



**Level 2 Award
SIA CCTV Operator
(Public Surveillance)**

DISTANCE LEARNING BOOKLET



Approved HABC Centre

**Level 2 Award for CCTV Operators (Public Space
Surveillance) in the Private Security Industry**

SIA CCTV OPERATOR (PUBLIC SPACE SURVEILLANCE) QUALIFICATION

Distance Learning Material

Highfield Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry

Contents of this qualification:

▶ **Module 1:**

- **Working within the Private Security Industry** – a minimum of 8 hrs of reading required by distance learning excluding assessment
- **Terror Threat Awareness (ACT) distance learning** - a minimum of 2 hrs of self-study required. To access e-learning platform, please follow the link:
https://ct.protectuk.police.uk/?mode=landing_act&org=TrainingforEmploymentLtd

▶ **Module 2:**

- **Working as a CCTV Operator within the Private Security Industry:** (Minimum 14 hrs of learning, all of it contact time including assessment at the centre)
- **Practical Operation of CCTV equipment** (Minimum 8 Hours of practical including the portfolio required to be submitted by the learner at the centre)



PLEASE NOTE: You need to download and complete attached activity sheet. All activities are required to be completed and submitted to the administration or to your trainer before the course.

List of important websites are also given at the end of this document, which is useful source of further information in order to complete your activity sheet.

MODULE 1: Working within the Private Security Industry

(Minimum 8 hours of reading required by distance learning excluding assessment.)

TOPIC 1: THE PRIVATE SECURITY INDUSTRY

The key purpose of the security industry

The UK's private security industry provides manned and technical protection in an effort to prevent and detect crimes and other unauthorised activities.

As well as protecting premises, people and their property, security operatives also help to prevent and detect crime, prevent or reduce loss, waste and damage, as well as monitoring and responding to safety risks.

Deterrents include visible security such as uniformed security staff, CCTV and alarms.

Prevention is taking precautions to reduce the risk of crime.

Actions include:

- Checking windows security lighting, fences and doors,
- Effective access control,
- Controlling the issue of keys,
- Ensuring procedures are followed,
- Responding to changes in the environment and suspicious activity,
- Monitoring electronic article surveillance points

Detection includes:

- Identifying and reporting signs of criminal activity,
- Identifying suspect behaviour,
- Apprehending Criminals,
- Controlling security crime scenes.

Prevent and reduce loss, waste and damage including fire, flood, poor storage, abuse of facilities, equipment or materials. This is done by: Deterring actions that could lead to:

- Loss or damage,
- Removing and reporting causes of damage,
- Monitoring the environment for things that might increase risk,
- Responding to incidents and educating people in correct behaviour,
- Monitor, reduce and respond to safety risks to employees, customers, visitors or the general public.

Security can be provided to clients in three main ways:

- **Manned security** - where one or more security operatives work on a site providing both a deterrent against crime and an immediate Response to incidents as they occur.
- **Physical security** - physical deterrents such as locks, alarms, barriers, grills to help reduce crime.
- **Systems** - electronic and other technical systems to monitor premises for crime and other dangers, such as intruder alarms, fire detection systems and closed-circuit television (CCTV) systems.

Who is a security operative?

A 'security operative' is the general term used throughout this book to describe any person paid or used to provide any form of manned security to a client or premises.

This term includes:

- › Door supervisors,
- › Uniformed security officers,
- › Store detectives,
- › CCTV operators,
- › Vehicle immobilizers,
- › Cash and valuables in transit operatives and close protection operatives.

How does a SIA license look?



The key bodies

Security companies and individual security operatives work with a number of other 'key bodies' in their efforts to protect their clients and to prevent crime. These bodies all fulfil different functions, but all play a role in the provision of general security. Some of the key bodies we need to be aware of include:

- › **The Police:** Security operatives now work closely with the police service and are now considered being a part of the wider police partnership.
- › **Local Authorities (councils):** Security operatives sometimes work on or at premises owned, managed or licensed by the local authorities.
- › **Skills for Security:** Skills for Security, a not-for-profit sector skills body, was created by employers to work with and on behalf of the security Industry to improve standards of professionalism, and to provide access to training and qualifications within the sector.
- › **National Security Inspectorate (NSI):** The National Security Inspectorate is the security industry's leading approvals and certification body. It inspects companies providing home security, business security and fire safety services.
- › **British Standards Institution (BSI):** The British Standards Institution is the national standards body for the UK? It develops private, national and international standards for companies in a variety of sectors, including security.

- ▶ **Various security trade associations:** The private security industry now has a range of different trade associations to represent it, including the British Security Industry Association (BSIA) and the International Professional Security Association (IPSA). These two are for the wider private security industry, but there are others that represent specific sectors.
- ▶ **The Security Industry Authority (SIA):** The SIA is the government body set up to license the private security industry in the UK

The aims and functions of the Security Industry Authority (SIA)

The organization responsible for regulating the private security industry is called the Security Industry Authority (SIA). The SIA is a non-departmental public body reporting to the Home Secretary, under the terms of the Private Security Industry Act 2001. Its mission is to regulate the private security industry effectively, to reduce criminality, raise standards and recognize quality service.

The SIA has two main duties.

1. The first is the compulsory licensing of individuals undertaking designated activities within the private security industry.
2. The second is to manage the voluntary Approved Contractor Scheme, which measures private security companies against independently assessed criteria.

Licensing

SIA licensing covers security guarding, door supervision, close protection, cash and valuables in transit, public space surveillance using CCTV, key holding and vehicle immobilizing. Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job. Anyone wishing to work as a security operative must have an SIA license before they can start work. To work without a license is now a criminal offence. Anyone found working in security without a license can be fined up to £5,000 or could go to prison for up to six months.

It is also a criminal offence for an employer to use an unlicensed security operative.

To get a license you need to apply to the SIA itself. Your identity will be checked, you will be required to undergo the specified training, your criminal record will be checked, and you will be required to pay the license fee. Your license will last for three years, after which time you will need to renew it. (A vehicle immobilizer's license needs renewing annually).

As a license holder you will be expected to abide by the SIA's Code of Behaviour. These standards are to set, raise and maintain national standards of behaviour of security operatives.

SIA Approved contractor scheme (ACS)

SIA introduced a set of operational and performance standards for private security companies. Companies that meet these standards are awarded Approved Contractor status. This accreditation provides purchasers of private security services with independent proof of a company's commitment to quality.

The different security sectors

Door supervisors: A door supervisor carries out security duties in or at licensed premises, like pubs and nightclubs (even off licenses), preventing crime and disorder and keeping staff and customers safe.



Security officers (guarding): A security officer guards premises against unauthorized access or occupation, or against outbreaks of disorder or against damage. They also guard property against being stolen or against being otherwise dishonestly taken or obtained. They may also guard one or more individuals against assault or against injuries that might be suffered in consequence of the unlawful conduct of others.



Security officers (key holding): Key holding is where a security officer keeps custody of, or controls access to, any key or similar device for operating (whether mechanically, electronically or otherwise) any lock.

CCTV operators: CCTV operators carry out guarding activities using closed-circuit television equipment, to either monitor the activities of members of the public in a public or private place, or to identify a particular person. This includes the use of CCTV to record images to be viewed on non-CCTV equipment.



Close protection operatives: Close Protection is guarding one or more individuals against assaults or injuries that might be suffered in consequence of the unlawful conduct of others.



Vehicle immobilizers: Vehicle immobilizers are security operatives who either remove or relocate vehicles, restrict the movement of vehicles using a device, or release vehicles after demanding or collecting a charge.

All of the above includes providing a physical presence, or carrying out a form of patrol or surveillance to deter crime.

The qualities of a security operative

It is very important that security operatives appear professional at all times.

Clients and members of the public expect security staff to act in a certain way, but what qualities should a security operative possess?

Security operatives should be:

- | | | |
|----------------|--------------------|---------------------------|
| ➤ Professional | ➤ Alert | ➤ Patient |
| ➤ Honest | ➤ Helpful | ➤ Loyal |
| ➤ Reliable | ➤ Approachable | ➤ Positive |
| ➤ Fair | ➤ Tactful | ➤ Effective communicators |
| ➤ Courteous | ➤ Self-disciplined | |
| ➤ Dedicated | ➤ Cooperative | |

Security operatives must appear professional at all times

Safer Community Initiatives

Local authorities now use Safer Community Partnerships to help reduce crime and the fear of crime in their areas.

They work together with the police, the other emergency services and other relevant public and private organisations to try to reduce crime, public disorder, reoffending, anti-social behaviour, substance misuse and vandalism.

Crime reduction initiatives try to do this by:

- improving the physical security of vulnerable areas
- improving the environment itself
- removing the means and opportunities to commit crime
- using extra lighting to improve visibility in an area
- using warning signs
- controlling access to certain areas at specific times
- using CCTV
- using radio communications between various organisations and companies
- making use of local and national Pubwatch and Shopwatch initiatives
- using the yellow and red warning cards in conjunction with the local Pubwatch policy

The main aims of local crime reduction partnerships are to reduce crime, public disorder, reoffending, antisocial behaviour, substance misuse and vandalism.

Assignment instructions (A.I.s)

These are a set of written guidelines on what needs to be done and how it should be done on that particular site. Complying with these instructions will ensure you stay within the law and the client's requirements.

This term is not usually used in licensed premises but is primarily used in static premises, including building sites, factories, retail etc.

A.I.s contain details and instructions on:

- Duty times
- Site plans
- Site risks
- Location of high-value property
- Areas of vulnerability
- Patrol times/routes
- Access/egress procedures
- Search procedures
- Reporting procedures
- Health and safety issues
- First-aid procedures
- Methods for calling the emergency services
- Important contact telephone numbers
- Emergency and evacuation procedures
- Alarm/surveillance systems
- Methods of communication
- Relevant documents.

A.I.s are **CONFIDENTIAL** documents and must be kept securely so that unauthorised people do not have access to them.

REMEMBER:

- Always read the A.I.s when you start on a new site
- Keep yourself up to date with the contents
- You may need to sign a form confirming that you have read the A.I.s at the start of each shift

Advantages and disadvantages of using CCTV

CCTV does not prevent crime but there are many benefits that come with using CCTV, for example:

- CCTV does deter some people from committing a criminal act.
- It can reassure customers/staff of their safety monitoring CCTV is safer than actually patrolling a site and monitoring multiple screens at once can allow you to observe a site quicker than if you were to walk around it. As there is less risk to the security operative, there is therefore less time off sick after incidents/accidents and no compensation claims if injury occurs during a physical patrol.

There are also disadvantages of using CCTV, for example:

- › The evidence obtained from CCTV is only good if the system meets requirements and has sufficient coverage
- › Blind spots could adversely affect the chain of evidence if footage does not adequately prove or disprove guilt
- › Poor quality images may not be admissible in court

The legal implications of using CCTV

- › CCTV systems must be registered with the Information Commissioner's Office (ICO)
- › One person must be registered as responsible and accountable for the system
- › Signage must be clearly displayed at each entrance point to premises or site to state
- › CCTV is in operation
- › Must not record anywhere where people are expected to undress, e.g. toilet cubicles or front footage of urinals.

Career opportunities within the private security industry

The private security industry employs more than half a million people and each year contributes billions of pounds to the UK economy.

Security operatives are usually employed by security companies, who then supply the staff to various clients under contract. Some security operatives are in-house, however, working directly for the client.

As the industry continues to grow there are more opportunities for people with no previous security experience to get work in the sector, and once employed there are now clear career paths for those wishing to progress.

Experience, further training and gaining formal qualifications in any of the sectors will help security operatives to rise within a security company. As well as the basic training required by the SIA there are many higher level training courses and qualifications. There are apprenticeships for newcomers, NVQs for those already working in the sector, supervisor qualifications, certificates, diplomas and apprenticeships in security management.

Depending on the size of the security company, progression can include any of the following positions:

- › Security operative
- › Supervisor
- › Team leader
- › Area manager
- › Regional manager
- › Director
- › Owner

Further to this, there are often other affiliated support roles within these companies, including trainers, assessors, account managers and a variety of specialist roles.

TOPIC 2: AWARENESS OF THE LAW IN THE PRIVATE SECURITY INDUSTRY

The differences between Civil and Criminal Law

Security operatives are playing an increasing role in the fight against crime.

Because of this, and so that they can be effective in the workplace, it is important for them to gain a basic working knowledge of the law.

Laws are used to ensure that citizens abide by certain rules that are made to keep us all safe. Laws tell us what we are and are not allowed to do and allow us to be punished if we breach those laws.

There are two main types of law in the UK, civil law and criminal law:

- ▶ **Civil laws:** Civil laws help govern our daily lives. They usually deal with disputes between people, companies or other organizations. Civil cases are usually dealt with in the county courts, with more serious cases being heard in the High Court. Civil laws deal with things like monies owed, family and matrimonial disputes, property disputes, custody, adoption, libel and slander. Security operatives do not normally deal with civil disputes. The only civil law that security operatives may use is for the offence of trespass. This is where a person is improperly on someone else's property without their consent. Security operatives may well be required to remove an unwanted visitor from a client's property, and the laws of trespass allow them to do this.
- ▶ **Criminal laws:** Criminal laws are there to prevent people from committing more serious offences, usually against people or property. Criminal laws come from either very old judicial decisions made in courts (common law) or can be found in Acts of Parliament (statute law). Criminal laws cover crimes that can make you liable to arrest prosecution through the criminal courts, and a term of imprisonment. Theft and burglary are criminal offences.

Criminal offences include:

- | | |
|------------------|---|
| ▶ Murder | ▶ Burglary |
| ▶ Kidnap | ▶ Fraud |
| ▶ Rape | ▶ Robbery |
| ▶ Sexual assault | ▶ Criminal damage |
| ▶ Assaults | ▶ Firearms offences (because these offences are so serious, security operatives and other members of the public have powers of arrest for some of them) |
| ▶ Drugs offences | |
| ▶ Weapons | |
| ▶ Theft | |

The Human Rights Act and the private security industry

The European Convention on Human Rights was drafted after the end of World War 2. In the UK we signed up to it in 1953, and we have now adopted the full Human Rights Act into our own systems of law.

Human rights are the basic rights and freedoms to which we are all entitled. As security operatives, we must be aware of those 'articles' that may affect our work. The Human Rights Act 1998 states all public authorities must ensure that everything they do is compatible with Convention rights unless an Act of Parliament makes that impossible. If a security operative works for a public authority, they must be aware of the possible consequence of breaching a customer's human rights.

Human rights are the basic rights and freedoms we are entitled to.

The most relevant articles are:

- › Article 2 The right to life
- › Article 6 The right to a fair trial
- › Article 8 The right to respect for private and family life
- › Article 10 The right to freedom of expression
- › Article 11 The right to freedom of assembly and association
- › Article 14 The prohibition of discrimination

Six principles of the Data Protection Act

The **Data Protection Act 2018** controls how your personal information is used by organisations, businesses or the government. It is a piece of national legislation that governs how information about us is held. All companies or organizations that gather, hold or process personal information or images of members of the public must abide by certain rules. They must also register themselves with the **Information Commissioner's Office (ICO)**, the body responsible for enforcing the legislation

There are six basic rules that govern how that personal data about us is held:

1. The first data protection principle is that the processing of personal data must be:
 - (a) lawful, and
 - (b) fair and transparent.
2. The second data protection principle is that -
 - (a) the purpose for which personal data is collected on any occasion must be specified, explicit and legitimate, and
 - (b) personal data so collected must not be processed in a manner that is incompatible with the purpose for which it is collected.
3. The third data protection principle is that personal data must be adequate, relevant and not excessive in relation to the purpose for which it is processed.
4. The fourth data protection principle is that personal data undergoing processing must be accurate and, where necessary, kept up to date.

5. The fifth data protection principle is that personal data must be kept for no longer than is necessary for the purpose for which it is processed
6. The sixth data protection principle is that personal data must be processed in a manner that includes taking appropriate security measures as regards risks that arise from processing personal data.

The person in charge of the company or organization gathering, holding or processing this information is called the **data controller**.

An individual wanting access to any personal information or image held about them can request to see it by submitting a subject access request (SAR) to the data controller within that company or organization.

Discrimination

As security operatives strive to improve their image and levels of professionalism, it is important that they are aware of and act correctly in relation to issues concerning diversity and equality. Security operatives provide a service and must provide the same quality of service to everyone. They must not discriminate against certain types of people when carrying out their duties.

- › **Discrimination:** is treating a person less favourably than another person.
- › **A prejudice:** is a hostile (or sometimes positive) attitude towards someone who belongs to a certain group, simply because they belong to that group, and are therefore assumed to have all of the characteristics associated to that group.
- › **Stereotyping:** is when we lump certain groups of people together, assuming that they are all the same simply because they belong to that group.

Prejudices and stereotyping can be harmful when they are used to openly discriminate against people. Security operatives are reliant on the public for their support and confidence, so it is important that their conduct is seen to be impartial and reasonable at all times.

The Equality Act 2010

Previously, discrimination, equality and diversity were enforced by numerous separate pieces of legislation. These laws were often confusing, and some were outdated or ineffective.

The **Equality Act** received Royal Assent on 8th April 2010 and its core provisions came into force on 1st October 2010. The coalition government have indicated that further provisions relating to public sector equality and gender pay reporting will be effective in 2011 and 2013 respectively.

The purpose of the Equality Act is to provide a new legislative framework to protect the rights of individuals and to advance equality of opportunity for all. The new act simplifies nine pieces of legislation bringing into existence one single statute dealing with discrimination law.

Some of the old laws remain the same, whilst others have been changed or expanded. Some new elements have appeared for the first time.

The Equality Act prohibits discrimination on the grounds of:

- › Age
- › Disability
- › Gender reassignment
- › Marriage and civil partnership
- › Pregnancy and maternity
- › Race
- › Religion or belief
- › Sex
- › Sexual orientation

These are known as the '**protected characteristics**'

- › **Direct discrimination:** occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.
- › **Indirect discrimination:** occurs when a policy or practice which applies to everyone particularly disadvantages people who share a protected characteristic

People's rights under this legislation can be enforced through the county courts, resulting in fines and/or compensation being awarded.

The term vicarious liability means that employers could be prosecuted for the actions of their security operatives or other members of staff if a customer is discriminated against.

Discrimination can be hurtful, insulting and demeaning to the recipient, and is not acceptable from security professionals.

Under separate legislation it is also made clear under the Human Rights Act that all people have the right to be free from discrimination.

The main aims of the Private Security Industry Act 2001

The Private Security Industry Act 2001 was brought in to regulate the UK's private security industry. The government formed a new corporate body called the Security Industry Authority (SIA) to do this, reporting directly to the Home Secretary.

The SIA's main functions are:

- › To license individuals in specific sectors and to approve security companies.
- › To keep under review the private security industry and the operation of the legislative framework.
- › To monitor the activities and effectiveness of those working in the industry to conduct inspections.
- › To set and approve standards of conduct, training and supervision within the industry, and to make recommendations to improve standards.
- › The SIA now licenses security operatives, supervisors, managers, directors and company owners in the areas of door supervision, manned guarding, key holding, cash and valuables in transit (CVIT), CCTV operations, vehicle immobilization and close protection. This is to ensure that people employed within the industry are 'fit and proper' for the job role. The SIA also provides a public register of licensed individuals, and a list of its Approved Contractor Scheme companies. The Private Security Industry Act also gives the SIA various powers of entry and inspection to ensure compliance and lists specific offences and subsequent sentences for those caught breaching the act.

TOPIC 3: ARREST PROCEDURES

An arrest or apprehension is the taking or restraint of a person from his liberty in order that he shall be forthcoming to answer an alleged crime or offence.

Taking away someone's liberty is a very serious matter. Prior to acting, you must consider:

- › whether you have powers of arrest (is it an indictable offence?)
- › how long until/can the police attend?
- › how you are going to stop the person from leaving and where are you going to this?
- › whether you have a colleague to act as your witness
- › if you are covered by CCTV
- › if the person is likely to attempt to assault you

Security operatives have no more powers of arrest than any other citizen.

Indictable Offences

Certain serious offences have been given a special condition within the criminal law and are known as 'indictable offences'. In Scotland the term is arrestable, not indictable, offences.

Indictable offences are defined under Section 24a of the Police and Criminal Evidence Act 1984 (PACE) Article 26 PACE (Northern Ireland).

The majority of serious crimes that security operatives come across will fall within this category. Indictable offences are those that may be tried at a Crown Court.

Arrest for Indictable Offences

Section 24a of the Police and Criminal Evidence Act 1984 says that:

- 1) A person other than a constable (which includes security operatives) may arrest without a warrant:
 - a) Anyone who is in the act of committing an indictable offence
 - b) Anyone whom he has reasonable grounds for suspecting to be committing an indictable offence
- 2) Where an indictable offence has been committed, a person other than a constable may arrest without a warrant:
 - a) Anyone who is guilty of the offence
 - b) Anyone whom he has reasonable grounds for suspecting to be guilty of it.

But this power of arrest is exercisable only if:

- › the person making the arrest has reasonable grounds for believing that for any of the reasons mentioned it is necessary to arrest the person in question; and
- › it appears to the person making the arrest that it is not reasonably practicable for a constable to make it instead.

The reasons to arrest are to prevent the person from:

- Causing physical injury to themselves or any other person
- Suffering physical injury
- Causing loss of or damage to property
- Making off before a constable can assume responsibility for them.

The limitations to powers of arrest

Under Section 24a of the Police and Criminal Evidence Act (PACE) 1984, (the Criminal Procedure (Scotland) Act 1995, S26a of the Police and Criminal Evidence (Northern Ireland) Order 1989 (SI 1989/1341), certain serious offences have been given a special condition within criminal law and are known as indictable offences. The majority of crimes that security operatives come across will fall within this category. Indictable offences are those that may be tried at a Crown Court.

Powers of Arrest

Offences under this section, for which all door supervisors have the same powers of arrest as other members of the public include:

- murder (also known as culpable homicide in Scotland)
- aggravated assault (also known as serious assault in Scotland) - legally known as GBH with intent
- burglary (also known as housebreaking in Scotland)
- criminal damage (also known as malicious mischief in Scotland)

When to Arrest

Security operatives should only arrest someone for one of the following reasons:

- a) To prevent an offence being committed
- b) To prevent the continuance of an offence
- c) To prevent the renewal of an offence
- d) To detain someone for an offence already committed.

How to Arrest

The person must be told:

- Who you are (if not obvious); ***'I am a member of the security team here'***
- That they are under arrest; ***'You are under arrest.....'***
- What they are being arrested for; ***'.....for criminal damage'***
- The grounds for the arrest; ***'I have just seen you breaking that window'***
- That the police will be called: ***'We are calling the police and you must wait here until they arrive'.***

Where possible, arrests should be made as quietly and as discreetly as possible to avoid situations from escalating and becoming out of control.

Security operatives should take care not to show an over-aggressive attitude when effecting an arrest, just a firmness of intent.

Once the decision has been made to arrest someone, the person must be told that they are under arrest as per the slide.

During an Arrest - when carrying out an arrest:

- › Use everyday words
- › Do not 'caution' the suspect
- › Explain the reasons for the arrest
- › Only use force, if necessary, to prevent escape or assault
- › Treat the person reasonably
- › You are in charge of their welfare until the police arrive.

Always consider how long the police may take to arrive at the scene. Do you really need to arrest the person or do you have sufficient evidence, e.g. good CCTV evidence, for the police to be able to arrest them at a later time?

Once you have arrested someone, you are responsible for their safety. You will need an area to keep them and CCTV, or at least 2 members of staff, to monitor them.

After an Arrest - after an arrest, you are responsible for the person. You must:

- › Ensure own safety
- › Ensure the person's safety
- › Ensure the evidence is preserved
- › Hand over the person and the evidence to the police; explain reason for arrest in front of person and police
- › Record the arrest
- › Assist police with a statement
- › Possibly attend court to give evidence
- › Discuss the arrest procedure with the police.

Unlawful Arrest

- › You can use your powers of arrest in the course of crime prevention and detection
- › Relatively few successful civil/criminal actions have been taken against security staff for unlawful arrest
- › Use discretion and common sense when deciding when to effect an arrest
- › Ensure you have the power to arrest in the first place.

Your Safety

Never put yourself in any unnecessary danger while effecting an arrest. If you are in any doubt about your ability to make the arrest, or about your personal safety, then the police should be called to:

- › Assist with the arrest
- › Make the arrest themselves.

Self-defence

Common law – the rules of self-defence: *if any person has an honestly held belief that he or another is in imminent danger, then he may use such force as is reasonable and necessary to avert that danger.*

Scotland: *'In Scots law, if a person is attacked, or is in reasonable fear of attack, he's entitled deliberately to use such force as is needed to ward off that attack.'*

If you feel that you are about to be attacked, you don't need to wait for someone else to strike the first blow. Circumstances may justify a pre-emptive strike.

So, if a security operative (while on duty) feels that they or someone else is about to be hurt, then they are allowed to use force to protect themselves or that other person.

In a criminal case in 1988, it was said that common law has always recognised the right of a person to protect themselves from attack and to act in the defence of others, and if necessary, to inflict violence on another in so doing. Provided that no more force is used than is reasonable to repel the attack, such force is not unlawful and no crime is committed.

In another case in 1995, it was said that the necessity of using force was a question for the subjectivity of the defendant, whereas the degree of force was more objectively considered by the courts. This means that door supervisors have to decide themselves if and when to use force, whereas ultimately a court may have to decide whether the amount of force used was reasonable or not.

The Use of Force

The law gives certain situations when members of the public are allowed to use force on others, and the authority for door supervisors to use force when necessary can be found in the following parts of the law:

- self-defence
- breach of the peace/saving life
- Sec.3 Criminal Law Act.

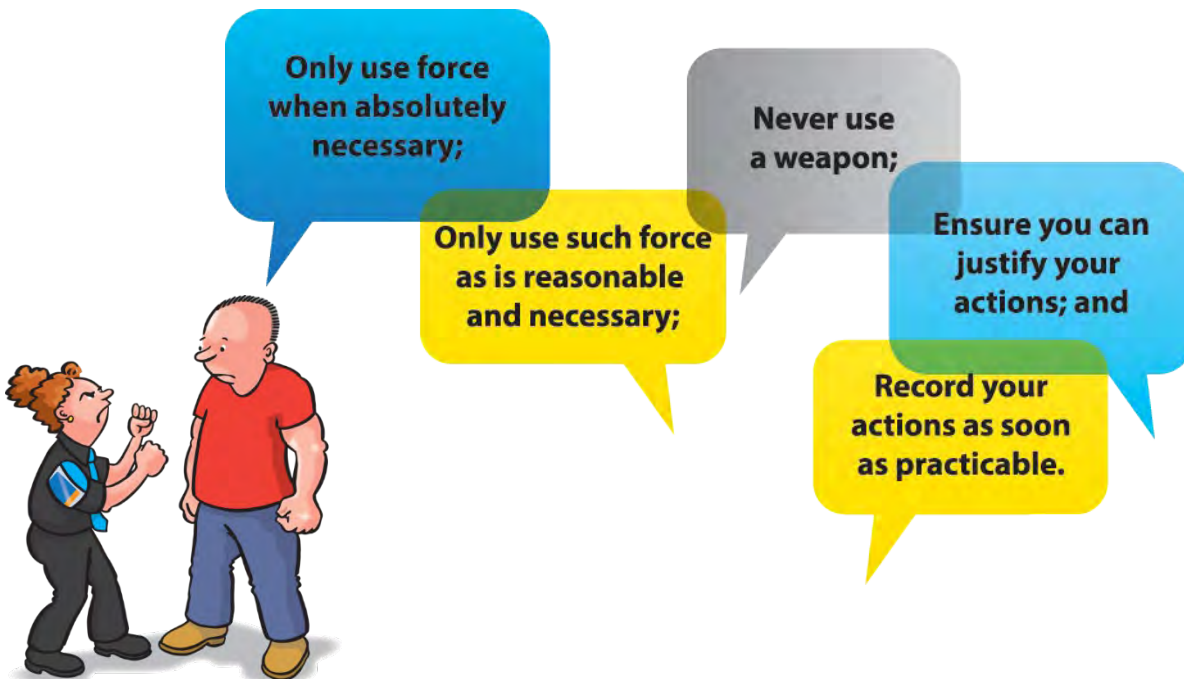
Security operatives do occasionally need to use force to carry out their duties and, under certain circumstances, are legally empowered to do so. Force can be used if:

- being used for self-defence
- saving life/saving others from harm
- preventing someone from leaving after an arrest (citizen's arrest).

The questions that are likely to be asked about any use of force are:

- (1) Was there a need to use the force? Were they leaving anyway?
- (2) Was the amount of force used reasonable or not? What did they do and what did we do?
- (3) What was the extent of the injuries compared to the amount of resistance given? If they did not struggle, why/how did we damage them?
- (4) What was the size and build of the injured party compared to the door supervisor? This is not about big security officer versus small skinny person, it is about whether we used the minimum amount of force possible or if we approached with full force and power.
- (5) Were any weapons used or threatened by the other party? If yes, you do what you have to do with what you have access to

- ▶ (6) At what stage did the security operative stop using the force? Once they are outside the premise/shop, why do we still have a hold on them?
- ▶ (7) Was the force applied in good faith or in a malicious way? Is there any personal connection as to why you might want to hurt this person? If yes, ideally, it should not be you applying any force.

Remember...

TOPIC 4: HEALTH AND SAFETY FOR THE PRIVATE SECURITY OPERATIVE

The importance of Health and Safety in the workplace

Every year, thousands of people in the UK are forced to take time off work due to health and safety-related issues. For some, this may only mean a few days off work, but for others it could mean long-term injuries or even death.

A hard-hitting fact is that the vast majority of incidents at work that result in injury can be avoided if standards of health and safety are better. Health and safety procedures in our places of work need to be effective to keep staff, visitors and customers safe. Furthermore, the law requires that proper health and safety procedures are in place anywhere where people work or come to be served.

The **Health and Safety at Work Etc Act 1 974** covers employers, employees, suppliers, people who control premises and visitors/customers on the site.

Breaches of health and safety legislation will be dealt with by either the Health or Safety Executive (HSE) or by the local environmental health practitioner (EHP) from the local authority. Breaches can result in the site being issued with an improvement notice, a prohibition notice or in criminal proceedings against employers, managers and directors of a company. Penalties can be up to two years' imprisonment and/or an unlimited fine.

A locked or blocked emergency fire exit poses a significant hazard.

Responsibilities of employers, employees and self-employed people under the Health and Safety at Work Legislation

Employers:

Employers must carry out a proper assessment of any possible risks to employees and other people visiting the site. They must then do what they reasonably can to either remove or reduce those risks. They do this by providing proper safety equipment, safe working practices, any relevant instruction or training, and any suitable personal protective clothing or equipment (PPE). Depending on the size of the site and the number of people working or visiting that site, they may also have to provide a written Health and Safety Policy, or even form a safety committee.

Employees:

Employees whether they are full-time, part-time or self-employed, have to take reasonable care of their own health and safety, and must make sure that they do not do anything or fail to do something that puts someone else's health and safety at risk. Also, they must follow the site's Health and Safety Policy at all times, should obey safety instructions, and should use safety and personal protective equipment properly, if serious incidents occur, they must follow the site's emergency procedures to help protect themselves, other staff and any visitors/customers.

Typical risks and hazards

- Hazard - something with the potential to cause harm.
- Risk - the likelihood of harm occurring
- Risk Assessment - the identification of hazards, the calculation of risk and the reduction of that risk, either completely or to the acceptable level.

Good health and safety practices are all about reducing hazards and risks.

Typical risks and hazards in the workplace include:

- ▶ Slips, trips and falls
- ▶ Injuries from poor lifting and carrying techniques
- ▶ Misuse or abuse of machinery
- ▶ Sharp objects like needles and knives
- ▶ Violence and assaults
- ▶ Diseases
- ▶ Hazardous chemicals
- ▶ Noise pollution
- ▶ Moving vehicles
- ▶ Locked or blocked fire exits
- ▶ Overcrowding
- ▶ Fires, floods and other emergencies
- ▶ The elements

Minimizing risk to personal safety

Once a risk or hazard has been identified, we need to follow the 'Hierarchy of Control' to work out how best to deal with the potential problem. We do this by asking ourselves:

- ▶ Can the hazard be eliminated?
- ▶ Can the risk be reduced?
- ▶ Can the cause of the hazard be replaced with something else?
- ▶ Can the hazard be isolated or blocked off?
- ▶ Would additional training help?
- ▶ Would personal protective equipment (PPE) help?
- ▶ Are first aid facilities needed?



Examples of personal protective equipment (PPE) for security operatives include:

- › Waterproof clothing
- › High-visibility clothing
- › Headwear
- › Gloves (needle-proof/slash-proof)
- › Rubber gloves and face shields (body fluids)
- › Stab-resistant vests
- › Metal detectors (searching)
- › Ear defenders
- › Eye protection
- › Safety boots
- › Radios
- › Mobile phones
- › Torches

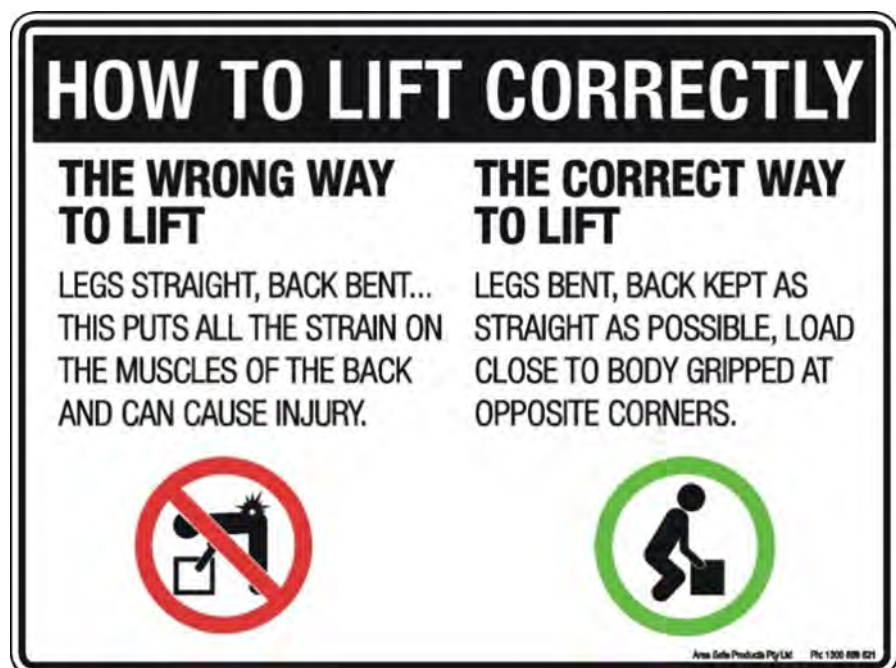


Safe manual handling

Manual handling is the movement or support of any load by physical effort, including lifting, moving, carrying, pushing and pulling.

If you lift or move heavy objects without using the recognized procedures, you run the risk of sustaining the following injuries:

- › Fractures
- › Spinal disc injuries
- › Trapped nerves
- › Burns
- › Damage to muscles
- › Damaged ligaments and tendons
- › Abrasions and cuts
- › Hernias



Before attempting to lift a load, think about the following to evaluate the risk it might pose to you and others.

Load:

Look at the load.

- › If it is too heavy, can it be lightened or split?
- › If it is unstable, can handles be fitted or the load is reapportioned?

Individual:

Consider the capability of the person or your capabilities.

- › Are they or you strong or fit enough?
- › Are they or you adequately trained for the task?

Task:

Evaluate the job to be done.

- › Does the task involve stretching, twisting or bending?
- › Can machinery be used or can team handling be used?

Environment:

Control the environment where the task takes place.

- › Is the floor slippery or uneven?
- › Can the layout or floor condition be improved?

The six safe lifting techniques include:

1. Stop and think
2. Position the feet
3. Bend the knees
4. Get a firm grip, keeping the back straight
5. Rise with the legs
6. Keep the load close to the body

WHAT YOU NEED TO KNOW

Manual Handling Operations Regulations 1992

These regulations (revised in 1998 and updated in 2004) place duties upon the employer to ensure that employees avoid hazardous manual handling operations so far as reasonably practicable. Employers should assess unavoidable manual handling operations and take steps to reduce the risk of injury from such operations as is reasonable practicable.



Establish if the lift be avoided or if you can use a mechanical aid to lift or move the load. If not:

1. Assess the load

Ensure you know what you are lifting, where it is to go and its weight. Be aware of awkward shapes or unbalanced loads.

2. Personal limitations

Know the limit of your own ability. Ask for help if needed.



3. Stance

If lifting alone face the direction of travel. Stand over the load, feet shoulder width apart and one slightly in front of the other. Bend your knees whilst keeping your back straight.

4. Proper Grip

Ensure you have a firm grip of the load, using the palms of your hands and the roots of the fingers. Never lift with the finger tips!



5. Body Position

Keep your arms close to your body, ensuring your legs take the weight of the load and not your arms. Tuck your chin to your chest, this helps keep the back straight.

6. Lifting

Use your legs to lift both your upper body and the load, ensuring you keep your back straight and the load close to your body.



7. Moving

Keep the load close to your body. Without twisting the trunk, use your legs to move the load.

8. Co-ordinated Lifting

If the load is unsafe to be lifted by one person, co-ordinate the lift with a colleague, ensuring the above techniques are followed.

Important: The easiest way may not be the safest

Lone Working

Security operatives who work alone can be at high-risk in the workplace.

They may feel isolated if they only have technological means with which to communicate with colleagues or call for assistance.

Technology can often fail to work in the manner it was intended.

Security operatives who work alone can be particularly susceptible to:

- › Violence
- › Injury
- › Ill health
- › Lack of support/communication
- › Lack of welfare facilities for rest.

Safety signs and signals

Safety signs are used to communicate health and safety instructions. They must be kept clean, in a good condition, and must be displayed where they can be easily seen. Security operatives must be aware of the colors and shapes of the six different types of signs.



Prohibition (Stop)

This sign is used to tell people they must not do something.



Warning (Danger)

This sign is used to warn people.



Mandatory (Obey)

This sign is used to tell people they must do something.



Safe Condition (Go)

These signs inform people of safe conditions.



Fire Equipment

These signs are to inform people of fire equipment.

Hazardous Substances

These signs warn you about dangerous chemicals.



EU Hazardous Substances

These signs warn you about dangerous chemicals.



Appropriate responses to accidents and injuries in the workplace

First Aid is defined as the initial or immediate assistance given to someone who has been injured or taken ill, before the arrival of an ambulance, a doctor or other qualified person.

The main aims of first aid are to:

- › Preserve life
- › Prevent the condition from worsening
- › Promote recovery
- › Obtain qualified assistance

Employers are required by law to provide adequate personnel, training, equipment and facilities to any staff/visitors/customers should they be injured or taken ill on the site.

As a security operative you must know your site's policy for providing first aid, you must know what you are expected to do in a medical emergency, and you must know who the designated qualified first aiders are on the site. You may even be required to undergo first-aid training yourself.

You need to know:

- › The site's policy for providing first aid
- › What you are expected to do in a medical emergency
- › Who the designated first-aiders on the site are
- › How to contact them
- › Where the first-aid room and equipment are

If you are trained to do so, you may be required to administer first aid in times of emergency

If you are trained to do so you may be required to administer first aid in times of emergency. If you are, remember the following:

- › Ensure your own safety first
- › Assess the situation
- › Control the situation
- › Diagnose the injury/illness
- › Save life
- › Send for appropriate medical assistance

If you are not trained to administer first aid in times of emergency:

- › Call the first-aider if you are not qualified (if you are, you may still need support)
- › Know when to call an ambulance; you or the first-aider may be able to deal with a minor injury, but it is very important that you know when to call an ambulance - always take guidance from a qualified first-aider

- › Ensure that onlookers are kept to a minimum but also monitor anyone who has remained for signs of shock
- › Provide as much of a physical block as you can, to protect the dignity of the casualty and prevent onlooking
- › Direct the ambulance to the casualty (if you are not the first-aider)

The main aims of First Aid are to:

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- › Promote recovery
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Employers are required by law to provide adequate personnel, training, equipment and facilities to any staff or visitors/customers entering a site. As a security operative you must know what your site's policy is for providing First Aid, you must know what you are expected to do in medical emergency, and you must know who the qualified first aider is on the site. You may even be required to undergo First Aid training yourself.

If you are trained to do so you may be required to administer First Aid in times of emergency. If you are, remember the following:

- › Ensure your own safety first
- › Assess the situation
- › Control the situation
- › Diagnose the injury/illness
- › Save life
- › Send for appropriate medical assistance

A trained first aider could be called upon at any time. If you need to call for an ambulance, call either **999** or **112**. This will put you through to the emergency services operator. The operator will ask you for the following information:

- › Which service you require
- › The telephone number you are calling from (in case you are cut off or for a call back)
- › Your exact location (address and postcode)
- › Type of incident
- › Number of casualties
- › Extent of the injuries
- › Any other dangers or hazards.



Although there is no mandatory list of First Aid equipment that each site must hold, the quantity and type of equipment in a First Aid box must be relevant to and adequate for the type of premises. But all First Aid boxes should be waterproof, airtight, adequately stocked and properly replenished.

All First Aid boxes are now **green in colour** with a white cross on them

- ▶ **Fainting:** Advise casualty to lay down raise their legs and monitor their breathing, move to cooler area remove outer/restrictive clothing.
- ▶ **Shock:** Advise casualty to lie down raise their legs, loosen tight clothing keep casualty warm coats/blankets) do not let them eat, drink or smoke monitor their breathing
- ▶ **Epileptic fit:** Do not restrain casualty make the area around them safe protect the head do not put anything in the mouth loosen tight clothing call 999/112 place in recovery position and monitor their breathing.
- ▶ **Heart attack:** Sit casualty down put in half-sitting position, loosen clothing, calm and reassure, call 999/112, monitor their breathing.
- ▶ **Sprains and strains:** Rest the injured part, Ice/ cold compress; Compress the injured part firmly to reduce swelling, Elevate the injured part.
- ▶ **Nose bleeds:** Sit casualty up, leaning forward, tell them to pinch the soft part of the nose below the bridge tell them to keep the pressure on for 20 minutes release pressure slowly, if bleeding does not stop send them to hospital.
- ▶ **Fractures:** Immobilise the injury, keep casualty still, support the limb, for open fractures and control the bleeding, call 999 /112.
- ▶ **Drug overdose:** Reassure get them to relax, keep them awake, find out what they have taken, do not leave them alone, call 999 /112, monitor their breathing.
- ▶ **Cuts and bleeding:** Put on protective gloves, use sterile dressing, cover the wound and apply pressure, raise the injured limb, if bleeding continues call 999.
- ▶ **Alcohol poisoning:** Keep casualty awake, give them water, keep them warm, do not leave them alone, call 999/112, monitor their breathing.

Dealing with personal injuries

Carry out an initial risk assessment ensure that your actions do not put you in any sort of danger, ensure that your area is safe. Remain calm and assess the causality/causalities involved, unconscious causalities should be your first priority to attend.

If you are a qualified first aider administer first aid, if you are not the qualified person summon for the appointed person of that venue.

Once you summon help, give your contact details, exact location, service or assistance required, access to location of incidence, number of causalities and the extent of injuries.

You or the person responsible should complete the incident report and accident form as soon as possible, the same would be required form insurance and investigation purposes. If include details of who was injured, when it happened, where it happened, what caused it, why did it happen. The

likely chances are that you would include all important relevant information required and would not be missing and important information that might be important.

Reporting procedures for Health and Safety accidents and injuries

Following any accident or medical incident, it is important to record all details relating to the situation. The information contained in the accident book can often help employers to identify accident trends and improve the general health and safety of the site. These records may also be required for insurance and/or investigative purposes.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

For serious accidents/incidents and near misses at work the employer is required by law to notify their local authority, the Health and Safety Executive (HSE) or the incident contact centre in Caerphilly. The first person on the scene assisting the casualty may not be directly responsible for completing the RIDDOR report, but they must ensure that their supervisor or manager or the health and safety officer receives the correct information contained within the accident book.

Security operatives must know the site's procedures for reporting medical incidents and must adhere to them.

Recording First-aid Incidents

As mentioned previously, it is important to record all details relating to injuries sustained on the site, whether they are sustained through accidents or criminal actions.

The information contained in the accident book can often help employers to identify accident trends and improve the general health and safety of the site.

These records may also be required for insurance and/or investigative purposes.

The information contained in the accident book can often help employers to:

- ▶ Identify accident trends
- ▶ Improve the general health and safety of the site
- ▶ Assist with insurance and/or criminal investigations.

Sample of accident report form

1st4sport Qualification
The Awarded Body for Sport and Recreation

Accident Report Form – Template in support of Task 5

These details should also be recorded in the Accident Book, where one exists.

About the person who had the accident			
Full Name			
Address			
Postcode		Age if under 16	
Occupation			
Activity being undertaken At time of the accident			
About the person reporting the accident (if not the same as above)			
Full Name			
Address			
Postcode		Age if under 16	
Occupation			
Role being undertaken at time of the accident			
Signature		Date	
About the Accident – when and where			
Date it took place		Time	
Where it took place; room or location			
About the Accident – what happened			
How did the accident happen? What was the cause?			
If there were any injuries – what were they?			
Signature of employer or person in charge			

Sample of accident report form

THE UNIVERSITY OF ALABAMA AT BIRMINGHAM

INCIDENT REPORT FORM

(Incidents involving employees, students, visitors)

This is a confidential report and should not be made a part of an employee's personnel record. It is completed to allow us to obtain advice from legal counsel and for the protection of the university and its employees from potential liability.

***** PLEASE PRINT LEGIBLY *****

INFORMATION ABOUT THE PERSON INVOLVED IN THE INCIDENT:			
Full Name:		Social Sec.#:	
Home Address:			Gender: M F
Circle:	Employee (Full-time, part-time, perm., temp.)	Student (SOM, SON, SOD, Other)	Visitor
Date of Birth:	Home phone:	Campus Phone:	
Campus address:			
Job Title:		Supervisor:	

INFORMATION ABOUT THE INCIDENT:		
Date of Incident:	Time:	Police notified: Yes No Case #:
Location of Incident:		
Describe what happened, how it happened, factors leading to the event, substances or objects involved. Be as specific as possible (attach separate sheet if necessary):		
<p>Were there any witnesses to the incident? Yes No</p> <p>If yes, attach separate sheet with names, addresses and phone numbers, or campus depts and phone.</p> <p>Was the individual injured? If so, describe the injury (laceration, sprain, etc.), the part of body injured and any other information known about the resulting injury(s):</p>		
<p>Was medical treatment provided? Yes No Refused</p> <p>If so, where (circle) : Emerg. Rm. The Workplace Walk In Clinic Other:</p> <p>Will the employee miss time from work as a result of this incident? Yes No Unknown</p>		

REPORTER INFORMATION	
Print Name of Reporter:	
Reporter Signature	Title:
Date Report Completed:	

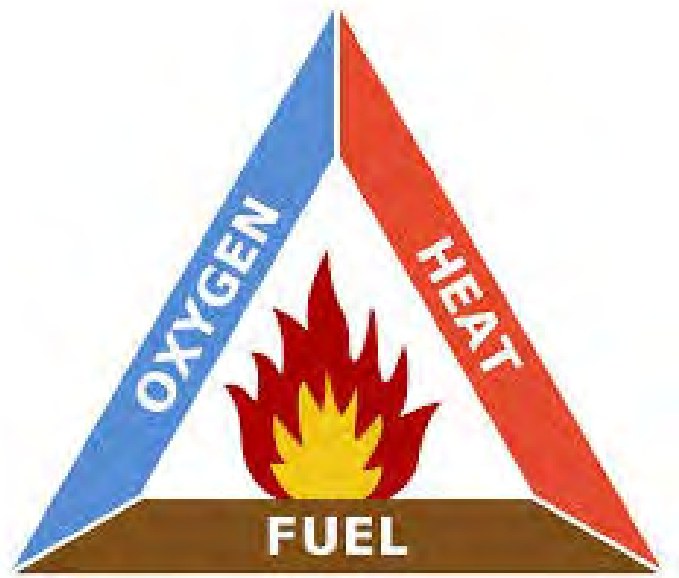
V. April, 2002 EMPLOYEE REPORTS - Send to HRM in AB 360G. VISITOR/STUDENT to Risk Management 500 Bldg Suite 504.

TOPIC 5: FIRE SAFETY AWARENESS

Fire can disrupt any executive cause millions of pounds worth of damage and can cause serious injuries or death. Security operatives need to be aware of the dangers of fire, need to understand basic fire prevention methods, and need to know what to do on discovering a fire.

Fire needs three elements to survive:

Namely heat, oxygen and fuel



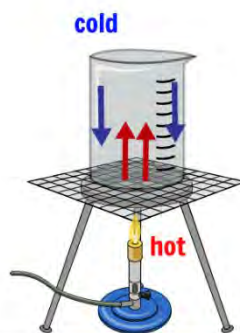
Fire Triangle

- › **Heat** - a minimum temperature is needed to start a fire, but once a fire has started it normally maintains its own heat source.
- › **Oxygen** - fire needs oxygen to burn as it supports the combustion process.
- › **Fuel** - fire needs something to burn, like solid fuel, oil or gas

Convection, Conduction, Radiation

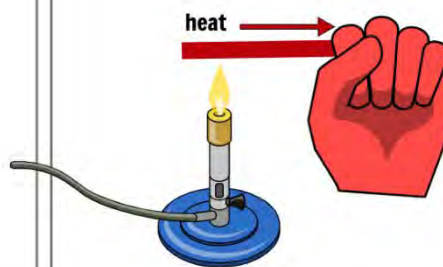
CONVECTION

The movement caused within a fluid by the tendency of hotter and therefore less dense material to rise, and colder, denser material to sink under the influence of gravity, which consequently results in transfer of heat.



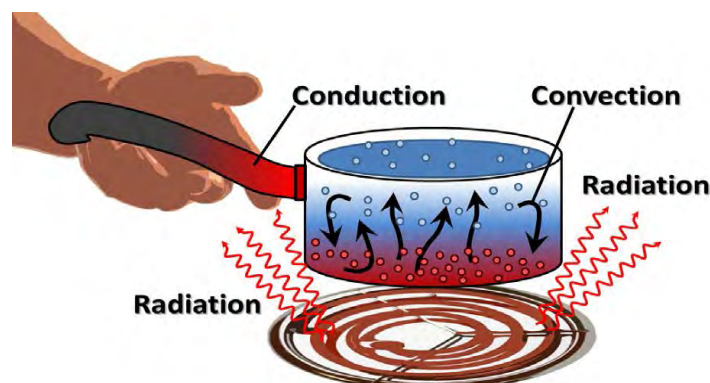
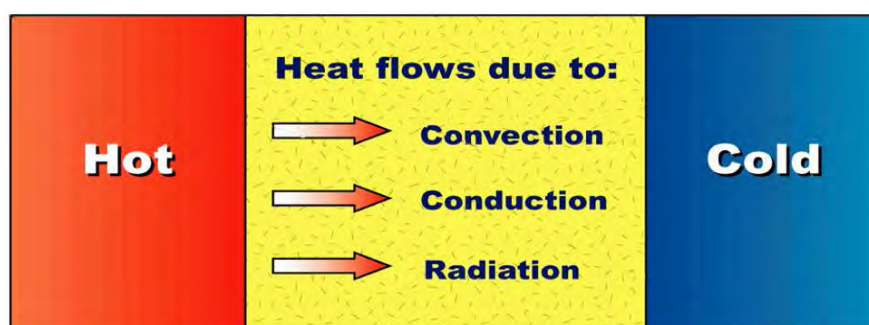
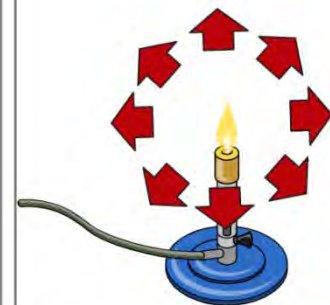
CONDUCTION

The process by which heat or electricity is directly transmitted through a substance when there is a difference of temperature or of electrical potential between adjoining regions, without movement of the



RADIATION

The emission of energy as electromagnetic waves or as moving subatomic particles, especially high-energy particles that cause ionization.



Basic fire prevention measures

Fires can start by reckless smoking, faulty electric equipment and heaters, poor housekeeping or arson. Security operatives can help reduce the chances of a fire starting on the site by implementing basic fire prevention measures. Those could include:

- › Being mindful of fire safety generally
- › Ensuring that all non-essential electrical equipment is switched off
- › Ensuring that electrical wiring, plugs and sockets are sound, correctly fused and not overloaded and electrical appliances are Portable Appliance Testing (PAT) tested.
- › Ensuring that cables and wires do not run under carpets or where they can be trapped under furniture and overheat
- › Reporting faulty electrical equipment immediately
- › Ensuring that electrical equipment is tested regularly
- › Keeping electrical equipment away from sources of heat
- › Removing waste regularly
- › Keeping combustible materials to a minimum

Under the Regulatory Reform (Fire Safety) Order of 2005, employers must nominate a competent person to carry out a full fire risk assessment for the site, which must be documented. They must also provide their employees with any relevant information, instruction and training to ensure their safety whilst working on the site.


Employees such as security operatives must take responsibility for their own health and safety, and for that of others. They must also cooperate with their employers in all matters relating to fire safety.

Security operatives can prevent fires occurring by implementing basic fire prevention measures.

The classifications of fire

Different types of fire need to be dealt with in particular ways. Because of this, the main types of fire have been classified as follows:

- › **Class A** - fires involving solid materials such as wood, paper or textiles.
- › **Class B** - fires involving flammable liquids such as petrol, diesel or oils.
- › **Class C** - fires involving gases.
- › **Class D** - fires involving metals.
- › **Class E** - fires involving live electrical apparatus. (Technically 'Class E' doesn't exist however this is used for convenience here).
- › **Class F** - fires involving cooking oils such as in deep-fat fryers.

	<p>A Class A - Solids Paper, wood, plastic, etc.</p>
	<p>B Class B - Flammable Liquids Paraffin, petrol, oil, etc.</p>
	<p>C Class C - Flammable Gases Propane, methane, butane, etc.</p>
	<p>D Class D - Metals Aluminium, titanium, magnesium, etc.</p>
	<p>E Class E - Electrical Usually just this symbol </p>
	<p>F Class F - Cooking oil & Fat For commercial kitchens</p>


Fire extinguishers and their uses

Fire extinguishers are generally used to fight small fires, in an effort to prevent them from spreading and causing serious damage or injuries. They have a limited capacity, but they can be easily carried to the fire and quickly put to work. They are intended to be used by anyone who needs them, so it is important that security operatives learn of their uses, locations and methods of operation.

Different types of extinguishers are designed to fight different classifications of fire, and it can be useless or even dangerous to use the wrong type of extinguisher at the scene of a fire.

Security operatives should follow these procedures if they need to use a fire extinguisher:

- › Only fight a fire if it is safe to do so
- › Ensure you have an escape route
- › Select the correct fire extinguisher
- › Pull the pin to break the seal
- › Release the nozzle and aim at the fire
- › Crouch down to avoid the smoke and flames
- › Squeeze lever to expel the contents
- › Water, CO₂ and dry powder fire extinguishers should be aimed at the base of the fire, whereas foam
- › Extinguishers should be used by spreading the foam over the fire area.
- › Once the fire has been put out you must ensure that it is completely extinguished and not able to re-ignite because it is still smouldering underneath
- › Fire extinguishers must not be returned to their wall mountings until they have been refilled or replaced.
- › Security operatives should know how to use a fire extinguisher correctly if required to do so.

FIRE TYPE	EXTINGUISHING	
	AGENT	METHOD
ORDINARY SOLID MATERIALS  	WATER FOAM	REMOVES HEAT REMOVES AIR AND HEAT
	DRY CHEMICAL	BREAKS CHAIN REACTION
FLAMMABLE LIQUIDS  	FOAM CO ₂	REMOVES AIR
	DRY CHEMICAL HALON	BREAKS CHAIN REACTION
ELECTRICAL EQUIPMENT  	CO ₂	REMOVES AIR
	DRY CHEMICAL HALON	BREAKS CHAIN REACTION
COMBUSTIBLE METALS  	SPECIAL AGENTS	USUALLY REMOVE AIR



Carbon Dioxide



Foam Type



Water Type



Powder Type



Wet Chemical Type



TYPE	CLASS A	CLASS B	CLASS C	CLASS D	CLASS E	CLASS F	Special Notes
	Combustible Materials (paper, wood & plastic)	Flammable Liquids (paint & petrol)	Flammable Gases (butane & methane)	Flammable Materials (lithium & potassium)	Energized Electrical Equipment (lithium & potassium)	Cooking Oils & Fats	
Water	✓	✗	✗	✗	✗	✗	Do not use on flammable liquid, energized electrical equipment and cooking oils & fats
Foam	✓	✓	✗	✗	✗	LIMITED	Do not use on energized electrical equipment. Not suited for home
Wet Chemical	✓	✗	✗	✗	✗	✓	Do not use on energized electrical equipment.
Carbon Dioxide CO ₂	✗	LIMITED	✗	✗	✓	LIMITED	Not suitable for outdoor use. Safe on energized electrical equipment.
Dry Powder (ABE)	✓	✓	✓	✓	✓	✗	Safe on most type of fire except cooking oils & fats
Dry Powder (BE)	✗	✓	✓	✓	✓	✓	Safe on most type of fire except paper, wood & plastics

Other fire fighting equipment

Apart from fire extinguishers, there are several other types of equipment used to put fires out or to reduce their effects.

Fire alarms:

Most commercial and business buildings now have their own fire alarm systems. These are designed to detect fires as soon as they start, raise the alarm and sometimes to call the fire brigade automatically.

Fire Alarm Sign



Fire Alarm



FIRE ALARM BREAK
GLASS TO SOUND

Security operatives need to be aware of how their fire alarm system works, and what they need to do themselves on hearing the alarm.



Fire Blanket
inside the container

Fire blankets

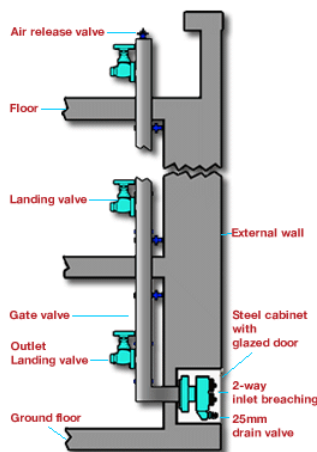
Fire blankets can be used to extinguish fires by smothering them. They are often found in kitchens, as they are very useful at extinguishing fat fires in pans.



Sprinklers

Sprinklers

Some fire alarm systems are connected to sprinklers which spray water onto the fire from outlets in the ceiling, holding back the fire until the arrival of the fire service.



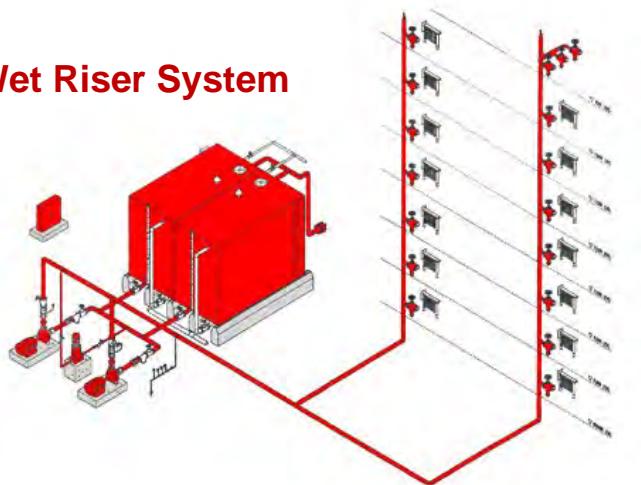
**Dry Riser
System**

Dry and wet rise

Some of the buildings especially multi-storey buildings have riser systems built in. The systems include long water pipes running along outside of the buildings and across the ceiling on each floor, this allows water to be dispensed via sprinklers in the event of a fire.

Wet riser systems have water in the pipes all the time whereas dry riser systems need to be activated manually to send the water into the pipes.

Wet Riser System



Hose reels

Hose reels are long lengths of rubber hose on large drums positioned strategically around the site. The hoses are permanently connected to the mains water supply and are started by opening a valve before use. They can be quite heavy to unreel when needed but are very effective when used as they provide a limitless supply of water.

Fire Hose Sign



Gas-based flooding systems

These systems work in the same way as dry risers, except that they flood the fire area with CO₂ (carbon dioxide) instead of water. These systems are popular where the area covered contains electrical equipment, where the use of water would be dangerous.

Foam-based flooding systems

Similar again, but dispensing foam from the sprinklers instead of water or CO₂ (Carbon Dioxide Gas). These are normally used where flammable liquids are used or stored.

Fire doors and fire exits

Internal fire doors are used to help prevent or reduce the spread of smoke and flames from one room to another. They should be closed at all times, unless they can be closed electronically if the fire alarm activates. They should not be obstructed.

Fire exits are vital as a means of escape in the event of a fire. They should be clearly marked, must be unlocked when anyone is in the building, and should not be obstructed on the inside or the outside.

- › Outward opening doors allow a safe egress from a venue
- › Inward opening fire doors are only allowed for small rooms - Unless electronically controlled
- › All fire doors should be kept closed



Inward opening door



Fire Exit outward opening door

Actions to be taken upon discovering a fire

It is important that security operatives understand what they are required to do in the event of a fire on the site. Lives can be lost; injuries can be sustained, and millions of pounds worth of damage can be caused unless the correct actions are taken as soon as a fire is discovered.

Security operatives need to know what they are required to do themselves during a fire incident. They need to know how to activate the fire alarm, how to contact the fire brigade, and what the fire alarm sounds like, where the emergency exits are, where the fire fighting equipment is located, and how to use it.

Actions to be taken on discovering or being told of a fire:

Priorities during evacuation would be People first, Property Second

- Raise the alarm.
- Either set off the fire alarm or otherwise ensure that everyone on the site knows that there is a fire.
- Call the fire brigade: Either activates the fire alarm, which may call them automatically, or call them manually.
- Start the evacuation: Start to get all members of staff and visitors/customers out of the building via the nearest fire exit.
- Fight the fire: Only try to fight the fire yourself if it is a small fire, if it is safe to do so and if you have a suitable escape route. Once the fire service arrives, they should be told of the exact location and state of the fire, details of any missing or vulnerable people, and any other particular risks or dangers.

All members of staff and visitors/customers need to be accounted for. Both can usually be checked at the assembly point, using the staff attendance sheets and visitor book.

The importance of understanding fire evacuation procedures one of the most important roles for security operatives in the event of a fire will be ensuring that the site is evacuated quickly and safely.

Hopefully both staff and visitors/customers will know to leave the building when they hear the alarm sounding. Security operatives must be available to encourage people to leave via the safest exit and to assist anyone who do not seem to know what to do. Particular care needs to be taken to look after any vulnerable people like children, the elderly or those with physical or mental difficulties.

It is also important to try to avoid causing unnecessary panic. Security operatives need to take control of fire incidents in an assertive but calm manner. They need to show decisiveness, leadership and use clear, effective communication skills so that others understand how serious situation is.

Security operatives also need to know where the fire assembly points are and what needs to be done once the building has been evacuated.



Remember! Planning and preparation would prevent poor performance and in order to achieve that practice is required.

TOPIC 5: EMERGENCIES AND IMPORTANCE OF EMERGENCY PROCEDURES

What is an emergency?

An emergency usually requires the evacuation of the premises. Fire is one of the greatest risks to the public visiting at a.

However, there are other reasons why a venue might need to be evacuated:

- Bomb threat or alert
- Suspicious item (potential explosive device)
- Flooding
- Gas leak or gas explosion
- CS gas/irritant spray discharged
- Entertainment cancelled
- Serious crimes
- Structural collapse
- Power failure
- Large disturbances or fights

Not every evacuation requires the customers to leave using the fire exits. Whereas this technique would be used in the most urgent situations, for example fire, it may be acceptable to allow everyone, in a less urgent situation, such as a power failure, to leave using just one door. Whether or not an evacuation is urgent in a venue still needs to be emptied and security officers should not underestimate the difficulties and dangers of dealing with a large crowd of people.

All of these incidents need to be dealt with immediately, very often with the emergency services being called to attend. Security operatives need to follow their company or site guidelines on how to deal with them.

Fires, floods, power cuts, gas leaks and chemical spillages are normally dealt with by activating the alarm and then evacuating the site. The emergency services should be called once the evacuation has been started.

In a situation where a gas leak is suspected, once the evacuation has been started security operatives should try to ensure that no one smokes or switches on any lights or electrical equipment in the area, as even a small spark could cause an explosion.

Where possible, doors and windows should be opened to try to disperse the gas. If possible the gas supply should be turned off at the mains.

Road traffic accidents are normally dealt with by the police. An ambulance may also be required if serious injuries are sustained.

Incidents of violence may be dealt with by removing the instigators from the site, by calling the police or by making arrests if serious injuries are sustained. First aid may also be required.

Serious crimes that occur on the site will normally be dealt with by calling the police. Containing any suspects and crime scene preservation must also be considered.

First-aid incidents, where staff or visitors/ customers are injured or become ill, should be dealt with by a trained first aider.

In serious incidents an ambulance should be called.

All **bomb threats** and **suspect packages** must be dealt with seriously, normally by raising the alarm, evacuating staff and visitors/customers via the quickest and safest exit, and then by calling the police.

It is important that all security operatives know and follow correct procedures.

Emergency Procedures

What is an emergency?

An emergency is any unplanned incident that is so serious that it must be dealt with immediately. Security operatives may come across or could be called to any number of serious incidents in the workplace, and it is important that they know how to deal with them promptly, efficiently and safely.

Types of emergencies and the actions to be taken

Examples of emergencies that security operatives may become involved in include:

- › Fires
- › Floods
- › Power cuts
- › Gas leaks
- › Chemical spillages
- › Traffic accidents
- › Fights/assaults
- › First aid incidents
- › Serious crimes
- › Bomb threats
- › Suspicious packages

All of these incidents need to be dealt with immediately, very often with the emergency services being called to attend. Security operatives need to follow their company or site guidelines on how to deal with them. The preservation of life is the first priority, followed by the protection of property.

Fires, floods, power cuts, gas leaks and chemical spillages are normally dealt with by activating the alarm and then evacuating the site. The emergency services should be called once the evacuation has been started. In a situation where a gas leak is suspected, once the evacuation has been started security operatives should try to ensure that no one smokes or switches on any lights or electrical equipment in the area, as even a small spark could cause an explosion. Where possible, doors and windows should be opened to try to disperse the gas. If possible, the gas supply should be turned off at the mains.

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A trained first aider should deal with first aid incidents, where staff or visitors/customers are injured or become ill. In serious incidents, an ambulance should be called.

All bomb threats should be seriously dealt, normally on discovering a suspect package:

- ▶ Alarm would be raised.
- ▶ Staff and visitors/customers would be evacuated via the quickest and safest exit, and then by Calling the police.

What is vulnerability?

A vulnerable person is someone who is at risk of harm. Door supervisors need to recognise customers that may be vulnerable. This will help them deal with incidents in a way that will:

- ▶ Ensure the safety of customers.
- ▶ Reduce the number of people who have.
- ▶ Become victims of crime in the night time economy.
- ▶ Reduce the risk of future incidents.

Vulnerable people may include:

- ▶ **Potential victims of domestic violence:** Often fuelled by alcohol, victims of domestic violence can be at an increased risk of assault and harm.
- ▶ **Young people:** Whilst anyone can be vulnerable, this is especially true of people under the age of 18.

What factors can make a person vulnerable?

- ▶ Reduced inhibitions and the appearance of being over friendly
- ▶ Uncoordinated movement
- ▶ Increasing the likelihood of them hurting themselves or others
- ▶ Aggressive displays
- ▶ A change in perception of their own abilities and limitations
- ▶ Decreased ability to make considered decisions

Security Operatives should be aware of customers who:

- Are alone or are receiving unwanted attention
- Appear to have been separated from their friends and look distressed
- Are being given unwanted attention
- Are being followed or threatened

Presence of a sexual predator

A person will be more vulnerable if they are the target of a sexual predator.

Consideration should be given to the welfare of vulnerable individuals and how they can be protected when they are ejected or refused entry to a venue.

When refusing entry or ejecting someone that may be vulnerable from a venue, the following should be considered:

1. Do they require medical attention?
2. Do they have their coat and belongings?
3. Are their friends nearby?
4. Do they appear to be vulnerable due to being under the influence of alcohol or drugs?
5. Are they being followed?
6. Is the person under 18?
7. Is the person displaying signs of uncoordinated movement and showing signs that suggest they could cause harm to themselves or others?

If your professional judgement is that the individual may be vulnerable, then you should consider what help can be provided.

There are a number of options that a security officer can consider, which include:

- Is there a relative you can call to assist the vulnerable person?
- Can a taxi be called to take the vulnerable person home?
- Using 'safe havens' and other local initiatives run by organisations such as St John Ambulance
- Seek assistance from the police
- Seeking the help of local schemes active in the area to help people, such as street pastors or street marshals

What is a sexual predator?

A sexual predator is someone who commits sexual crimes. A sexual predator can be of any race, age, level of intelligence or profession. They are often friendly, confident and sober. Please note that a person can be a predator if they are ignorant to the fact that a person cannot consent to sex if they are drunk.

Sexual predators may select, or target victims based on:

- Race
- Vulnerability
- What is available?
- Gender
- Location
- Appearance
- Time of day

What action you can take?

- Approach the vulnerable person to assess their safety, inform the venue management or call the police.
- If drugs are found that you think might be Rohypnol or a similar drug that you feel may be used to facilitate a crime, then call the police.

How can a sexual predator be spotted?

It is often alone male seen to be pestering or following a customer or member of staff.

- They may be carrying a drug such as Rohypnol.
- A heavily intoxicated female leaving the premises with a male.
- A regular attendee at the venue who often leaves with a different person (particularly if the person seems to be intoxicated).

What are the warning signs that child exploitation is taking place?

- Older non-intoxicated men escorting children and young people who are intoxicated.
- Children or young people in the company of older people or anti-social groups.
- Young people acting in an inappropriate and sexualised way with adults or older people.

What are the visible warning signs that children are being trafficked?

- Young people checking into accommodation with older men.
- Children and young people arriving and departing from a location with different adults on the same day or over a period of time.
- Children and young people getting into and out of a number of different cars.

What are the signs that children are being sexually exploited?

- Developing expensive new habits like alcohol or drug use.
- Young people spending time with new anti-social groups.
- Behavioural changes those are uncharacteristic.
- Spending unexplained time away from their families.
- Young people acting in an inappropriate and sexualised way with adults or older people.
- Self-harming or suicide attempts.
- Showing fear in certain company.
- Having cuts and bruises from assaults.
- Having unaffordable new items like clothes or phones.

Security staff who suspects that child sexual exploitation is taking place should contact the police. If they want to remain anonymous, then they can call **Crime Stoppers** on **0800 555 111**.

Terrorism

Terrorism is the use of violence, threats and intimidation in the pursuit of political aims.

It is used to create a climate of fear within a population, with the intent of bringing about a particular change. The threat of terrorism can create a climate of fear within a population.

Some terrorist groups work on an international basis, whereas others fight for domestic issues. Certain terrorists target just one particular organization or company for a specific reason, while others may be indiscriminate in their targeting. Public, commercial and retail premises, as well as places of entertainment could become targets of either a bomb threat or an actual terrorist attack.



Security operatives need to be aware of:

- What is currently happening around the world and in their particular area
- Any recent terrorist attacks or threats
- The location of their own site in relation to other possible targets nearby
- Where the site itself is famous or important in its own right
- The vulnerability of the site to attack
- The current level of threat nationally

Counterterrorism

Counterterrorism measures will help to reduce the chances of a site becoming a target. Managers and security operatives can significantly reduce the threat by:

- ▶ Being vigilant at all times
- ▶ Good housekeeping
- ▶ The proper use of physical security measures
- ▶ Making regular, obvious patrols of the site
- ▶ Implementing strict access control procedures
- ▶ Using effective search procedures.
- ▶ The visible use of CCTV systems
- ▶ Reporting suspicions to supervisors or managers immediately

Non-urgent information about terrorism should be passed to the Anti- terrorism Hotline Tel: 0800-789321. This line is covered all the time by specialist counterterrorism police officers. Urgent information should be passed using the 999 system.

Bomb-threat calls

Telephone bomb threats are sometimes made to a variety of premises, regardless of whether an actual attack is intended. Genuine threats may come from real terrorist organizations, but practical jokers, disgruntled ex-members of staff or customers, criminals with extortion motives or people with mental problems may make false bomb threats. Making a false bomb threat is a serious criminal offence.

If a security operative receives a telephone bomb threat, the main priority is to gather as much information from the call as possible. The more information gathered, the easier it is for the police to work out whether it is a genuine threat or not, and how best to deal with it.

All bomb threats need to be treated seriously.

By asking questions of the caller the security operatives should try to find out:

- ▶ What type of bomb it is?
- ▶ Where it is?
- ▶ What it looks like?
- ▶ When it is due to go off?
- ▶ Why was their site targeted?
- ▶ Which terrorist organization is making the threat?
- ▶ Name/address/telephone number/location of caller (try 1471) – do NOT call back but leave the line open.

Once the call has ended, this information needs to be passed to the police immediately, using the 999 system.

Your site may require you to use a bomb-threat checklist to help you record the basic information about the call, and to help you note other useful information about the caller.

Bomb Threat Checklist Form

Log Call
<input type="checkbox"/> 1. Date reported:
<input type="checkbox"/> 2. Time reported:
<input type="checkbox"/> 3. How reported:
<input type="checkbox"/> 4. Exact words of caller: _____ _____ _____
Ask Questions
<input type="checkbox"/> 5. When is bomb going to explode?
<input type="checkbox"/> 6. Where is bomb right now?
<input type="checkbox"/> 7. What kind of bomb is it?
<input type="checkbox"/> 8. What does it look like?
<input type="checkbox"/> 9. Why did you place the bomb?
<input type="checkbox"/> 10. Where are you calling from?
Identify Characteristics
<input type="checkbox"/> 11. Description of caller's voice: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Young <input type="checkbox"/> Middle Age <input type="checkbox"/> Old <input type="checkbox"/> Accent
<input type="checkbox"/> 12. Tone of voice: <input type="checkbox"/> Intoxicated <input type="checkbox"/> Speech problem <input type="checkbox"/> Hostile
<input type="checkbox"/> 13. Background noise:
<input type="checkbox"/> 14. Time caller hung up:
<input type="checkbox"/> 15. Remarks: _____ _____
Recipient
<input type="checkbox"/> 16. Name of recipient:
<input type="checkbox"/> 17. Address of recipient:
<input type="checkbox"/> 18. Phone number of recipient

Suspicious packages

Terrorists may use or threaten to use a variety of devices and methods to carry out an attack. Those may include:

- ▶ High explosive devices (bombs left in packages or luggage)
- ▶ Car bombs (explosives in vehicles)
- ▶ Incendiary devices (fire bombs)
- ▶ Postal bombs (envelopes and parcels through the post)
- ▶ Person-borne devices (suicide bombers)
- ▶ Chemical, biological and radiological devices (dirty bombs)

As security operatives patrol their sites, they must remain vigilant for anything suspicious or out of place, or for anyone displaying unusual behaviour. All areas of the site need to be monitored, as suspect packages come in many forms, and can be left in different places. Any package or item of luggage deemed suspicious must be reported to the site supervisor or manager immediately, so that the police can be called to investigate.

On finding a suspicious package, security operatives should try to identify the owner. If the item remains suspicious, they should raise the alarm, call the police, and keep people away from the package, cordon off the area if appropriate and start the evacuation procedure.

Security operatives must NOT interfere with the package at all:

DO NOT:

- | | |
|--------------------|---|
| ❌ Touch it | ❌ Put anything on top of it |
| ❌ Lift it | ❌ Try to diffuse it |
| ❌ Move it | ❌ Attempt to cut any visible wires |
| ❌ Open it | ❌ Attempt to disconnect and wires |
| ❌ Pour water on it | ❌ Use radio, wireless or phone near it. |

Behaviours that could indicate unusual or suspicious activity

Hostile reconnaissance is a term used to describe how terrorists gain information on potential targets. They will often visit potential targets a number of times prior to an attack. They will be trying to find out as much as they can about the location itself, and to discover the best time and method of attack. Security operatives need to be vigilant at all times to try to recognize suspicious behaviour that may indicate a terrorist interest in their site.

Suspicious behaviour may include:

- ▶ A particular interest in the outside of the site
- ▶ An interest in the CCTV systems
- ▶ Taking pictures of the site (overtly or covertly)
- ▶ Making notes or drawing diagrams of the site
- ▶ Taking an interest in the timings of activities
- ▶ False alarm activations (testing response times)
- ▶ Damage to perimeter security
- ▶ Attempts to disguise identity (hats and hoods)
- ▶ Trespassing with no good reason
- ▶ Asking unusual questions about the site or security arrangements
- ▶ Nervousness
- ▶ Reluctance to be noticed or seen

All suspicious behaviour in or around the site must be reported immediately to the site supervisor or manager. The police may need to be called to investigate.

Making emergency calls

All security operatives need to know how to call for the emergency services when they are required. They need to know where the nearest telephones are, or how to use the radio to call for help. You need to ring either 999 or 112. This will put you through to the emergency services operator.

The operator will ask you for the following information:

- ▶ Which service you require (police/fire/ambulance)
- ▶ The telephone number you are calling from (in case you are cut off - call back)
- ▶ Your exact location (address and postcode)
- ▶ Type of incident (fire/crime/accident)
- ▶ Details of any casualties
- ▶ Extent of the injuries
- ▶ Any other dangers or hazards
- ▶ You may be given specific instructions to help you

Importance of business continuity plan

Running a successful business/operation requires an understanding of how to serve customers, regardless of change in conditions and circumstances. Business continuity plans help companies stay running during critical situations such as natural disasters, economic downturns and bad publicity.

While some business owners like to believe that they can quickly come up with a "Plan B" to work through a crisis, the world's best organizations spend time making plans for events they hope will never happen.

- ▶ **Function:** A business continuity plan outlines the steps necessary for a company to operate in the wake of a sudden and severe change to conditions. Continuity plans can address basic concerns, such as the chain of command in the event a company leader dies or becomes extremely ill. Likewise, continuity plans reveal backup strategies for drastic scenarios and situations.

- ▶ **Benefits:** A comprehensive business continuity plan forces leaders to review the weaknesses and threats to their organizations from a detached perspective. While few business leaders want to focus on negative "what if" questions, the process of creating a continuity plan can raise concerns about employee development and real estate selection like location. Tight plans can assure teams that company leaders understand how to turn on a dime during challenging times.

TOPIC 7: COMMUNICATION SKILLS AND CUSTOMER CARE

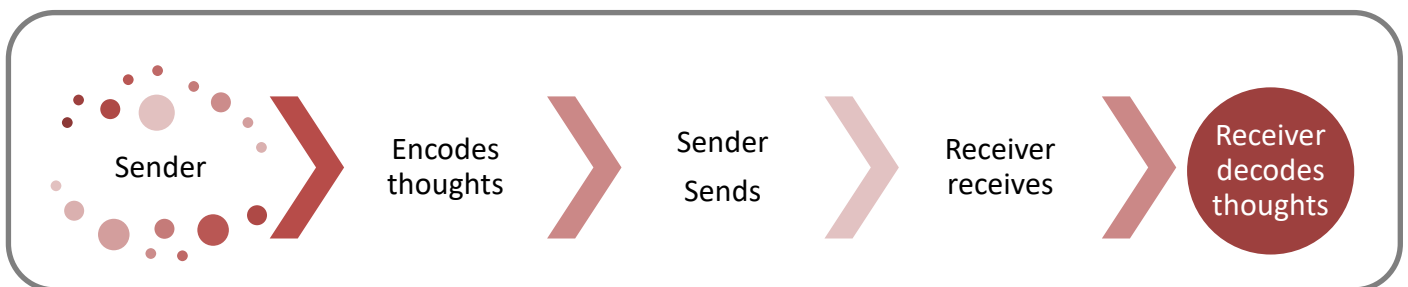
Looking after people and providing customer care is one of our main aims as a security operative.

Aim to leave customers feeling that they have been dealt with professionally, correctly and pleasantly.

The basic elements of effective communication

Security operatives regularly come into contact with members of the public during the course of their duties. They also regularly interact with other members of staff and people from other organizations. Effective communication is vital.

Communication is the sending and receiving of signals. It is all about passing your thoughts or ideas to another person. The 'sender' decides what thoughts they wish to pass on; they 'encode' those thoughts into the most effective form of communication, and then 'sends' those thoughts to the 'receiver'. The receiver receives the thoughts and decodes them to understand the message.



The different types of communication

- ▶ **Verbal communication** is when we interact with another person using words and tone to convey our message. The words we use are obviously important, but so is the tone in which we use those words. It is not just what we say, but how we say it that counts.
- ▶ **Non-verbal communication** is everything else that we do when we communicate with another person on a face-to-face basis. How we stand, what we are wearing, how close we are to the other person, eye contact, how we use our hands, other body gestures, these all help us to convey our message.
- ▶ **Written communication** within the workplace we will also be conveying messages using written communication, in the form of reports, letters and e-mails.

The importance of effective communication in the workplace

Using effective communication skills in the workplace will help us to get the job done but will also ensure that people get a good impression about us. Communicating effectively will also help to reduce incidents of conflict, aggression or even violence. Security operatives need to come across as positive, assertive and professional at all times if they are to be treated with respect by everyone they come into contact with.

The importance of effective communication in a team Communication skill also play an important role in how we interact with our colleagues, supervisors and managers. We should treat all members of staff with courtesy and respect, and we should expect to be treated in the same way. Good communication with our colleagues is essential.

The different types of customer

Security operatives must understand that every single person they come into contact with is a customer.

- ▶ Internal customers: Internally, within our own company, our customers include our work colleagues, our supervisors, our managers and anyone organization but within your site are also internal customers.
- ▶ External customers: Other customers we may come into contact with include visitors to the site, workmen, delivery drivers, the emergency services, neighbours and members of the public.

Diverse customer needs

All of our customers are individuals, with differing needs and expectations. They may come from different countries; they may be from different religions or may just be from a different age group. People form their own personal values as they grow up. Where they were born, where they live, how they were brought up, their friends and family, their jobs - all go towards forming a person's values.

Good communication skills are essential

As security operatives we need to take into account other people's values and try to choose the most appropriate and effective way of dealing with them.

For example, you would treat a distressed young child in the street very differently than you would treat a drunk, aggressive customer outside a pub. Both are customers if we have to deal with them as a part of our duties, but both would need to be dealt with differently, because of their different values, needs and expectations.

Best practice in relation to customer care

One of our main roles as a security operative is looking after people. How we treat people when we deal with them is very important.

Customer care is all about how we deliver our service, how we provide security to our customers on a day-to-day basis.

Examples of how we can deliver good customer care include.

- ▶ Being professional with every customer
- ▶ Being approachable
- ▶ Concerning yourself with the customer's needs
- ▶ Treating customers as you would wish to be treated yourself
- ▶ Going out of your way to help customers
- ▶ Leaving customers pleased with how you have dealt with them

Examples of poor customer care include:

- › Using poor communication skills
- › Showing a lack of commitment
- › Expressing a lack of concern
- › Not listening to the customer
- › Making jokes or being rude
- › Ignoring or failing to acknowledge the customer
- › Appearing bored or impatient
- › Failing to do what you have promised

Effective communication skills in delivering good customer care communicating effectively with customers is an important part of delivering customer care. We need to speak to our customers in a way that is appropriate to them, that shows our professionalism, and that gets the job done. First impressions count. Be smartly dressed, polite and willing to assist.

When we first deal with a customer we should make a good initial impression by acknowledging that they are there, being polite and showing that we are willing to assist them. We should then find out how we can help the customer, and then decide on the best course of action. Our aim is to leave our customers feeling that they have been dealt with professionally, correctly and pleasantly.

We should use the customer's name if we know it and make appropriate eye contact when we are speaking. We should use clear speech, expressing a positive and assertive but polite attitude.

Dealing with complaints

- › Maintain a positive attitude
- › Be assertive
- › Be polite
- › Be patient and listen properly to the complaint
- › Make notes
- › Do not get angry or aggressive back
- › Do not swear or threaten
- › Show empathy
- › Try to help the customer to resolve the complaint

Telephone manners

When making or receiving calls, remember:

- › Answer promptly and courteously
- › Give a polite, pleasant greeting
- › Speak clearly (volume, pace, local terminology)
- › Identify yourself in accordance with operating procedures
- › Note the time and date of the call (log it down)
- › Obtain the callers details
- › Ascertain the purpose of the call
- › Take ownership of the problem
- › Don't 'pass the buck'
- › Ensure messages are passed promptly
- › Be professional at all times
- › Remember confidentiality

Radio Procedures

Radio communications are essential to security.

- › All radio communications should be: Clear to the point and concise.
- › Security personnel should familiarise themselves with local radio etiquette and must be aware of the call-signs of other members of staff and partners who may have access to the channel
- › Long string of numbers should be broken into smaller groups
- › For clarification purposes you can use NATO phonetics

Security operatives must know how to use the radio correctly. Think about:

- › What you are going to say
- › Checking that no-one else is already transmitting a message
- › Hold down the transmission button, position the microphone approx. 5cm away from your mouth
- › Speak clearly with normal rhythm and moderate volume

Common procedure words (pro-words) are often used.

Some examples of pro-words are:

- › **Hello:** (I am Calling)
- › **This:** (My Call sign is)
- › **Over:** (My transmission ends, please respond)
- › **Out:** (End of transmission)
- › **I say again:** (I am repeating what I just said)
- › **Repeat:** (Please repeat your transmission)
- › **Received:** (I have received and understood your transmission)

As stated earlier you should use **NATO phonetics** if clarification is required; below is the list of NATO phonetics.

A ALPHA	B BRAVO	C CHARLIE	D DELTA	E ECHO	F FOXTROT
G GOLF	H HOTEL	I INDIA	J JULIET	K KILO	L LIMA
M MIKE	N NOVEMBER	O OSCAR	P PAPA	Q QUEBEC	R ROMEO
S SIERRA	T TANGO	U UNIFORM	V VICTOR	W WHISKEY	X XRAY
		Y YANKEE	Z ZULU		

THANK YOU

Please now complete the attached Activity Sheet

LIST OF IMPORTANT WEBSITES



GOV.UK

Drug misuse and dependency - This government website gives details of current strategies and campaigns. You will find a range of information on this website.

www.drugs.gov.uk



**Equality and
Human Rights
Commission**

Equality and Human Rights Commission - You will find guidelines to discrimination law, best practice advice for organizations and information about current campaigns and policies on this website.

www.equalityhumanrights.com



**Health & Safety
Executive**

Health and Safety Executive - A large website with a wealth of health and safety guidelines and advice. The website also includes specific sections on managing violence in licensed and retail premises as well as work-related violence guidelines in general.

www.hse.gov.uk



National Security Workers Union (NSWU) - SIU represents security professionals, protects their rights at work, and provides advice, support, representation, and a bespoke group of member benefits that aren't available to the general public

<https://www.the-siu.org.uk>



National Pubwatch - This voluntary organization was set up to provide support to existing pub watches throughout the country. This website includes information about how to achieve a safer social drinking environment in licensed premises.

www.nationalpubwatch.org.uk



National Counter Terrorism Security Office (NaCTSO)

- This is a counter terrorism government website with specific information about what actions should be consider in the light of terrorism by pubs, clubs and other venues. The information for pubs and clubs is contained in the section shown as 'crowded places'.

www.nactso.gov.uk



Victim Support (England & Wales) - This national charity helps people affected by crime in England and Wales. They give free and confidential support to victims and witnesses, whether or not they report the crime to the police.

www.victimsupport.org.uk



Criminal Injuries Compensation Authority (CICA)

- This website enables you to apply for compensation if you have, as a victim of a violent crime, been physically or mentally injured. You must have been injured in England, Scotland or Wales and the offender does not necessarily have to have been convicted of, or even charged with, the crime.

www.cica.gov.uk



Working the Doors - The free national on-line forum for frontline door supervisors.

www.workingthedoors.co.uk



Security Industry Authority

Security Industry Authority (SIA) - As the organization responsible for regulating the private security industry this website provides a wealth of information about licensing for all of the UK security sectors.

www.the-sia.org.uk