training, in order to extract yourself from a potential kidnap situation.**
- **Always vary your routes and timings.**
- **Take any kidnap threats and warnings seriously.**
- **Report threats and warnings to superiors and security department.**

## If abducted

- At the time of seizure, do not attempt to fight back. The first 15 to 45 minutes are the most dangerous. Do not play the hero; do not talk back or act 'tough'. (Immediately play the 'Grey Man', humble, submissive, mild, polite mannerisms, etc.)
- Be certain that you can explain everything you have in your possession. Do not carry any items that may call into question your motives or status.
- Fear is normal reaction. Try to relax, pause, take a deep breath and accept the situation.
- Be reluctant to give up your identification or clothes. Loss of such personal belongings is demoralizing.
- Be cooperative without appearing either servile or antagonistic. Follow the instructions of your captors
- Never beg, plead or cry.
- Do not make threats against your captors or indicate that you would testify against them.
- Avoid appearing to study your captor's features, dress and measurements.
- Try to gain your captors respect and try to build a rapport with them. An excellent topic of discussion is family and children.
- Emphasize to your captors to let the authorities know your condition and whereabouts.
- Take care of yourself; exercise, stay well groomed, eat and drink even if you are not hungry.
- Be patient and mentally prepared for isolation. Focus your mind on pleasant scenes, memories or prayers.
- Do not attempt to escape unless you are certain you will be successful. (Extremely risky)!

## **If abducted**

Survival as a hostage will often depend on your own personal traits and characteristics.

**Observe your captor(s)**

- **How many are there?**
- **Are they armed? If so, with what?**
- **Are they in good physical condition?**
- **What do they look and/or sound like? How old are they?**
- **Do they seem well prepared?**
- **What are their emotional states?**

**Observe your surroundings**

- **Where are you being taken?**
- **Where are you being held? Take in as much detail as possible about your surroundings.**
- **Where are the exits? Are there cameras in place, a lock on the door, or other security precautions?**

**Keep a survival attitude. Be positive and careful about what you tell abductors.**

### **In the event of rescue attempt**

- Lie down and get behind whatever cover might be afforded to you.
- Stay completely still and do not make any sudden movements.
- When asked to do so, or when you assess it's safe to do so, identify yourself.
- Follow any instructions given to you by potential rescuers and be prepared to be treated roughly.



# ARMED ROBBERY

## **ARMED ROBBERY**

- Armed robbery occurs when someone attempts to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and or by putting the victim in fear.
- Armed robbery is one of the biggest threats in Nigeria especially in banks.
- All TAJBank properties and staff are potential armed robbery targets.
- Most bank robbery victims are not injured during the transaction if they don't resist.
- Most armed robbery attacks are based on information from insiders.



## **Simple Survival Steps**

- Staff should undergo security training during induction.
- Where possible, the burglar alarm be activated.
- Remain calm and obey the robber's instructions.
- The money is insured; the only thing at risk is your safety.
- Let the robber have what he wants; the sooner he gets it, the sooner he'll go away.
- He's probably done this before, or he'll do it again—the more often he does it, the better his chances of getting caught.
- Other functional security equipment would help the police identify, track and arrest the robber.

## Bank Robbery Heroes – Don't be One!

- The most heroic act you should take in a bank robbery is to notice details about the robber. Keep in mind that an increasing number of bank robbers are on strong drugs If a bank robbery is in progress, get some details on the robber that you can pass on to the police. Helpful information includes:
  - Clothing: Look for layers underneath their visible garments (their outer layer such as a jacket, sweater, or shirt may come off).
  - Physical characteristics: height, weight, eyes, hair, mannerisms, unique marks.
  - Automobile description (not the most important since it's probably stolen, but police might be able to catch the robber shortly after the event)
  - Direction of travel.
  - Weapons.
- Do not stare at a bank robber.

## CCTV Shots of Bank Robbers and their Arrests



# BOMB BLAST MITIGATION

There are many types of explosive devices, the most common being grenades, suicide bombs (vehicle or body-borne), car bombs, rockets and mortars, mines and improvised explosive devices. The nature of device, size and the circumstances of attack will differ greatly. In all instances, you will need to react very quickly – do not hesitate!



## **BLAST MITIGATION**

### **If in the vicinity of explosive attacks:**

- Turn in the opposite direction and take one giant step and take cover at least 200 meters away.
- Do not wait for anyone or wait to take anything.
- Consider that the blast range of explosives range from about 5 meters in all directions.
- If the blast is a distance away, get into some form of hard cover, lie flat and wait. Do not expose yourself to further danger until some form of all-clear has been given.



## Emotional Toll

- Victims in a bank robbery are at a higher risk of being diagnosed with Post-traumatic Stress Disorder (PTSD).
- PTSD to look out for include:
  - Emotional flatness.
  - Anger.
  - Fearfulness
  - Sleeping problems.
  - Body pains.
  - Strained relations.

**PTSD is a Normal Reaction to Extreme Trauma~ just as Bleeding is a Normal Reaction to Being Stabbed**

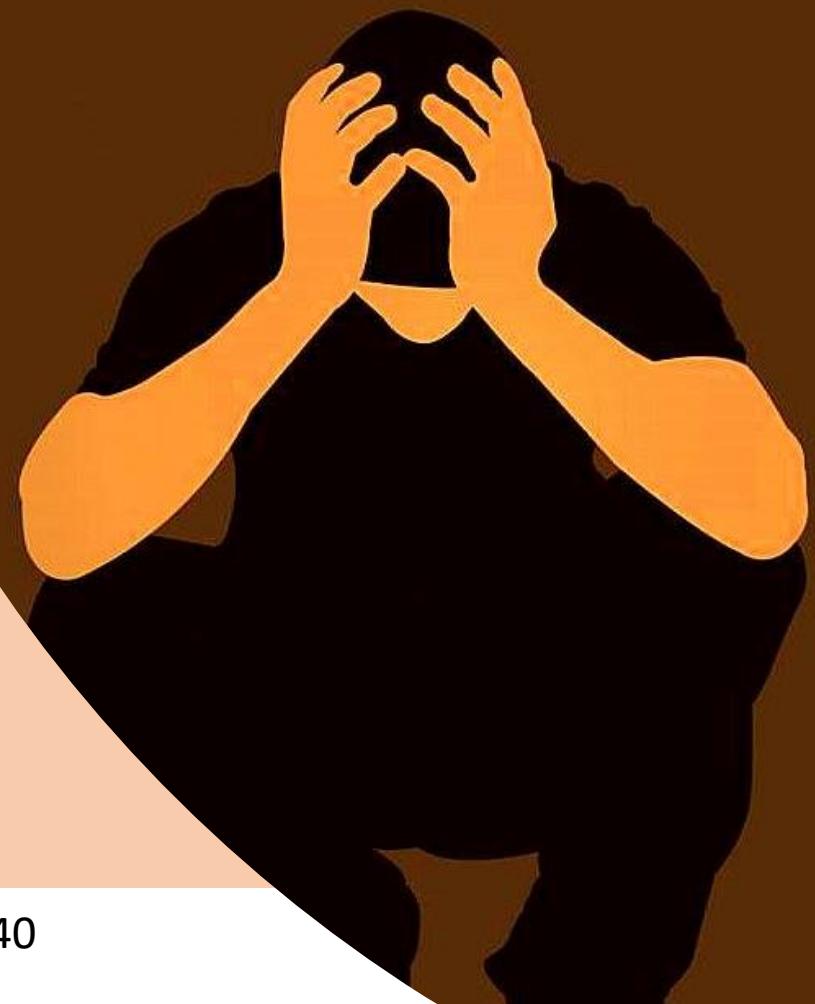
2003 ~ Lynda LRS

## Emotional Toll

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The Bank will bring in professional counselors to work with employees who are involved in a bank robbery—to help them cope with any mental (or emotional) stress and trauma.

# PTSD



## **FIRE SAFETY**

Knowing the classes of fire is important in selecting the appropriate suppression method. Fires are grouped into four classes:

- **Class A** – This group is caused by ordinary combustible materials such as wood, paper, coal, plastic, and cloth. They are best extinguished by cooling with water or by blanketing with certain dry chemicals.
- **Class B** – Caused by combustible liquids such as gasoline or petrol, diesel fuel, kerosene, and grease. They are extinguished by excluding air or by special chemicals that affect the burning reactions.
- **Class C** – Caused by combustible materials in electrical equipment. They are extinguished by non-conducting extinguishing agents such as carbon dioxide and certain dry chemicals.
- **Class D** – Caused by combustible metals such as magnesium, titanium, zirconium, sodium, and potassium. They are extinguished by special agents.

## Types of Fire Extinguishers

Extinguishers are labeled with special colour-coded symbols to indicate the class or classes of fires on which they can be used. The letter designators denote the class of fire and are often placed in a field of a specified color and shape.

- Class A – **Green Triangle**
- Class B – **Red Square**
- Class C – **Blue Circle**
- Class D – **Yellow Star**.
- Class K – **Black Hexagon**

Multi-purpose extinguishers carry the label of each class of fire on which they can be used (e.g., AB, ABC). Before fighting the fire, have an escape plan (or exit) in case the fire becomes too big.



## **Fire Supression**

In case of fire, follow the **R. A. C. E.** method:

- **Rescue:** Remove people in immediate danger of fire or smoke to safe areas (the OPM fire muster point will be in the car park outside the main building).
- **Alarm:** Sound the alarm (if the building is equipped with fire alarms) or similar alerting system (e.g., whistle, air horns, shouting 'FIRE!'). Alert the local fire service personnel.
- **Confine:** Contain the fire and smoke by closing all windows and doors.
- **Extinguish or Evacuate:** Use the proper extinguisher if it is safe to do so.

All staff should be knowledgeable in the use of fire extinguishers. If safety becomes an issue, assist in the evacuation procedures.

# How to Use Fire Extinguisher

## HOW TO USE A FIRE EXTINGUISHER

- PULL PIN
- AIM AT BASE OF FIRE
- SQUEEZE HANDLE
- SWEEP SIDE TO SIDE



# HEALTH ISSUES

# COVID 19



A large red COVID-19 virus cell icon is at the top left. To its right, the text "Avoid Regrets! Stay Safe." is displayed in large red letters. Below this, a statement reads: "All staff are called upon to comply with the following COVID-19 Preventive Measures". The poster features five numbered sections, each with an icon and a brief description:

- ① No Mask, No Entrance**  
No staff or customer without face masks should be allowed into the premises.  

- ② Wash/Sanitize Your Hands**  
Wash your hands under running water or use of sanitizer frequently.  

- ③ Temperature Check**  
Compulsory temperature check for all staff, visitors and customers.  

- ④ Controlled Physical Meetings**  
No physical meeting of more than 4 persons at a time.  

- ⑤ Controlled Customers in the Banking Hall**  
Not more than 10 customers should be allowed into the banking hall at the same time.  

- ⑥ Maintain Social Distance**  
Keep 2 metre of safe distance  


At the bottom, a footer note states: "Adhering to other COVID 19 Protocols as directed is for your own good and the good of everyone."

## GENERAL SAFETY TIPS

## **GENERAL SAFETY TIPS**

- 1. Do Not Divulge the Bank's Information.**
- 2. Read Newspapers and listen to news.**
- 3. Report Any Strange Movement.**
- 4. Attend Security Workshops.**
- 5. Misguide a Stalker.**
- 6. Avoid Leaving the Office Really Late.**
- 7. Do Not Live Lavishly.**
- 8. Keep Customers Details Confidential.**
- 9. Take Orders Only From Your Superiors.**
- 10. Be Conscious of People As They Walk In.**
- 11. Discuss Security Matters with Team mates.**
- 12. Do Not Pay Customers Who Are Withdrawing Beyond Limit.**
- 13. Do Not Pay Any One Other Than the Owner of an Account.**
- 14. Avoid Giving Customers Your Address.**
- 15. Always Lock Your Computer.**
- 16. Make the Password a Unique One.**
- 18. Mind What You Say in Public.**

## **GENERAL SAFETY TIP 1:**

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**Do Not Divulge the Bank's Information**



## **GENERAL SAFETY TIP 2:**

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**Read Newspapers and listen to news.**



## **GENERAL SAFETY TIP 3:**

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**Report Any Strange Movement.**



## **GENERAL SAFETY TIP 4:**

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**Attend Security Workshops.**



## **GENERAL SAFETY TIP 5:**

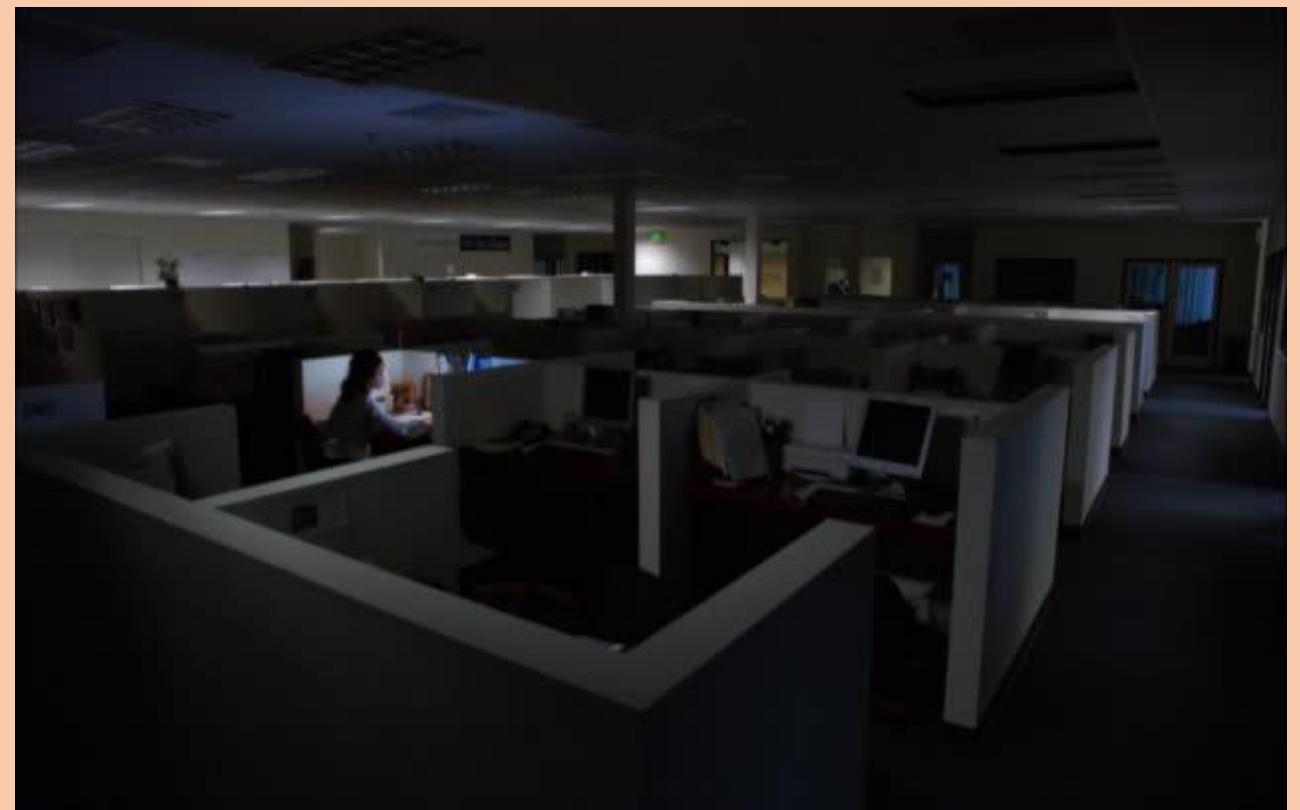
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# Misguide a Stalker

## **GENERAL SAFETY TIP 6:**

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**Avoid Leaving the Office Really Late.**



## **GENERAL SAFETY TIP 7:**

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**Do Not Live Lavishly.**



## GENERAL SAFETY TIP 8:

- **Keep Customers Details Confidential.**



## **GENERAL SAFETY TIP 9:**

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**Take Orders Only From Your Superiors.**



## GENERAL SAFETY TIP 10:

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**Be Conscious of People As They Walk In.**



## **GENERAL SAFETY TIP 11:**

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**Discuss Security Matters with Team mates.**





## GENERAL SAFETY TIP 12:

- Do Not Pay Customers Who Are Withdrawing Beyond Limit.

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## **GENERAL SAFETY TIP 13:**

- **Do Not Pay Any One Other Than the Owner of an Account.**



## GENERAL SAFETY TIP 14:

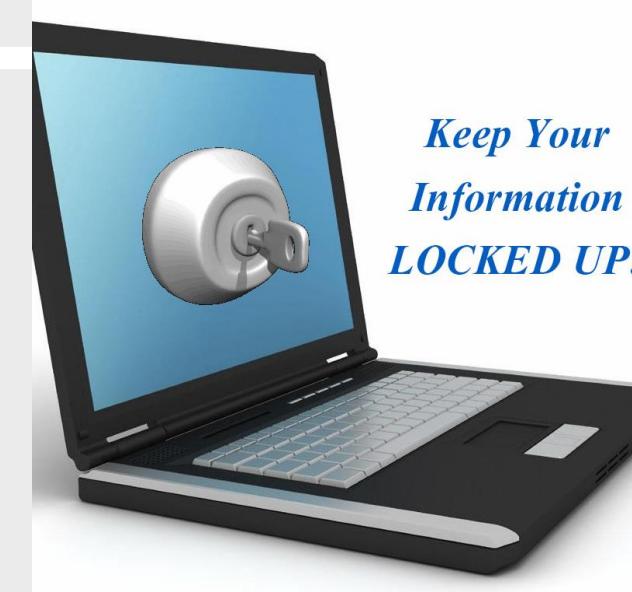
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- **Avoid Giving Customers Your Address.**

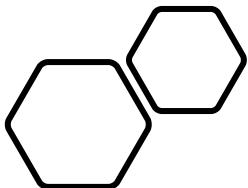


## GENERAL SAFETY TIP 15:

- Always Lock Your Computer.

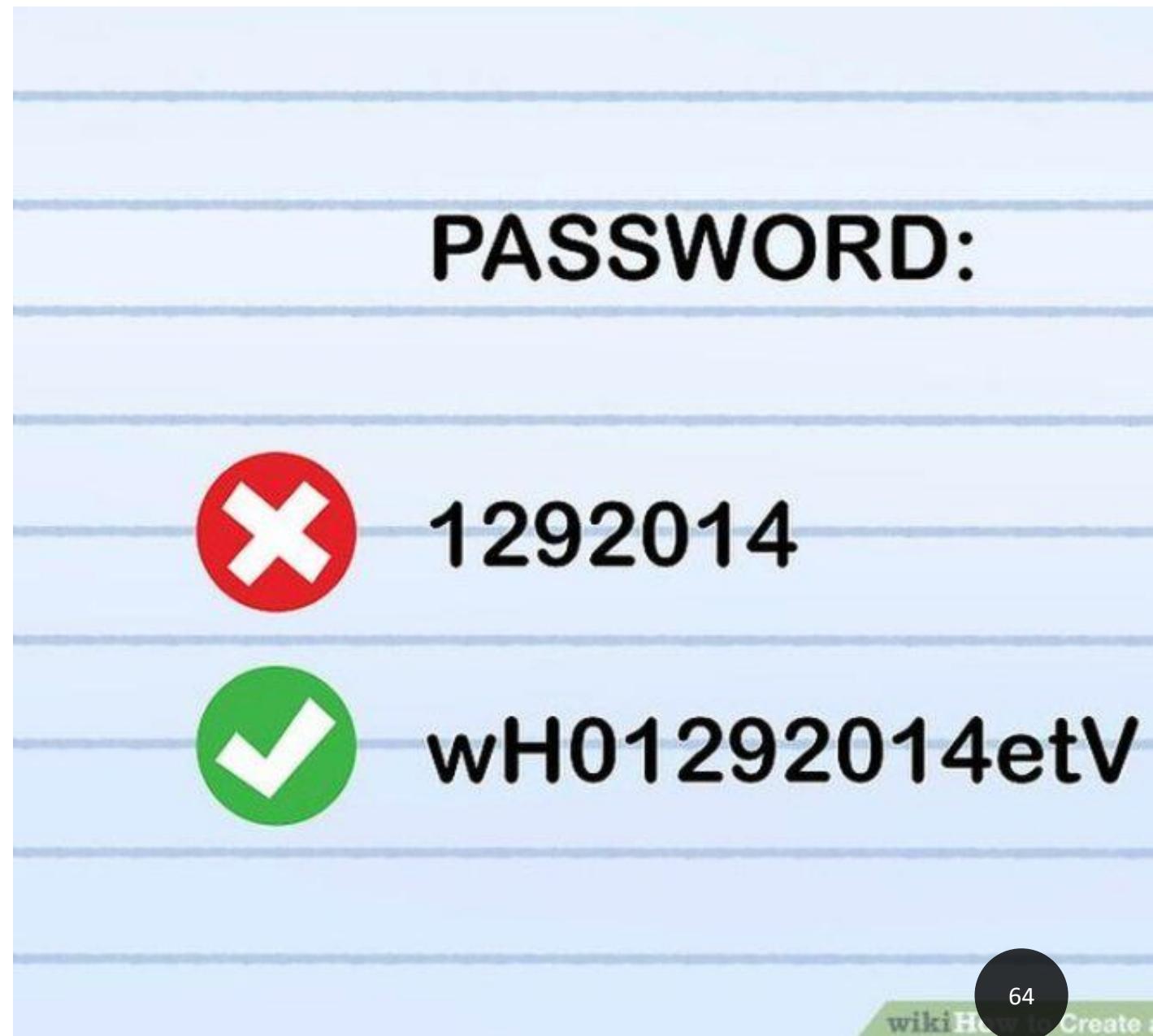


*Keep Your  
Information  
**LOCKED UP!***



## GENERAL SAFETY TIP 16:

- Make the Password a Unique One.



## **GENERAL SAFETY TIP 17:**



## CONTACTS

The following are important numbers for contact:

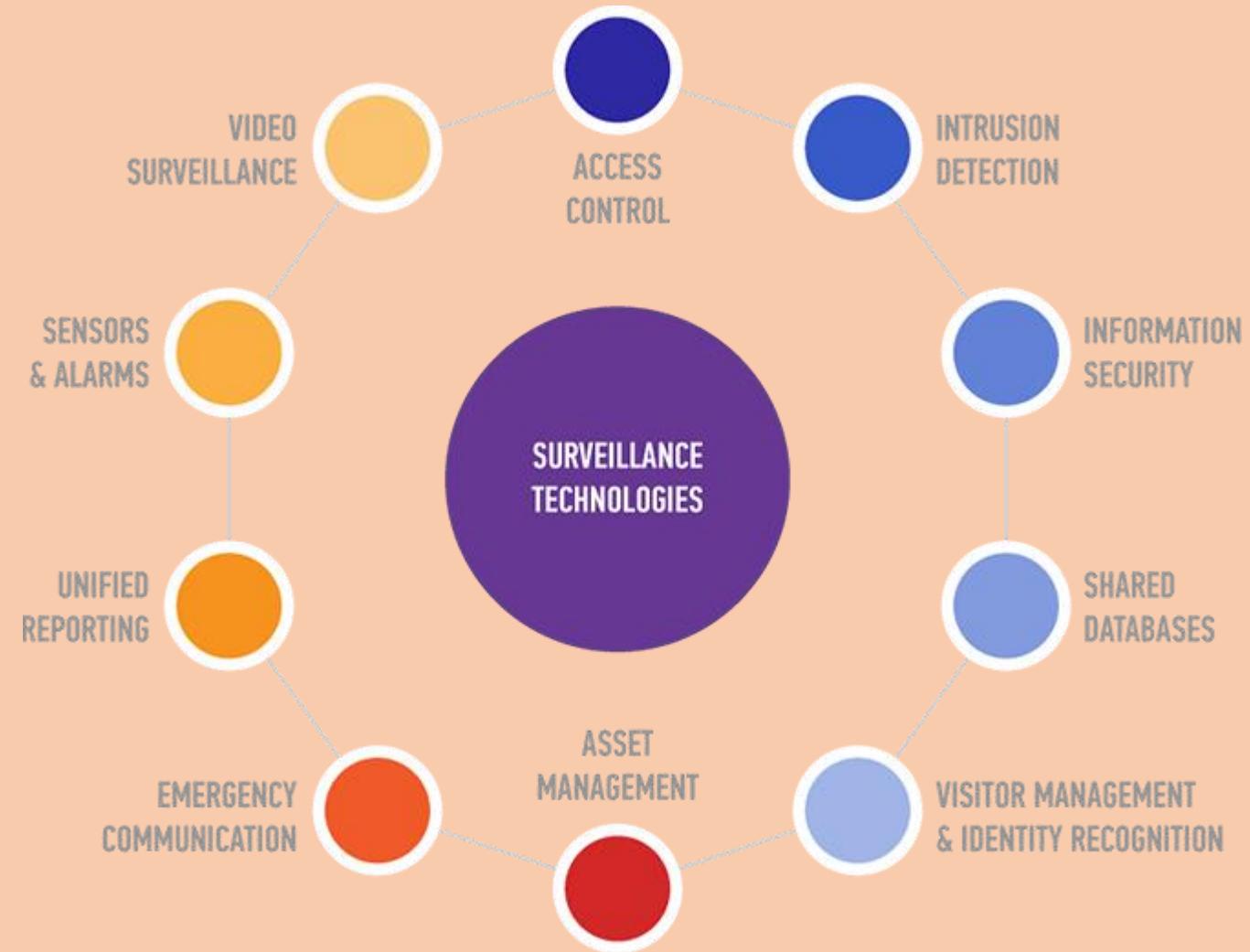
- NATIONAL EMERGENCY NUMBER - 112
- FCT POLICE CONTACT - 07057337653, 08032003913, 08061581938.
- FCT FIRE SERVICE CONTACT - 08032003557
- KANO POLICE CONTACT - 08064977004/5, 08123821575, 08032419754.
- KANO FIRE SERVICE CONTACT - 08098822631.
- LAGOS POLICE CONTROL - 07055462708, 08035963919
- LAGOS FIRE SERVICE (ONIKAN) - 08033235891
- SOKOTO POLICE CONTROL - 07068848035, 08075391943
- SOKOTO FIRE SERVICE CONTACT - 08032612627, 08032347820

# CONCLUSION

THANK YOU



dreamstime®



## **Boko Haram Rocket Factory**

