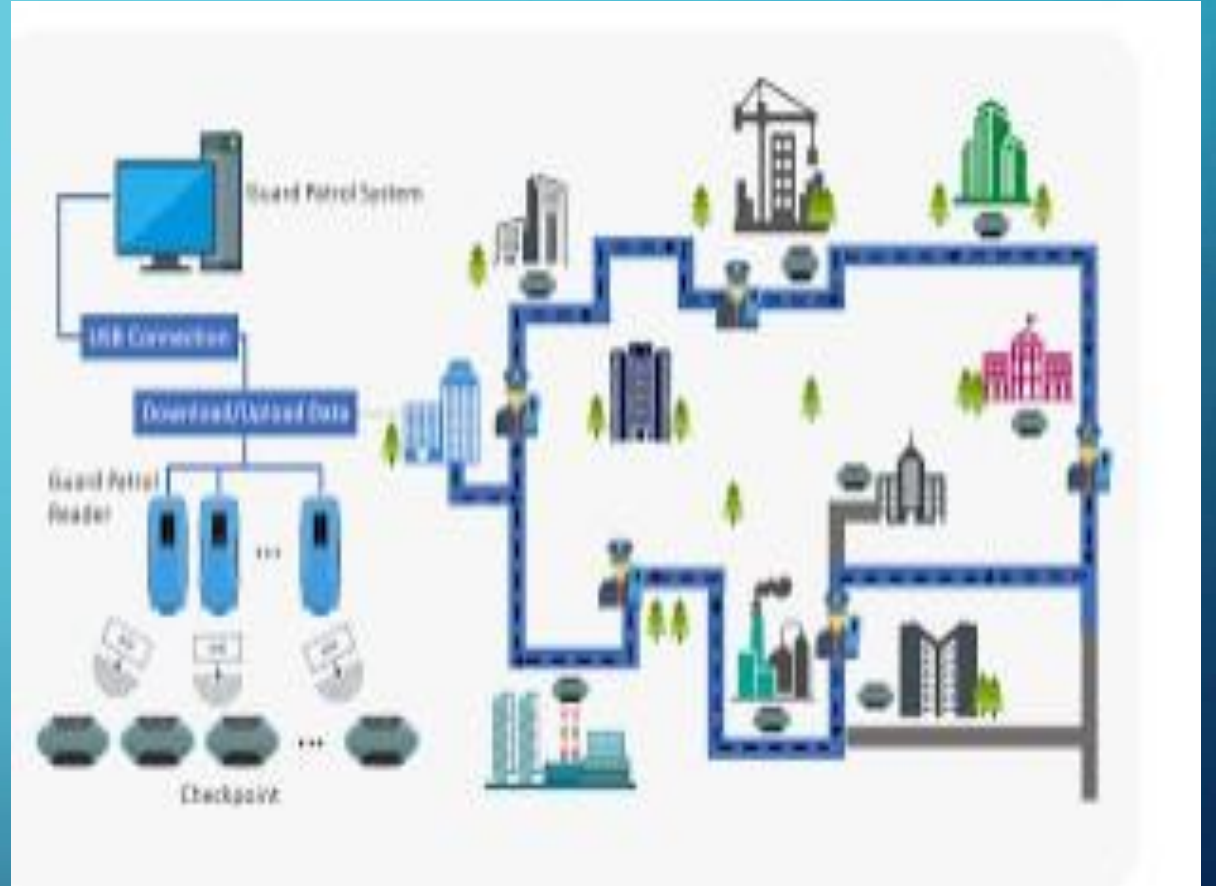


C.2. CONTINUOUS PROFESSIONAL DEVELOPMENT

GUARD & PATROL

COURSE OUTLINE

- PURPOSE OF GUARD & PATROL
- BRIEFING AND NOTE THE THINGS MUST DO PATROL
- PROCEDURE FOR GUARD & PATROL
- EQUIPMENT CHECK LIST FOR PATROLLING OFFICER
- TAKE PHOTO OF THE DEFECTS
- RECORD THE DEFECTS



Objectives

Knowledge of Security Procedures: Ensure SO are well-versed in security protocols, emergency response procedures, and the operation of security equipment and technology.

Effective Communication: SO to communicate effectively & efficiently to handle conflicts, provide directions, and report incidents accurately.

Observation and Surveillance Skills: Developing the ability to observe and assess the terrain, identify potential security threats, and take appropriate action.

Conflict Resolution and De-escalation: Equipping guards with techniques to peacefully manage conflicts, diffuse tense situations, and handle confrontations in a professional manner.

Legal and Ethical Compliance: Educating guards on laws, regulations, and ethical standards relevant to security operations, ensuring their actions remain lawful and ethical



GUARD & PATROL

Guarding involves the protection of people, property, or assets from security threats, unauthorized access, and other risks through vigilant monitoring, enforcement of security measures, and rapid response to incidents.

Patrol refers to the systematic monitoring and inspection of an area to maintain security, enforce regulations, or conduct surveillance activities. deter criminal activity, enforce laws, and respond to incidents or emergencies

PATROLL- LAYOUT OF A BUILDING PLAN

- Familiar with the patrol route.
- Performing Guard Tour System (Clocking)
- To respond quickly during an emergency.



PATROL



```
graph LR; PATROL --> A[Look out for suspicious security threat]; PATROL --> B[Check latest instructions before Patrol]; PATROL --> C[Ensure equipment are in working order]; PATROL --> D[Report incident Command Centre in real time]; PATROL --> E[Responding to incidents in accordance to the SOP];
```

Look out for suspicious security threat

Check latest instructions before Patrol

Ensure equipment are in working order

Report incident Command Centre in real time

Responding to incidents in accordance to the

SOP

Equipment Check List for Patrolling- Before Patrol Must check

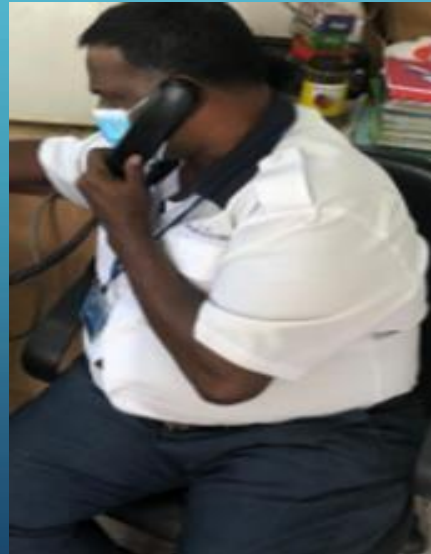
- Functional check on clocking Device and Torch Light
- Functional check on walkie-Talkie
- Ensure that electronic equipment are charged before commencing patrol

Equipment Checklist for Patrol



DEFECTS DISCOVERED DURING PATROL

- Report preliminary facts to Command Centre
- Inform the Managing Agent or Building Manager
- Take photo of the defect(s)
- Record in the discovery in the pocket book of the incident (Date, time, location and description)
- Preserve the scene until the Management or Building Manager arrived at the location



TYPES OF PATROL

- ROUTINE FOOT PATROL
- GUARD TOUR SYSTEM (CLOCKING)
- MOBILE PATROL
- BICYCLE PATROL
- VIRTUAL PATROL
- 'SEGWAY' PATROL
- DRONE PATROL



CONCLUSION

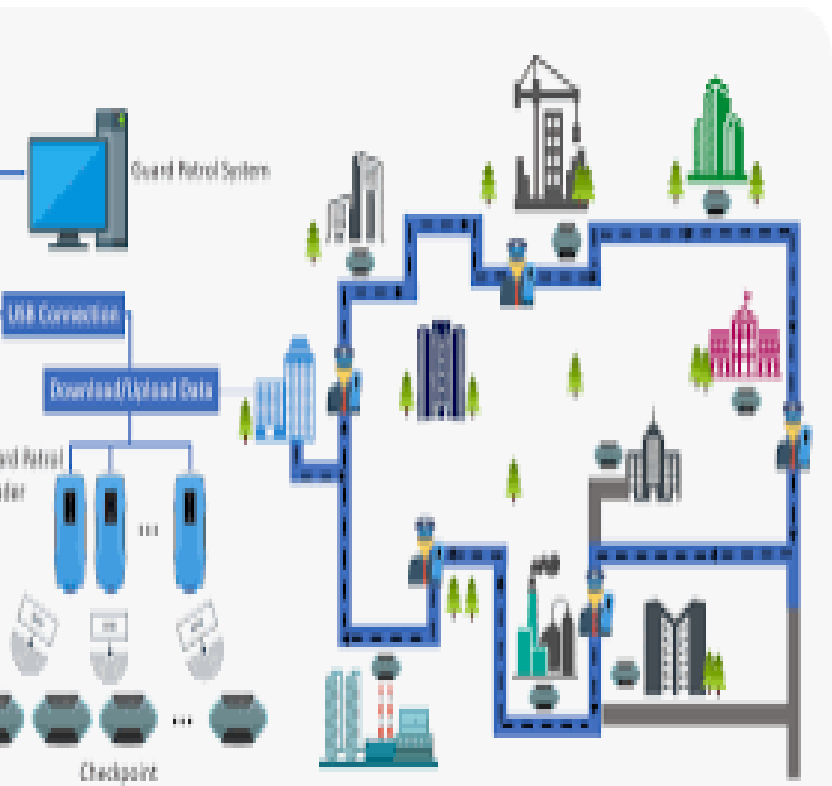
- So must be familiar with the objectives of guard and patrol
- SO must ensure security equipment are in good working order.
- SO must report any damage to the security equipment to the Operations Manager when taking over duty
- SO must adhere to the patrol plan and Guard Tour System
- SO must ensure their safety when they conduct patrol at dark places or during night patrol
- SO must report all incidents to Command Centre in real time and await further instructions



**SECURITY GUARDS
ON PATROL**

C.2.CONTINUOUS PROFESSIONAL DEVELOPMENT

*1b. Local Incident - Assault of
Security Officer at Roxy Square*



Objective:

- ❖ To equip SO with the skills to effectively protect people and property.
- ❖ To enhance situational awareness and response capabilities in various security scenarios.
- ❖ To instill SO the discipline, professionalism, and ethical conduct in security personnel.
- ❖ To ensure SO are proficient in using security equipment and technology.
- ❖ To prepare SO to effectively assess and mitigate potential security risks and threats.
- ❖ To empower SO to conform to the processes and procedures as per the SOP
- ❖ To reinforce knowledge of potential threats/incidents that falls into the duties of the security officer

Overview of Incident

- On 4 April 2019, Mr Andrew Lim Security Officer was Patrolling.
- Close to midnight a drunk Brian Stuart Boyd Mills assaulted Security Supervisor Andrew Lim Cheng Hock
- This was because Mills was frustrated at not finding an unlocked exit point from Roxy Square.
- He attempted to trip him prior to the punch. The punch caused hurt to Andrew Lim face that resulted in medical expenses of close to S\$ 1,000 as well as another S\$ 250 to replace Andrew Lim's broken spectacles.
- Andrew Lim called the police, which culminated in Mills being charged for assault in Sept 2019 and sentenced to 1 week's jail. This was despite Mills apologizing to Andrew Lim and giving him S\$ 2,000 in compensation.

Overview of Incident

- The video taken by the colleague of Andrew Lim went viral and called for additional measures for the protection and safety of security officers. The two associations, Security Association of Singapore (SAS) and Association of Certified Security Agencies (ACSA) issued a joint statement calling for better protection.
- This culminated to amendments to the Private Security Industry Act (PSIA) passed in parliament on 5 Oct 2021, to be effected from 1 May 2022. These considered offences as per below to protect members of the public and extended them to include security officers with some stiffer fine or jail time:
 - Intentionally causing harassment, alarm or distress;
 - Assaulting or using criminal force;
 - Voluntarily causing hurt

Assault of Security Officer at Roxy Square

Case Study : <https://sg.news.yahoo.com/man-who-punched-security-guard-in-roxy-square-mall-jailed-1-week-101211888.html#:~:text=SINGAPORE%20%E2%80%94%20British%20man%20who%20punched%20a,the%20handphone%20belonging%20to%20one%20of%20Lim%E2%80%99s%20colleagues.>
Videos: <https://www.youtube.com/watch?v=FqgFu1mJKFY>

On 4 April 2019 close to midnight of, Brian Stuart Boyd Mills who was drunk from about a third of a bottle of whiskey was attempting to search for an unlocked exit from Roxy Square. As he could not find the appropriate exit, he demanded to see the supervisor on duty. The security officer brought him to see Mr. Andrew Lim Cheng Hock who explained that certain exits were locked and some were unlocked.

Mills then proceeded to quarrel with Andrew Lim that it was inappropriate the availability of unlocked exits. Andrew Lim, a Security Supervisor, saw that Mills was getting out of hand and was alert to tell his colleague to start recording the incident.

Assault of Security Officer at Roxy Square

Andrew Lim offered to show him to the nearest exit and despite Mills blocking him with his arm once they both headed in the direction of one of the exits. The colleague of Andrew Lim followed behind, still recording. As Mills and Andrew Lim rounded a corner, Mills tried to trip Andrew Lim but instead himself stumbled and in anger swung a punch to the side of Andrew Lim face, which caused him to fall backwards and resulted in his spectacles becoming broken. Mills left the scene after hurling some expletives.

Andrew Lim called the police and then headed to Bedok Polyclinic for medical attention. He incurred more than S\$ 1,000 in medical expenses and was also given 12 days of medical leave. He also had to bear S\$ 250 to get his spectacles replaced.

On 23 Sept 2019 Mills was sentenced to a week's jail. This was despite him returning to the scene and apologizing to Andrew Lim as well as voluntarily compensating him S\$ 2,000 in cash. For assault, Mills could have been jailed for up to two years and fined up to S\$ 5,000.

Key Observation:

- ❖ SO was calm and calm during the situation.
- ❖ SO never agitate the male person into anger. In fact , he was actually offering assistance to the drunk male person.
- ❖ SO did not retaliate and exercised restraint despite being punched.
- ❖ SO reported the incident and updated the Command Centre.
- ❖ SO actions adhered to the SOP for the scenario.
- ❖ SO SO did not maintain a distance and safety approach observe any suspicious behaviour
- ❖ SO assaulted, punched by Mills and spectacle felled down.



Lessons Learnt:

- ❖ SO must continue to interact cordially with anyone.
- ❖ SO must always ensure his / her safety when dealing with any situation.
- ❖ SO to observe the body language and posture can indicate the emotional state of the individuals involved.
- ❖ SO to take note of a person body language and posture that can indicate the emotional state of the individuals involved.
- ❖ SO to use of respectful or inflammatory language can affect the escalation or de-escalation of the conflict.
- ❖ SO to back away from the person and inform Command Centre for assistance if he spots The use of respectful or inflammatory language can affect the escalation or de-escalation of the conflict..

Lessons Learnt:

- ❖ To conduct regular refresher training on managing disorderly behaviour and identifying suspicious persons.
- ❖ SO observe from a distance and approach if observe any suspicious behaviour
- ❖ Attend the following from the Learning Management System (LMS)
- ❖ Security Basic Functions: Guard & Patrol