



Security Guard Reference Book

The guide to being an excellent security guard

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TRIBUNE SECURITY TRAINING INC.

A competent person is the result of excellent training

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Security Guard Reference Book

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In-Service Training Guide for Security Guards

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Unit One

Role of a Security Guard

Prepared by: MD Noman

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I. Role of a Security Guard

A. A security guard is any individual who is employed to principally perform any or all security related duties.

1. Functions and responsibilities.
 - a. Public safety and protection of life and property.
 - (1) Patrolling facility.
 - (2) Access control – restricting entrance to a facility.
 - (3) Responding to alarms such as fire or intrusion.
 - (4) Staff and visitor escorts.
 - (5) Work location assigned.
 - (6) Post orders
 - (7) Mandated and applicable laws that pertain to the work environment, Federal and State.
 - (8) Reporting of unsafe environmental conditions.
 - (9) Enforcing company policy and procedure.
 - (10) Interpersonal communication to resolve problems.
 - (11) Use of force.
 - (a) Application of temporary restraining devices (where applicable - to protect security guard from injury only).
 - (b) Firearms (Special Armed Security Guard Registration Card and authorization from employer required).
 - (c) Security Guards are not permitted to possess impact weapons such as a police baton (reference NYS Penal Law §265.20).
 - (12) Deterrence (measures which prevent a crime or incident from occurring).
 - (a) Proactive.
 - (b) Visible.
 - (c) Random.
 - (13) Following company policy as it pertains to apprehension and detention of internal and external violators.

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- (a) Policy must be specific and reflect ideals of company.
 - (b) Procedures should explain in detail how policy will be executed.
 - (c) Rules and regulations must state what a security guard can and cannot do.
 - (i) A security guard's actions will effect:
 - Visitors/customers.
 - Employees.
 - Assets.
- b. Public relations. The promotion of good will between a security guard and employees, management and the general public.
- (1) Maintain a professional image.
 - (a) Appearance should be appropriate for job.
 - (b) Attitude should be unbiased, professional and positive.
 - (2) Practice conflict resolution and management.
 - (a) Remain neutral and positive in managing situations.
 - (b) Maintain composure at all times.
 - (3) Provide assistance to employees and public.
 - (a) Customer service.
 - (b) Information source.
 - (c) Comfort/empathy.
 - (4) Proper notification/referrals.
 - (a) Media.
 - (b) Supervision/management.
 - (c) Government agencies.
 - (5) Liaison with law enforcement / public agencies.
 - (a) Communication and information.
 - (b) Networking (building relationships).
 - (6) Crime prevention / educational programs.
 - (a) Security's role and function.
 - (b) Awareness (personal and work safety).

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- c. Reporting (written or oral account of an incident). Security guards should document all incidents that they respond to or are made aware of.
 - (1) Oral communication (awareness) relaying information to others.
 - (a) Supervision / management.
 - (b) Company employees.
 - (2) Written communication and documentation.
 - (a) Types of reports.
 - (b) Importance/purpose.
 - (c) Justification for new positions.
 - (d) Conveys information about any type of activity.
 - (3) Accuracy / completeness.
 - (a) All communications whether oral or written must contain a necessary and relevant account of an incident.
 - (b) Be neat and orderly in appearance.
 - (c) Accurate.
 - (d) Concise.
 - (e) Professional in presentation.

II. Tasks Performed by Security Guards

A. Site and industry specific job tasks.

- 1. Escort of staff and visitors.
- 2. Interior and exterior access control.
- 3. Package / property inspection.
- 4. Identification card verification.
- 5. Safety inspections.
- 6. Vehicle assists (jumpstart).
- 7. Greeting of visitors.
- 8. Parking and traffic enforcement.
- 9. Preliminary interviews and investigations.

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10. Pedestrian and vehicle traffic control.
11. Vender and receiving delivery verification.

B. The response from a security guard will vary from employer to employer, but also among the industry they serve. This may range from a college campus to a government facility.

C. Factors and considerations that a security guard must be aware of and actively practice to ensure that the action taken is responsive and appropriate for the level and type of situation. Some factors to keep in mind are.

1. Personal and public safety concerns - effective security response requires that a security guard be fully aware of the possible exposure of himself/herself and others to harm by responding inappropriately or untimely to the scene of an emergency.
2. Direct knowledge of patrol area and systems (fire, intrusion, environmental, etc.). This prepares a security guard responding to an emergency scene by knowing in advance what route would be the shortest to the scene, by providing all of the technical information required for an effective response and to have knowledge of the retreat or escape routes.
3. Recognition of potential environmental, health & safety hazards. The type of work environment determines the environmental hazards that a security guard may encounter.
4. Observation skills. This is defined as complete awareness of the security guard's surroundings during emergency response situations by utilizing all of their senses.
 - a. Touch - responding to area of a fire, feel the door and test for heat.
 - b. Sight - prior to entering a potentially dangerous scene, stop and scan the area.
 - c. Sound - listen for voices or sounds of movement at scene of crime in progress.
 - d. Smell - be alert for fumes from chemical contamination or gas leaks when responding to a medical emergency with persons down.
5. Mental and physical preparedness. Perhaps the most important aspect of effective response by a security guard to emergency incidents. This requires that the guard not be impaired by drugs and/or alcohol before or during a tour of duty nor should they be tired. A security guard often times is a first responder to the scene of an emergency and therefore a person's life may depend on the security guard's decisions. These decisions are solely dependent upon their abilities and capabilities pursuant to company policy and they must be alert and mentally prepared to be effective.

III. Response to Emergency Situations.

A. For all the following emergency situations the protocol and procedure should be uniform to include, but not be limited to:

1. Communicate status and findings to security supervision and management.
2. Initiate company standard operating procedure (as it pertains to the specific emergency).
3. Manage the incident by following documentation procedure. The following are examples of emergencies and response methods:
 - a. Alarm of fire.
 - (1) Contact fire department and supervisors.
 - (2) Take action to protect persons – evacuate if necessary.
 - (3) Direct emergency response personnel to scene.
 - (4) Assist emergency response personnel.
 - (5) Follow proper documentation procedures.
 - b. Medical emergency.
 - (1) Contact emergency medical services and supervisors.
 - (2) Take action to protect injured persons – evacuate if necessary.
 - (3) Direct emergency response personnel to scene.
 - (4) Assist emergency response personnel.
 - (5) Follow proper documentation procedures.
 - c. Bomb threat / bomb mitigation.
 - (1) Contact supervisors.
 - (2) Initiate bomb threat/activation plan.
 - (3) Eliminate use of radios.
 - (4) Contact emergency services.
 - (5) Report any status changes.
 - (6) Direct emergency response personnel to scene.
 - (7) Follow proper documentation procedures.
 - d. Elevator emergency.

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- (1) Assess situation and calm passengers.
 - (2) Contact facility management personnel.
 - (3) Maintain contact with passengers and reassure them.
 - (4) Assist building personnel and emergency responders.
 - (5) Follow proper documentation procedures.
- e. Hazardous materials.
- (1) Respond to scene via quickest and safest route.
 - (2) Assess situation and notify supervisors.
 - (3) Request assistance when appropriate.
 - (4) Contact environmental, safety, and health personnel.
 - (5) Follow proper documentation procedures.
- f. Disasters (natural, utility, accident).
- (1) Respond to scene and assess.
 - (2) Notify supervisors.
 - (3) Conduct a search of immediate area for victims or unsafe conditions such as gas leaks, spills, and downed power lines.
 - (4) Request assistance when appropriate.
 - (5) Take action to protect persons - evacuate all non-essential personnel.
 - (6) Contain area and initiate Incident Command System (reference unit 8) if necessary.
 - (7) Follow proper documentation procedures.
- g. Crimes in Progress.
- (1) Respond in safe cautious manner.
 - (2) Communicate findings to supervisors.
 - (3) Request assistance when necessary.
 - (4) Maintain communication with other security personnel and supervision.
 - (5) Initiate company security procedures.
 - (6) Follow proper documentation procedures.

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- h. Accident (personal, motor vehicle).
 - (1) Contact emergency medical services and supervisors.
 - (2) Take action to protect injured persons – evacuate if necessary.
 - (3) Direct emergency response personnel to scene.
 - (4) Assist emergency response personnel.
 - (5) Follow proper documentation procedures.
- i. Civil disturbances.
 - (1) Respond to scene.
 - (2) Assess situation.
 - (3) Prevent intrusion or damage.
 - (4) Request assistance when necessary.
 - (5) Contact emergency medical services and supervisors.
 - (6) Take action to protect injured persons – evacuate if necessary.
 - (7) Direct emergency response personnel to scene.
 - (8) Assist emergency response personnel.
 - (9) Follow proper documentation procedures.
- j. Public health concerns.
 - (1) Respond according to company policy.
 - (2) Follow Universal Precautions (don Personal Protective Equipment).
 - (3) Communicate with supervisors.
 - (4) Notify appropriate public health agencies.
 - (5) Request assistance when necessary.
 - (6) Contact emergency medical services and supervisors.
 - (7) Take action to protect injured persons – evacuate if necessary.
 - (8) Direct emergency response personnel to scene.
 - (9) Assist emergency response personnel.
 - (10) Follow proper documentation procedures.

IV. Security Guard Patrol Functions

A. Vehicle/mobile patrol.

1. Prior to the start of a tour of duty or shift, a security guard must ensure that they have all of the necessary tools to perform the job as required (forms, reports, memo book, pen/pencil). The following documentation is commonly contained in mobile patrol vehicles.
 - a. Vehicle checklist.
 - b. Mileage log.
 - c. Mobile radio log.
 - d. Emergency equipment checklist.
2. Types of vehicle/mobile patrols.
 - a. Car / truck.
 - b. Motorcycle.
 - c. Scooter / cart.
 - d. Bicycle.
 - e. Mounted.
3. A security guard must ensure the safe and legal operation of all forms of vehicle/mobile patrol. Obey all applicable vehicle and traffic laws as well as adherence to company policy and procedure as it pertains to mobile patrol.
4. Mobile patrols must maintain a high profile and high visibility to create the best possible level of deterrence.
5. Maintain random patrols so as not to establish a pattern that can be tracked or charted.
6. Security guards are responsible for knowing the zones, sectors or posts that they are assigned to and what is contained in them. They should also know the type of businesses in the surrounding area. Knowledge of which a security guard is accountable/responsible to and the expectations of the patrol are vital.

B. Foot patrol.

1. Prior to the start of a tour of duty or shift, a security guard must ensure that they have all of the necessary tools to perform the job as required (forms, reports, memo book, pen/pencil).
2. Foot patrols must maintain a high profile and high visibility to create the best possible level of deterrence.
 - a. Perform inspections.
 - b. Greet staff working in buildings.

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- c. Visually and physically inspect equipment in offices.
3. Maintain random patrols so as not to establish a pattern that can be tracked or charted.
4. Pay attention to the environmental factors such as rain, snow, ice and heat when preparing for patrol. These conditions will dictate appropriate dress and footwear.
5. Security guards are responsible for knowing the zones, sectors or posts that they are assigned to and what is contained in them. They should also know the type of businesses in the surrounding area. Knowledge of which a security guard is accountable/responsible to and the expectations of the patrol are vital.

C. Fixed posts.

1. Prior to the start of a tour of duty or shift, a security guard must ensure that they have all of the necessary tools to perform the job as required (forms, reports, memo book, pen/pencil). Fixed posts include, but are not limited to:
 - a. Control gates - control the traffic flow and serve as a main access control point for visitors and staff.
 - b. Security desk - serves as a central point for monitoring pedestrian traffic such as vendors, visitors, staff and outside agencies. The main purpose is access control and deterrence.
 - c. Stationary post - normally a temporary assignment at a specific location to monitor traffic or conduct strict access control. This is designed to allow security to restrict ingress/egress for a specific purpose and time period.
 - d. Central station - termination location for local fire, burglar, smoke and environmental alarms on an annunciation board (terminates additionally at outside alarm company) monitoring station for closed circuit television system.
2. Security personnel assigned to a post that requires the monitoring of closed circuit television must be knowledgeable of the equipment functions and how to operate it in order to obtain the full benefit.
3. Security personnel assigned to a fixed post need to be informed of the factors that tend to distract from performing duties in a professional and efficient manner.
4. Security personnel assigned to any of the fixed post locations described must be fully knowledgeable of policy and procedure as it pertains to access and dispatching guards to respond.
5. Post orders should be made available for security guards at each post. They should include the duties, guidelines and notification procedure for the post assigned. Post orders are intended to be reviewed by security staff daily in the event there are changes to the orders or special circumstances that they need to be aware of.

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Unit Two

Legal Powers and Limitations

Prepared by: MD Noman

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I. Arrest/custody procedure

A. Incident evaluation.

1. Sometime during the performance of their duties enforcing the rules and regulations of the employer/client, the security guard will be confronted with a possible arrest situation.
 - a. Security guard's investigation of the incident will decide what course of action should be taken.
 - b. Not every incident will lead to an arrest situation. The security guard must remember that in every situation they have to decide how to best approach the problem.
 - c. In representing the client/employer, the security guard has the duty to attempt to defuse, not escalate, the problem.
 - d. If conditions warranting arrest do not exist, the security guard must approach the situation in a professional manner to control it.
 - (1) Security guard must know what conditions are necessary to make a citizen's arrest.
 - e. It is essential that the security guard have factual knowledge of the situation prior to taking action.
 - (1) Determine what crime, if any, was committed and the facts that support the crime.

B. Courses of action.

1. Verbal resolution.
 - a. If subject is cooperative and no arrest is warranted, security guard should attempt to resolve the situation in a calm, professional manner.
 - b. Subject should be informed of the client's rules and regulations and compliance requested.
 - c. Conversation should not be prolonged. A prolonged discussion may escalate the situation.
 - d. At no time should physical contact occur.
2. Removal from premises:
 - a. Approach and inform subject that the client's property is private (if appropriate).
 - b. Inform subject of client's rules and regulations.
 - c. Ask subject to exit the property.
 - d. If subject does not comply with the request to leave, the above steps

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should be repeated. If the subject still does not comply, subject should be informed that they may be in violation of a trespass statute of the New York State Penal Law and could be subject to arrest.

- e. Security guard should use command presence to effect removal. Always remain calm, act professionally, and remember there should not be any physical contact.
- 3. Arrest.
 - a. Security guards in the State of New York only have the authority of a private citizen and powers of arrest are limited to that of a citizen's arrest.
 - b. Prior to affecting an arrest the security guard must be aware of all the facts.
 - c. Security guard must determine if a crime was committed, not just a violation of the clients/employer's rules and regulations.
 - d. The subject being arrested must be the person the security guard observed committing the crime, if such security guard observed the crime.
 - e. No arrest should be affected if it is contrary to the policy of the client, employer, or if attempting to effect an arrest would place someone's life in danger.
 - f. Force should only be used as a last resort. Only the amount of force necessary to affect the arrest may be used.

C. Custody.

- 1. A person is in custody when their freedom of movement has been taken, for example, if a security guard:
 - a. Blocks a person's exit.
 - b. Verbally issues a threat/fear of bodily harm.
 - c. Uses physical force.
- 2. In all custody situations the security guard is responsible for the safety and wellbeing of the subject in custody.
- 3. The security guard must remember that only the amount of force necessary to detain the subject can be used.
- 4. Precautions must be taken to insure the safety and well being of the person in custody.
 - a. Constant supervision.
 - b. Pat search for weapons.
 - (1) Pat search should only be done by person of same sex. Under exigent circumstances, pat search may be conducted by a

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person of the opposite sex if a person of the same sex is not available. Every effort should be made to have the pat search witnessed.

- (2) Case law regarding searches by a private citizen include searching belongings, rather than an individual's person. While no constitutional protections attach when a private citizen conducts a pat search, please note that a security guard and/or his employer may be held civilly liable for such actions.
- c. Pre-determined holding area.
 - (1) Area checked for and free of dangerous instruments.
- 5. A person making a civilian arrest must without unnecessary delay deliver the person arrested to the custody of the local police having jurisdiction.
 - a. While no constitutional protections attach when a private citizen takes a suspect into custody; please note that a security guard and/or his employer may be civilly liable for holding a suspect.

II. Common Crimes

A. Trespass - Penal Law §140.05.

- 1. A person is guilty of trespass when he knowingly enters or remains unlawfully in or upon premises.

B. Criminal trespass third degree - Penal Law §140.10.

- 1. A person is guilty of criminal trespass in the third degree when he knowingly enters or remains unlawfully in a building or upon real property.
 - a. Which is fenced or otherwise enclosed in a manner designed to exclude intruders; or where the building is utilized as an elementary or secondary school or a children's overnight camp as defined in section one thousand three hundred ninety-two of the public health law or a summer day camp as defined in section one thousand three hundred ninety-two of the public health law in violation of conspicuously posted rules or regulations governing entry and use thereof.
 - b. Located within a city with a population in excess of one million and where the building or real property is utilized as an elementary or secondary school in violation of a personally communicated request to leave the premises from a principal, custodian or other person in charge thereof; or
 - c. Located outside of a city with a population in excess of one million and where the building or real property is utilized as an elementary or secondary school in violation of a personally communicated request to leave the premises from a principal, custodian, school board member or trustee, or other person in charge thereof; or
 - d. Where the building is used as a public housing project in violation of conspicuously posted rules or regulations governing entry and use thereof; or

- e. Where a building is used as a public housing project in violation of a personally communicated request to leave the premises from a housing police officer or other person in charge thereof;
- f. Where the property consists of a right-of-way or yard of a railroad or rapid transit railroad which has been designated and conspicuously posted as a no-trespass railroad zone, pursuant to section eighty- three-b of the railroad law, by the city or county in which such property is located.

C. Criminal trespass in the second degree - Penal Law §140.15.

- 1. Knowingly enters or remains unlawfully in a dwelling.

D. Criminal trespass in the first degree - Penal Law §140.17.

- 1. A person is guilty of criminal trespass in the first degree when he knowingly enters or remains unlawfully in a building, and when, in the course of committing such crime, he:
 - a. Possesses, or knows that another participant in the crime possesses, an explosive or a deadly weapon; or
 - b. Possesses a firearm, rifle or shotgun, as those terms are defined in section 265.00, and also possesses or has readily accessible a quantity of ammunition which is capable of being discharged from such firearm, rifle or shotgun.
 - c. Knows that another participant in the crime possesses a firearm, rifle or shotgun under circumstances described in subdivision b of this part.

E. Burglary in the third degree - Penal Law §140.25.

- 1. A person is guilty of burglary in the third degree when he knowingly enters or remains unlawfully in a building with intent to commit a crime therein.

F. Burglary in the second degree - Penal Law §140.25.

- 1. Knowingly enters or remains unlawfully in a building with intent to commit a crime therein, and when:
 - a. In effecting entry or while in the building or in an immediate flight therefrom, he or another participant in the crime:
 - (1) Is armed with explosives or a deadly weapon; or
 - (2) Causes physical injury to any person who is not a participant in the crime; or
 - (3) Uses or threatens the immediate use of a dangerous instrument; or
 - (4) Displays what appears to be a pistol, revolver, rifle, shotgun, machine gun or other firearm; or
 - (5) The building is a dwelling.

G. Burglary in the first degree - Penal Law §140.30.

1. Knowingly enters or remains unlawfully in a dwelling with intent to commit a crime therein, and when, in effecting entry or while in the dwelling or in immediate flight there-from, he or another participant in the crime:
 - a. Is armed with explosives or a deadly weapon; or
 - b. Causes physical injury to any person who is not a participant in the crime; or
 - c. Uses or threatens the immediate use of a dangerous instrument; or
 - d. Displays what appears to be a pistol, revolver, rifle, shotgun, machine gun or other firearm; except that in any prosecution under this subdivision, it is an affirmative defense that such pistol, revolver, rifle, shotgun, machine gun or other firearm was not a loaded weapon from which a shot, readily capable of producing death or other serious physical injury, could be discharged. Nothing contained in this subdivision shall constitute a defense to a prosecution for, or preclude a conviction of, burglary in the second degree, burglary in the third degree or any other crime.

H. Robbery in the third degree - Penal Law §160.05.

1. A person is guilty of robbery in the third degree when he forcibly steals property.

I. Robbery in the second degree - Penal Law §160.10.

1. Forcibly steals property and when:
 - a. He is aided by another person actually present; or
 - b. In the course of the commission of the crime or of immediate flight there-from, he or another participant in the crime:
 - (1) Causes physical injury to any person who is not a participant in the crime; or
 - (2) Displays what appears to be a pistol, revolver, rifle, shotgun, machine gun or other firearm.
 - (3) The property consists of a motor vehicle as define in section one hundred twenty five of the vehicle and traffic law.

J. Robbery in the first degree - Penal Law §160.15.

1. Forcibly steals property and when, in the course of the commission of the crime or of immediate flight there-from, he or another participant in the crime:
 - a. Causes serious physical injury to any person who is not a participant in the crime; or
 - b. Is armed with a deadly weapon; or

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- c. Uses or threatens the immediate use of a dangerous instrument;
or
- d. Displays what appears to be a pistol, revolver, rifle, shotgun, machine gun or other firearm; except that in any prosecution under this subdivision, it is an affirmative defense that such pistol, revolver, rifle, shotgun, machine gun or other firearm was not a loaded weapon from which a shot, readily capable of producing death or other serious physical injury, could be discharged. Nothing contained in this subdivision shall constitute a defense to a prosecution for, or preclude a conviction of, robbery in the second degree, robbery in the third degree or any other crime.

K. Petit larceny - Penal Law §155.25.

- 1. A person is guilty of petit larceny when he steals property.

L. Grand larceny in the fourth degree - Penal Law §155.30.

- 1. When he steals property and when:
 - a. Value exceeds one thousand dollars; or
 - b. Consists of a public record, writing or instrument kept, filed or deposited according to law with or in the keeping of any public office or public servant; or
 - c. Consists of secret scientific material; or
 - d. Consists of a credit card or debit card; or
 - e. Regardless of its nature and value, is taken from the person of another; or
 - f. Regardless of its nature and value, is obtained by extortion; or
 - g. Consists of one or more firearms, rifles or shotguns; or
 - h. Value of the property exceeds one hundred dollars and consists of a motor vehicle, other than a motorcycle; as defined by section one hundred twenty five of the vehicle and traffic law, or
 - i. Consists of scroll, religious vestment, or other item of property having a value of at least one hundred dollars kept for or used in connection with religious worship in any building or structure used as a place of religious worship by a religious corporations law or the education law.
 - j. Consists of an access device which the person intends to use unlawfully to obtain telephone service.

M. Grand larceny in the third degree - Penal Law §155.35.

- 1. Steals property and when the value exceeds three thousand dollars.

N. Grand larceny in the second degree - Penal Law §155.40.

1. Steals property and when:
 - a. Value exceeds fifty thousand dollars; or
 - b. Regardless of its nature and value, is obtained by extortion committed by instilling in the victim a fear that the actor or another person will:
 - (1) Cause physical injury to some person in the future, or
 - (2) Cause damage to property, or
 - (3) Use or abuse his position as a public servant by engaging in conduct within or related to his official duties, or by failing or refusing to perform an official duty, in such manner as to affect some person adversely.

O. Grand larceny in the first degree - Penal Law §140.42.

1. Steals property and when the value of the property exceeds one million dollars.

P. Disorderly conduct - Penal Law §240.20.

1. A person is guilty of disorderly conduct when, with intent to cause public inconvenience, annoyance or alarm, or recklessly creating a risk thereof:
 - a. He engages in fighting or in violent, tumultuous or threatening behavior; or
 - b. He makes unreasonable noise; or
 - c. In a public place, he uses abusive or obscene language, or makes an obscene gesture; or
 - d. Without lawful authority, he disrupts any lawful assembly or meeting of persons; or
 - e. He obstructs vehicular or pedestrian traffic; or
 - f. He congregates with other persons in a public place and refuses to comply with a lawful order of the police to disperse; or
 - g. He creates a hazardous or physically offensive condition by any act which serves no legitimate purpose.

Q. Harassment in the first degree - Penal Law §240.25.

1. A person is guilty of harassment in the first degree when he or she intentionally and repeatedly harasses another person by following such person in or about a public place or places or by engaging in a course of conduct or by repeatedly committing acts which places such person in reasonable fear of physical injury. This section shall not apply to activities regulated by the national labor relations act, as amended, the railway labor act, as amended, of the federal employment labor management act, as amended.

R. Harassment in the second degree - Penal Law §240.26.

1. A person is guilty of harassment in the second degree when, with intent to harass, annoy or alarm another person:
 - a. He or she strikes, shoves, kicks or otherwise subjects such other person to physical contact, or attempts or threatens to do the same; or
 - b. He or she follows a person in or about a public place or places; or
 - c. He or she engages in a course of conduct or repeatedly commits acts which alarm or seriously annoy such other person, and which serve no legitimate purpose.
- (1) Subdivisions two and three of this section shall not apply to activities regulated by the national labor relations act, as amended, the railway labor act, as amended, or the federal employment labor management act, as amended.

S. Assault in the second degree - Penal Law §120.05.

1. With intent to cause serious physical injury to another person, he causes such injury to such person or to a third person; or
2. With intent to cause physical injury to another person, he causes such injury to such person or to a third person by means of a deadly weapon or a dangerous instrument; or
3. With intent to prevent a peace officer, police officer, a fireman, including a fireman acting as a paramedic or emergency medical technician administering first aid in the course of performance of duty as such fireman, an emergency medical service paramedic or emergency medical service technician, or medical or related personnel in a hospital emergency department, from performing a lawful duty, by means including releasing or failing to control an animal under circumstances evincing the actor's intent that the animal obstruct the lawful activity of such peace officer, police officer, fireman, paramedic or technician, he causes physical injury to such peace officer, police officer, fireman, paramedic, technician or medical or related personnel in a hospital emergency department; or
4. He recklessly causes serious physical injury to another person by means of a deadly weapon or a dangerous instrument; or
5. For a purpose other than lawful medical or therapeutic treatment, he intentionally causes stupor, unconsciousness or other physical impairment or injury to another person by administering to him, without his consent, a drug, substance or preparation capable of producing the same; or
6. In the course of and in furtherance of the commission or attempted commission of a felony, other than a felony defined in article one hundred thirty which requires corroboration for conviction, or of immediate flight therefrom, he, or another participant if there be any, causes physical injury to a person other than one of the participants; or
7. Having been charged with or convicted of a crime and while confined in a correctional facility, as defined in subdivision three of section forty of the

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correction law, pursuant to such charge or conviction, with intent to cause physical injury to another person, he causes such injury to such person or to a third person; or

8. Being eighteen years old or more and with intent to cause physical injury to a person less than eleven years old, the defendant recklessly causes serious physical injury to such person; or
9. Being eighteen years old or more and with intent to cause physical injury to a person less than seven years old, the defendant causes such injury to such person; or
10. Acting at a place the person knows, or reasonably should know, is on school grounds and with intent to cause physical injury, he or she: (a) causes such injury to an employee of a school or public school district; or (b) not being a student of such school or public school district, causes physical injury to another, and such other person is a student of such school who is attending or present for educational purposes. For purposes of this subdivision the term "school grounds" shall have the meaning set forth in subdivision fourteen of section 220.00 of this chapter.
11. With intent to cause physical injury to a train operator, ticket inspector, conductor or bus operator employed by any transit agency, authority or company, public or private, whose operation is authorized by New York state or any of its political subdivisions, he or she causes physical injury to such train operator, ticket inspector, conductor or bus operator while such employee is performing an assigned duty on, or directly related to, the operation of a train or bus.

T. Assault in the first degree - Penal Law 120.10.

1. A person is guilty of assault in the first degree when:
 - a. With intent to cause serious physical injury to another person, he causes such injury to such person or to a third person by means of a deadly weapon or a dangerous instrument; or
 - b. With intent to disfigure another person seriously and permanently, or to destroy, amputate or disable permanently a member or organ of his body, he causes such injury to such person or to a third person; or
 - c. Under circumstances evincing a depraved indifference to human life, he recklessly engages in conduct which creates a grave risk of death to another person, and thereby causes serious physical injury to another person; or
 - d. In the course of and in furtherance of the commission or attempted commission of a felony or of immediate flight therefrom, he, or another participant if there be any, causes serious physical injury to a person other than one of the participants.

III. Liability and Legal Consequences

A. False imprisonment (false arrest).

1. An unlawful detention contrary to the will of the person detained, accomplished with or without process of law.

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2. Elements of false imprisonment under case law.
 - a. Defendant intended to confine plaintiff.
 - b. Plaintiff was conscious of confinement.
 - c. Plaintiff did not consent to confinement.
 - d. Confinement was not otherwise privileged.

B. Use of force.

1. Sufficient force may be used to affect an arrest or prevent escape if the subject has in fact committed a crime. This force must be reasonable and only to extent necessary.
2. Sufficient force may be used to defend self/third party. As above, this force must be reasonable when compared to the force used against you.
3. If you use too much force, you will be accused of using excessive force. You may be held liable both civilly and/or criminally for your actions.

C. Punitive damages.

1. Generally, plaintiffs are entitled to compensatory damages that return the plaintiff to their place before the wrong doing occurred.
2. Punitive damages are allowed when the defendant acts recklessly, willfully or maliciously with a design to injure the plaintiff.
3. Since acting maliciously is an element of malicious prosecution, if the plaintiff makes out a case for malicious prosecution, they may have made out a case for punitive damages.

D. Defense of lawful detention.

1. In any action for false arrest, false imprisonment, unlawful detention, defamation of character, assault, trespass, or invasion of civil rights, brought by any person by reason of having been detained on or in the immediate vicinity of the premises of a retail mercantile establishment for the purpose of investigation or questioning as to criminal possession of an anti-security item as defined in section 170.47 of the penal law or as to the ownership of any merchandise, it shall be a defense to such action that the person was detained in a reasonable manner and for not more than a reasonable time to permit such investigation or questioning by a peace officer acting pursuant to his special duties, police officer or by the owner of the retail mercantile establishment, his authorized employee or agent, and that such officer, owner, employee or agent had reasonable grounds to believe that the person so detained was guilty of criminal possession of an anti-security item as defined in section 170.47 of the penal law or was committing or attempting to commit larceny on such premises of such merchandise.

E. Participating in cases once a claim has been made.

1. Preserve physical evidence.

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2. Obtain witness statements.
3. Prepare incident reports.
4. Refuse to speak to unknown parties and advise other employees to act likewise.

IV. Justification of the Use of Force / Deadly Physical Force

A. Definitions.

1. Physical Injury - means impairment of physical condition or substantial pain.
2. Serious Physical Injury - means physical injury which creates a substantial risk of death, or which causes death or serious and protracted disfigurement, protracted impairment of health or protracted loss or impairment of the function of any bodily organ.
3. Deadly Physical Force – physical force which, under the circumstances in which it is used, is readily capable of causing death or other serious physical injury.

B. Justification, Use of force/deadly physical force - Penal Law Article 35.

1. Use of physical force is justified to defend yourself or another person from physical force being used upon you or the other person. It may also be used if the security guard believes such force to be necessary to effect an arrest or to prevent an escape from custody of a person whom they reasonably believes to have committed an offense and who in fact committed such offense.
2. The force must be commensurate with the amount of force being used upon you or another person and necessary to bring the situation under control.

C. Use of physical force in the defense of a person - Penal Law §35.15.

1. A person may, subject to the provisions of subdivision two, use physical force upon another person when and to the extent he reasonably believes such to be necessary to defend himself or a third person from what he reasonably believes to be the use or imminent use of unlawful physical force by such other person, unless:
 - a. The latter's conduct was provoked by the actor himself with intent to cause physical injury to another person; or
 - b. The actor was the initial aggressor; except that in such case his use of physical force is nevertheless justifiable if he has withdrawn from the encounter and effectively communicated such withdrawal to such other person but the latter persists in continuing the incident by the use or threatened imminent use of unlawful physical force; or
 - c. The physical force involved is the product of a combat by agreement not specifically authorized by law.
2. A person may not use deadly physical force upon another person under

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circumstances specified in Penal Law §35.15(1) unless:

- a. He reasonably believes that such other person is using or about to use deadly physical force. Even in such case, however, the actor may not use deadly physical force if he knows that he can with complete safety as to himself and others avoid the necessity of so doing by retreating; except that he is under no duty to retreat if he is:
 - (1) In his dwelling and not the initial aggressor; or
 - (2) A police officer or peace officer or a person assisting a police officer or a peace officer at the latter's direction, acting pursuant to section 35.30; or
 - (3) He reasonably believes that such other person is committing or attempting to commit a kidnapping, forcible rape, forcible sodomy or robbery; or
 - (4) He reasonably believes that such other person is committing or attempting to commit a burglary, and the circumstances are such that the use of deadly physical force is authorized by subdivision three of section 35.20.(3).
 - (5) A person in possession or control of, licensed or privileged to be in, a dwelling or an occupied building, who reasonably believes that another person is committing or attempting to commit a burglary of such dwelling or building, may use deadly physical force upon such other person when he reasonably believes such to be necessary to prevent or terminate the commission or attempted commission of such burglary.

D. Liability issues pertaining to the use of force.

- 1. Fine line exists between being the one assaulted and becoming the aggressor.
- 2. Actions will be subject to scrutiny and unwarranted or inappropriate actions can lead to civil and criminal prosecution.
- 3. Law demands that the use of force be lawful, reasonable, and necessary.
- 4. Usually, decisions on the use of force must be made within seconds. Therefore it is important that the security guard have a thorough understanding of their legal rights and limitations with regards to the use of force in various situations.

E. Use of force when affecting an arrest.

- 1. Force is only to be used if absolutely necessary and then the amount of force used must be the minimum required to bring the situation under control.
- 2. The use of excessive force is never permitted.
- 3. If an arrest situation may lead to a confrontation which will result in the use of force, excessive or not, it may be prudent in that particular situation not to make the arrest.
 - a. The security guard must take into account what the result of their

actions may be.

- b. If the result may be a confrontation which may cause injury to the security guard, subject, or third parties, then it would be prudent not to take the action in the first place.

V. Security Guard Arrest Authority and Legal Limitations

A. Employer limitations.

1. As a security guard, it is important at all times to be aware that your work is done pursuant to the directives, policies and regulations of your employer.
2. The Security Guard Act of 1992 makes it clear that you cannot function as a security guard without first being employed by a security guard company, and becoming registered pursuant to the Act.
3. A security guard is not a sworn law enforcement officer and accordingly is not "duty bound" to make an arrest. As such is the case, it is the employer of the security guard who will ultimately determine the limits and circumstances under which the security guard will exercise their authority.
 - a. Each employer, based on the company's particular philosophy, experience, and concept of legal liability may choose to set limits which are more restrictive than law.
 - b. A company employing a security guard can be held civilly and criminally responsible for the conduct of the security guard. Conversely, the security guard can be held liable for conduct which is beyond the scope of their duties/responsibilities and which exceeds the limitations imposed by the employer. It is therefore mandatory that the employer's policies and directions be followed.

B. Contractual vs. proprietary security guard companies.

1. Proprietary security guards are hired by a company to fulfill the security needs of that company only, usually within premises or areas owned or leased by their tenants.
2. Contractual companies contract or "hire out" security guards to other companies or government agencies who, for many reasons, cannot or do not hire their own security guards.
3. The limitations are the same for both types of security guard.
4. The contractual security guard is subject not only to his/her immediate employer, but to the client or customer of the employer. It is the responsibility of the contractual security guard to obtain copies, preferably in writing, of the policies and procedures of each client.

C. Arrest authority/limitations.

1. With the same authority of a private citizen, a security guard is permitted to make an arrest:
 - a. For a felony when the person being arrested has in fact committed such felony.

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- b. If the security guard has witnessed any offense in his/her presence.
2. Such an arrest, if for a felony, may be made anywhere in the state. If the arrest is for an offense other than a felony, it may be made only in the county in which such offense was committed.
3. Pursuant to the Criminal Procedure Law, a person making such an arrest must inform the person whom they are arresting of the reason for such arrest unless they encounters physical resistance, flight or other factors rendering such procedure impractical.
4. In order to effect such an arrest, such person may use such physical force as is justifiable pursuant to subdivision four of § 35.30 Penal Law.
5. A security guard's arrest authority granted by the Criminal Procedure Law does not extend beyond that of any private citizen and is not increased by the title or role of a security guard.

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A competent person is the result of excellent training

Security Guard Reference Book

Unit Three

Emergency Situations

Prepared by: MD Noman

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I. Comprehensive emergency preparedness plan.

A. A formal, written plan for various emergency situations that has been developed to minimize or prevent injury, loss of life, loss of assets and property. A "plan" clearly outlines step-by-step guidelines to be followed in the event of an emergency situation.

1. The plan must be kept up to date.

B. The importance of developing a comprehensive emergency preparedness plan.

1. Establishes a preplanned course of action for all emergency situations. This is necessary because emergencies often occur at random leaving little or no time to devise the best course of action.
2. Insures maximum utilization of all resources (personnel and equipment) during an emergency, thereby providing the fullest extent of safety and security possible.
3. Establishes an effective plan of action developed by key organizational representatives and perhaps outside agencies/ departments, that are responsible for responding and/or providing assistance to all or specific emergency situations. The plan outlines specific responsibilities for all those involved in the response.
4. Establishes a chain of command - which lists all those in position of authority. Identifies who is in charge in a given situation.
5. Identifies security's responsibilities and assignments in the event of an emergency.
6. Creates an instructional format for training.

C. Guidelines to ensure appropriate action by security personnel.

1. Review plan with security guards to ensure an understanding of the responsibilities of:
 - a. Security department.
 - b. Individual security guard assignments.
 - c. Other departments/agencies.
2. Security guard must study and familiarize themselves with the emergency preparedness plan.
3. Employer should conduct practice sessions (drills) to enhance training of security officers in reacting instinctively before, during, and after an emergency situation. For example, fire, evacuation and bomb threat drills.

D. Follow established Incident Command System (ICS) (Unit Eight) plan of action developed by key Federal and State agencies under the control of U.S. Homeland Security. This plan establishes

guidelines and responsibilities for responding and/or providing assistance to emergency situations. The plan outlines specific responsibilities for security guards as first responders. A comprehensive emergency preparedness plan may include some or all of the following informational pieces:

1. Notification - This piece should contain a listing of all those who should be contacted in the event of all or specific emergency situations.
 - a. List of management personnel.
 - b. Appropriate on site personnel (security personnel, supervisors, maintenance, building engineers, custodial personnel, etc.).
 - c. Appropriate emergency services (fire and police departments, hazardous material response team, etc.).
2. Employee warning notification. This piece should outline procedures or means in which to advise employees of the emergency situation.
3. Response - This section should detail procedures to be followed for specific emergency situations and should include:
 - a. Alternate base of operations. In the event that an emergency situation renders the "main headquarters" inoperable, this section outlines procedures to establish an alternate base of operations.
 - b. Medical assets. In the event of injuries and/or sickness, this section will outline medical assets available and procedures to follow.
 - c. Public relations. This section should outline procedures to manage the media, to include the dissemination of information.
 - d. Security and fire protection. This section should provide for additional assets (employees, equipment etc.) to supplement those assigned to fire and security protection.
 - e. Shutdown and restoration. This section should outline procedures to shutdown and restore operations. This could include equipment, machinery etc.
 - f. Evacuation. This section should outline evacuation procedures.
 - g. Transportation assets. This section should summarize transportation assets available and the utilization of such.
4. Recovery. This section should detail security operations once the emergency is declared over or the danger has passed.
5. Documentation. This should provide information on the appropriate security reports which must be filed.

II. Response to emergency situations.

- A. **Fire. Fire in most cases is the one common denominator when disasters occur and is the greatest destroyer of property facing**

industry today. Preparedness is essential because of the speed in which fire can spread and destroy life and property. Security personnel must have a basic understanding of the overall fire safety initiative to effectively prevent and respond to this emergency.

1. Fire emergency preparedness plan.
 - a. Lists vital building information (fire exits).
 - b. If applicable, identifies duties of the fire brigade or floor wardens.
 - c. Offers educational guidelines in the form of drills in response to alarms and fire prevention.
2. It is important that security guards understand that smoke is the primary killer in major fires. Security guards must be prepared to avoid the effects of intense smoke, others with less or no experience may count on their ability to survive. Effects of smoke and method of escape include:
 - a. Smoke rises when hot and will be heavy and dense at the ceiling working down to the floor.
 - b. Oxygen is more likely to be available near the floor; therefore, crawling may be the best way to get from one point to another.
 - c. Some buildings may have florescent numbers at the bottom of doors to assist escape if one must crawl.
 - d. A wet towel, cloth or article of clothing can serve as a temporary smoke filter.
3. Stairwells and corridors could be beyond the point of safe passage, an area of refuge may be needed to stay alive:
 - a. Supply of fresh air, material to stop the spread of smoke and if possible, a supply of water.
 - b. Telephone, call for help and advise that you are trapped.
 - c. Wet clothing, towels, etc. can be used to seal vents and the bottom of doors.
 - d. Fill garbage cans, bath tub, etc. with water, if possible.
 - e. Only break windows as a last resort, open a few inches for fresh air.
4. Notification and response - all company employees should know what action to take if smoke or fire is detected. Calling for help is the first priority for anyone who discovers smoke or fire, including security guards. Steps to be taken:
 - a. Sound the alarm by pulling the nearest manual pull station.

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- b. Follow up by calling the company emergency telephone number or 911. Be sure to give your name, location and describe the condition.
 - c. Prevent the use of elevators, direct persons in the immediate vicinity to use the nearest stairwell.
 - d. Close doors to prevent the spread of smoke or fire.
 - e. Last of all, if conditions do not pose a personal threat, attempt to contain or extinguish the fire by using the nearest fire extinguisher.
5. All security guards should know how to operate a fire extinguisher using the PASS method:
 - a. P - Pull the pin.
 - b. A - Aim the hose.
 - c. S - Squeeze the lever.
 - d. S - Sweep the base of the fire.
6. Many companies train their employees to respond to alarms and are commonly referred to as first responders, fire brigades or floor wardens. These tasks require additional training and may not apply to every fire emergency preparedness plan.
 - a. Typical job classifications of persons that perform "first responder" duties:
 - (1) Security guards.
 - (2) Custodial personnel.
 - (3) Building engineers.
 - (4) Company managers
7. Typical duties of "first responders".
 - a. Evacuation.
 - b. Directing the fire department to the scene of the fire.
 - c. Communicating conditions at the scene to a central fire command station.
 - d. If conditions do not pose a personal threat, extinguish the fire, or contain the condition pending the arrival of the fire department.
 - e. Proper response method to the floor of alarm.
 - (1) Approach the floor of alarm by using the stairwell from the floor below.
 - (2) Feel the stair door on the floor of alarm to detect intense heat.

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- (3) If no heat is detected, crack the door to check for intense smoke.
 - (4) Investigate if conditions permit.
- 8. Prevention and safety precautions. Security personnel must execute daily fire prevention methods to prepare for any fire emergency. One critical aspect of this exercise involves the inspection of fire exits. If exits are blocked, evacuation may be compromised leading to serious injury or death of building occupants.
 - a. Exits (must be clearly marked) and:
 - (1) Open in the direction of egress.
 - (2) Clear of obstruction at all times with at least three feet of passage at all times.
 - (3) Remain unlocked at all times or have fail-safe locks, stairwell side only, that release when the fire system is activated.
 - b. Arson is the largest single cause of fire in office buildings. Access control procedures are very important in addition to common sense fire prevention measures to deter opportunity.
 - (1) Daily trash removal.
 - (2) Flammable liquids secured in a flame proof locked cabinet.
 - (3) Be suspicious of anyone in possession of inflammable liquids or combustible material.
 - (4) Verbal threats of fire during an argument.
 - (5) The sabotage of fire fighting apparatus such as OS&Y (outside stem & yoke) valves that should be chained and locked in the open position.
 - (6) Fire doors that have been intentionally blocked or locked.
 - (7) Disabled fire alarm systems.
 - (8) Damaged electrical outlets or wiring.
 - (9) Ordinary combustible materials near sources of heat.

B. Bomb threats. A bombing constitutes a substantial risk to employees, assets and facilities. Fortunately, experience has shown that threats occur with much more frequency than actual bomb incidents. However, all threats should be treated as genuine until they can be established otherwise. Security guards play a primary role in responding to a bomb threat because:

- 1. Threats are frequently made directly to the security department, or they are

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received by other employees and usually relayed to the security department.

2. Threats are often received during non-business hours, when security staff is the only persons present.
3. Security guards may find a "suspicious package" while on routine patrol.
4. Receiving a bomb threat.
 - a. By telephone.
 - (1) Try to keep caller on the phone as long as possible, and attempt to obtain the following information:
 - (a) Location of bomb.
 - (b) What it looks like.
 - (c) When is it due to explode.
 - (d) Who placed the bomb, and why.
 - (e) Name and address of caller.
 - (2) Where possible, try to ensure that the phone on which the threat was made is not used pending investigation, as a trace may be made by the phone company. In some areas, dialing star (*)69 will assist in tracing a call.
 - (3) Notify the police (via 911 if available).
 - (4) Provide as much information as possible.
 - (5) Notify management and security supervisor. Most corporations will pre- designate a managerial level person to be responsible for overseeing a crisis. This person is usually referred to as a "crisis manager," with the authority to order a precautionary evacuation, even when a bomb has not been found.
 - (6) A bomb threat checklist form should be filled out as soon as possible.
 - b. In writing.
 - (1) Upon realizing the content matter is a threat, you should minimize handling the letter and envelope it came in.
 - (2) Make notifications according to the standard operating procedures (SOP).
 - (3) Safeguard the letter and envelope for police.
5. Initiating a search.
 - a. Any area that is the specific target of the threat should be searched as soon as possible. The primary responsibility for starting the initial search is upon the security staff. Police may assist, but frequently do

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not have the available manpower or familiarity with the building that is needed to locate "suspicious" packages, i.e. ones that don't belong where they are found.

- b. If there is no area targeted in the threat, all public areas should be searched. Favorite hiding places for bombs are:
 - (1) Stairwells.
 - (2) Bathrooms, locked or unlocked (keep in mind that employees tend to be polite and will allow other persons to "tailgate" into a bathroom.
 - (3) Trash bins.
 - (4) Ornamental planters, behind bushes or in flower beds.
 - (5) Janitorial closets.
 - (6) Parking areas near or in buildings.
 - (7) Parked vehicles.
 - (8) Cautionary note: Any out of place object may be a potential bomb. Bombs may be concealed in or look like radios, attaché cases, paper bags resembling trash, etc.

6. Finding a suspicious object.

- a. The exact location and description of the object must be reported by telephone to the security office and police.
- b. Do not use cellular phones or two-way radios near a suspected bomb as radio transmissions can cause certain types of bombs to detonate.
 - (1) Warn other building staff not to use portable radios, e.g. building engineers, custodial staff, etc.
- c. Do not touch or attempt to physically examine the object. Some bombs are designed to explode if moved or touched. Only specially trained police personnel should examine a possible bomb.
- d. The danger area should be identified and cleared of all persons. As a general rule a clear zone of at least 300 feet, including the floors above and below the possible bomb should be evacuated.

Note: The decision to order a complete building evacuation should be in consultation with building management and on-the-scene police. A police order to evacuate should be followed.
- e. Elevators should be designated to stand by for emergency use by police.
- f. Arriving police should be met at the main entrance and escorted to the location of the suspicious object.
- g. On the scene police and bomb experts assume authority for the situation. Follow their directions.

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- h. Continue searching other areas for other suspicious objects, or additional bomb(s). Military trained terrorist bombers may set three or more explosive devices. There may be an initial explosion and several improvised explosive devices (IED) to injure or kill the first responders that arrive to help.
- i. Security staff should maintain an air of complete control and reassurance, and make efforts to calm employees.
- j. Areas that have been evacuated should remain clear and employees should not be allowed to re-enter for any reason until an official determination has been made that a threat does not exist, or has passed.
- k. Documentation. Prepare and distribute an incident report per SOP.

C. Strike. The concerted refusal by employees to go on working in an attempt to force the employer to meet certain demands.

- 1. Strikes can be:
 - a. Economic disputes over wages, hours or working conditions.
 - b. Protests alleging an unfair labor practice by the employer. This cause seeks to compel the employer to stop the practice in question and restore the status quo.
- 2. A picket action is not employer labor related, but an attempt to gain publicity for a specific cause by applying pressure from public scrutiny. Examples that may motivate picketing:
 - a. Politics, may involve government policy.
 - b. Social causes that conflict with the views of a particular group.
 - c. Policy decisions by a company that conflict with the views of a group or community.
- 3. Role of the security department.
 - a. Primary role.
 - (1) The reduction or elimination of the threat of violence through planning.
 - (2) The proper deployment and use of resources.
 - (3) Appropriate response to violent incidents.
 - b. Preparation.
 - (1) Will the employer intend to conduct business as usual?
 - (2) If not, will members of the bargaining unit who wish to report to work be permitted access or locked out.

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- (a) How will access be handled?
- (b) What will the probable size of the work force be on the first day of the strike?
- (c) Will shipments be made and or received?
- (d) What is the chain of command during strike operations?
- (e) Will criminal complaints be followed up when police make arrests?
- (f) To what extent will there be documentary coverage of the strike, i.e., photography, television and/or sound recordings?
- (g) Will the Incident Command procedures be initiated (reference Unit 8)?

4. Procedures in the event of a strike or picket.

- (1) Notify supervisor and management as outlined in SOP.
- (2) Assess situation to include access control measures.
- (3) Take steps to protect records and computer data.
 - (a) Off-site back-up of files and data.
- (4) Maintain post unless otherwise instructed.
- (5) Follow procedures outlined in SOP.

D. Medical emergencies. As a security guard you can expect to be called upon to assist in a wide range of medical emergencies. Medical emergencies may involve illness or injury. They may also involve minor or life threatening situations. In some circumstances it is possible to quickly become aware that a serious threat to life or health exists, e.g. visible injuries, cuts and bleeding, convulsions, difficulty breathing, chest pains etc. Prompt response is obviously required. However, as a security guard, you should treat all calls for assistance as serious and requiring an immediate response. Never assume a person is "merely sick" just because there is no physical injury. Illness or sickness can be symptoms of serious problems too. Treat all medical calls for assistance as important. In the event of a medical emergency, the following procedures should be followed.

1. Secure the following information:

- a. The specific location of the emergency. What floor, room number, and any other information to include "landmarks" that will assist in locating the person(s).

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- b. The specific nature of the emergency. It is important to find out if there is an apparent physical injury, bleeding, loss of consciousness, difficulty breathing etc.
- c. Ask if an ambulance is needed. If so, notify the police or local medical authorities immediately. Keep in mind that the caller may be upset or excited or not know whether an ambulance is needed. Security guards should follow their employers SOP in such situations. As a general rule, it is better to call for an ambulance if the situation and/or the caller is unclear.
- d. Get the name, age, and sex of the person who is sick or injured.
- e. When requesting medical assistance from police or medical emergency responders, relay all of the above (#1) information.
- f. Make the necessary notifications as per your company SOP.
- g. Respond to the medical emergency and render whatever assistance is necessary but only within the scope of your training. If you are not medically trained and/or certified to provide first aid, your primary role is to get qualified medical persons to the scene as quickly as possible.
 - (1) Do not move an ill or injured person unless the person requests assistance, or unless the person is in danger of further injury by not being moved, e.g. in a room that is on fire.
 - (2) Do not provide any medication of any kind.
- h. When police or an ambulance has been requested, a security guard should also take the following actions.
 - (1) If applicable, arrange for an elevator to stand by to bring ambulance crew to the scene, and to evacuate the person. This is particularly important if you are assigned to a high rise building where the elevators are slow and busy. Many buildings have a pre-designated elevator for this purpose.
 - (2) The security guard should meet the responding police/ambulance at the main entrance. Do not assume that the responders know exactly where to go. If this is not possible, some other person should be designated to do this.
- i. A written report should be prepared when the emergency has been handled. This is important for many reasons, including possible workmen's compensation claims or civil liability issues. A medical report should include the following:
 - (1) Name of person.
 - (2) Nature of illness/injury.
 - (3) Whether the person refused medical care.
 - (4) Names and badge numbers of the police and/or ambulance crew.
 - (5) Time of call and who made the call.

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- (6) Location where person was sent, hospital etc.
- (7) Name(s) of witnesses.
- (8) Summary of situation.
- j. Aftermath/cleanup. If the emergency involved a dangerous situation, e.g. broken glass, slippery floors, blood spills etc. the area should be kept secured until it has been cleaned or repaired.

E. Natural disasters. Routine guard duties and responsibilities can suddenly change when a natural disaster strikes. Many security organizations and their corporate clients have natural disaster procedures outlined in an emergency preparedness plan or similar document. Regardless of the type of disaster, there are general security actions and responsibilities that are common to all.

- 1. Natural disaster situations.
 - a. High winds.
 - b. Floods.
 - c. Fires.
 - d. Thunderstorms.
 - e. Earthquakes/building collapses.
 - f. Snowstorms/blizzards.
- 2. Before disaster strikes - Some disasters occur without warning, e.g. earthquakes, building collapses etc. That's when preplanning and training pay off. However, many disasters and emergencies are weather related and frequently the subject of advanced warning. When the luxury of advanced warning exists, the following actions should be taken:
 - a. Constantly monitor the storm's progress.
 - b. Evaluate security staff needs.
 - c. Evaluate the possibility of evacuation.
 - d. Conduct security prevention checks.
 - e. Make sure emergency equipment is in working order.
- 3. When disaster strikes.
 - a. Make all notifications required by the SOP for the specific emergency concerned.
 - b. Perform constant patrols looking for damage or dangerous building conditions. Report all such incidents and request appropriate response by engineers, custodial staff, police/fire etc.

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- c. Establish emergency access controls. It is often necessary to close off certain exits. Employees should not be allowed to use dangerous exit routes. Safe in/safe out procedures are essential.
 - d. Security guards should keep themselves informed. Pay attention to the security radio frequency. Keep in contact with supervisors, control rooms and other guards on patrol. Conditions can change. Stay alert.
 - e. Keep other employees informed. Stay calm. Act in a reassuring manner. Only answer questions if you know the answer. Do not guess or speculate. Remember, employees look to you for help and guidance and will accept and act upon what you say.
4. When the disaster subsides.
- a. Security guards should inspect all facilities for damage or unsafe conditions and make the necessary notifications.
 - b. Resume normal operations.
 - c. Prepare the necessary reports.

F. Man-made disasters (terrorism). A violent act or an act dangerous to human life, in violation of the criminal laws of the United States or any segment to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

1. Motivation for terrorist acts.
- a. Religious ties to faith with hatred towards other religions.
 - b. Formalized terrorist group goals and philosophy.
 - c. Radical extremist movement to effect a change for their cause.
2. Five categories of weapons of mass destruction (WMD) (C-BRNE).
- a. Chemical.
 - b. Biological.
 - c. Radiological.
 - d. Nuclear.
 - e. Explosive (used in 70% of all attacks).
3. Call 911 if:
- a. See suspicious individuals attempting to avoid detection by security
 - b. See group of sick people exhibiting symptoms: difficulty breathing, choking, laying on the ground, reddish face or

complaining of exposure to chemicals.

- c. Hear or see explosion, bright flash.
- d. Smell strange odor, you feel sick.
- e. Smell smoke in or around a building.

G. Crimes in progress. Although the primary focus of security is the prevention of crime, security guards must be prepared to respond to crimes in progress when they occur. Before the common elements of response are identified, it is important to recognize the variables that qualify the scope of response required of the security guard. The security industry has a wide range of disciplines in which security guards may work, i.e. retail, hospitality, banking, hospitals, travel and cargo transportation etc. The proper response by a security guard is dictated by the discipline in which they work and which is regulated by law and employer SOP's.

- 1. Response to crimes in progress.
 - a. The following variables must be taken into consideration:
 - (1) The security guard must evaluate the situation to determine the best course of action.
 - (2) Personal safety and the safety of others must be considered in determining the course of action.
 - (3) The type of crime.
 - (4) The means available to the guard to intercede effectively.
 - (5) Company policy and procedures & SOP.
 - (a) The company policy is instrumental in determining the response by the security guard. The employer may simply require the limited response of calling the police, or a more pro- active response to stop the crime in progress. Therefore, it is imperative that security guards are familiar with company SOP's.
 - (6) Make the proper notifications, i.e. 911, supervisor etc.
 - (7) Provide any information to responding police officers.
 - (a) Complete location.
 - (b) Type of crime.
 - (c) Description of perpetrator(s).
 - (d) Weapons used.
 - (e) Company contact person.

- (f) Number of detainees (if security guard has taken persons into custody).
- b. Security of evidence - is very important and must be considered.
 - (1) Do not touch anything at the scene. If you do come in contact with something, tell the police.
 - (2) Seal the room or cordon off the area.
 - (3) Stand post until relieved or until police take charge of the scene.
 - (4) Permit access only to those authorized.
 - (5) Obtain the name and shield number of the police officer assuming control of the crime scene.
 - (6) Gather names of witnesses.
 - (7) Interviewing of the crime victim(s) and perpetrator(s) should be conducted by the police or a professional investigator.

H. Hazardous materials incidents. A substance that poses a risk to people and the world even when being handled, used, or made in a reasonable way.

- 1. The right and need to know about hazardous materials in the workplace is guaranteed by law to all employees. Every workplace is likely to have some hazardous materials such as cleaning agents, ammonia for refrigeration, gasoline, kerosene, propane, paint, paint remover and other solvents.
 - a. There is a particular need for security to know for several reasons.
 - (1) To help prevent problems and/or may be the first to discover a situation or first to arrive on the scene.
 - (2) To protect themselves, others, the institution and possibly the community.
 - (3) Response procedures.
 - b. How to find out about on-site hazardous materials:
 - (1) Employer orientation.
 - (2) Supervisor.
 - (3) Ask – place some responsibility on yourself. Check with supervisor, manager etc.
- 2. Six categories of hazardous materials
 - a. Toxic agents.
 - (1) Chemical agents - may range from skin irritants and allergens

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to dangerous poisons. Chlorine gas for example.

- b. Corrosive chemicals.
 - (1) Bases and acids - may damage or destroy skin or mucous membranes on contact or inhalation. Hydrochloric acid and lye are examples of corrosive chemicals.
- c. Flammable (combustible) materials.
 - (1) Things that burn easily include flammable liquids, flammable gases, organic solvents, finely divided metal and powders. Gasoline and propane for example.
- d. Explosives and strong oxidizers.
 - (1) Nitrates and peroxides. For example, dynamite, ammonium nitrate and oxygen.
- e. Radioactive materials.
 - (1) Emit ionizing radiation. Plutonium for example.
- f. Spontaneous heaters.
 - (1) Materials that build up a dangerous amount of heat by oxidation or microbiological action. For example, organic based oils or damp charcoal.

3. Harmful effects of hazardous materials:

- a. Toxicity - damage the skin, central nervous system, voluntary and involuntary muscles (for breathing), all bodily organs and functions.
 - (1) Can enter your body if:
 - (a) You touch or are touched by them (skin contact). Open wounds/sores make you more susceptible.
 - (b) If you breathe them (inhalation).
 - (c) If you eat or drink them (ingestion).
 - (d) Can be responsible for asphyxiation, poisoning and disfigurement.
- b. Flammability. The vapors from these materials easily ignite when:
 - (1) Exposed to spark or flame (how fast will flame spread).
 - (2) Exposed to high temperature.
 - (3) Spontaneous ignition.
 - (4) Flammable materials are usually categorized based on the ordinary physical state of the material.
 - (a) Liquids.

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- (b) Solids.
- (c) Gases (such as hydrogen, carbon monoxide, methane, propane, butane.
- (d) Reactivity. These materials can be considered hazardous because of either their degree of reactivity or instability.
 - (i) Respond to an outside stimulus from another material, sometimes including water or air.
 - (ii) Some materials may not burn themselves, but can accelerate the burning process in other materials.

4. Injuries.

- a. Acute - happen suddenly and affect you for just a short time.
- b. Chronic - may happen over a longer time period and may affect you for a long time. May not be able to see immediate effects, you may believe you are safe.

Acute and chronic - injuries and effects may occur separately or at the same time. For example, breathing chlorine gas for just a few seconds (acute injury) and having breathing problems for the rest of your life (chronic effect) because of the contact with the material and the destruction of living tissue.

5. How to recognize hazardous materials.

- a. Know your workplace.
- b. Right to Know Law - hazard communication standard.
 - (1) Employees have the need and right to know the hazards and identities of the materials they are exposed to when working.
 - (2) Employees also have right to know what protective measures are available to prevent adverse effects from occurring.

This information will help you do your job as well as protect you in the performance of your job.

c. Labeling of containers.

- (1) In plants, containers of hazardous chemicals must be labeled, tagged or marked with the identity of the materials and appropriate hazard warnings.
- (2) Chemical manufacturers, importers and distributors are required to ensure that every container of hazardous chemicals shipped are appropriately labeled with such information and with the name and address of the producer or other responsible party.

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- d. Typical hazardous material containers.
 - (1) Plastic jug.
 - (2) Pressurized railcar.
 - (3) Metal flasks.
 - (4) Drums.
 - (5) Boxes.
 - (6) Cylinders.
 - (7) Tankers.
- e. Material Safety Data Sheets (MSDS) - Be aware of chemicals in your setting.
 - (1) All producers and importers must obtain or develop MSDS's. The purpose of an MSDS is to provide detailed information on each hazardous chemical including:
 - (a) Physical characteristics.
 - (b) Chemical characteristics.
 - (c) Recommendations for appropriate protective measures.
 - (2) Employers must have an MSDS for each hazardous chemical they use. MSDS's must be readily accessible to employees and may be kept in binders or on computers, but employees have the right to know. Find out where these resources are kept in your facilities by asking safety director, manager etc.
 - (3) MSDS's must be in English.
- 6. Bloodborne Pathogens - microorganisms in human blood that can cause disease in humans.
 - a. HIV/AIDS.
 - (1) HIV is the precursor to AIDS.
 - (2) There is no cure.
 - (3) AIDS is a progressive disease that attacks the immune system.
 - (4) Most common form of transmission is through sexual contact.
 - (5) Second most common transmission is through direct contact with blood or body fluids (such as semen, vaginal secretions, saliva, cerebrospinal fluid, pericardial fluid, amniotic fluid etc).

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- b. Hepatitis B virus (HBV).
 - (1) Also carried through the blood and is a serious infectious disease that attacks and inflames the liver.
 - (2) Several hundred healthcare workers die annually from HBV.
- c. Universal precautions are mandated by OSHA in any blood or body fluid contact situations for all employees who could "reasonably anticipate" direct contact with blood as a result of performing their job duties.
 - (1) Employers and employees must treat blood and certain body fluids as if infectious. Meeting these requirements is NOT an option.
 - (2) Employers must establish a written exposure control plan, identifying workers with occupational exposure to blood and other potentially infectious material and specifying means to protect and train them.
 - (3) Security personnel should know if their employer has a blood borne pathogen exposure control plan and should know the procedures.
- 7. Appropriate responses to hazardous material incidents. Be aware that you will not usually have decision making responsibility or authority. The security guard should know what decisions will need to be made, and according to the SOP, who will make them. The security guard's primary responsibility is to investigate and call for assistance.
 - a. Protective actions.
 - (1) Personal safety.
 - (a) Do not take any unnecessary risks with your health and well being.
 - (b) Isolate hazard area and deny entry.
 - (c) Keep everyone away from the area if not directly involved in emergency response operations.
 - (d) Isolation tasks are done first to establish control over area.
 - (2) Protect others - to possible actions depending upon situation.
 - (a) Evacuate.
 - (b) Move all people from a threatened area of safety.
 - (c) People need as much notice as possible to prepare to leave.
 - (d) Begin with people nearby and expand downwind and crosswind.

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- (3) In-place protection.
 - (a) Used when evacuating the public would cause a greater risk than staying where they are, or when an evacuation cannot be performed, or when a dangerous situation is taking place outside.
 - (b) If danger is present from an outside source, make sure all doors and windows are closed in facility where people are sent.
 - (c) Shut off ventilating, heating and cooling systems.
- b. Notification.
 - (1) Follow procedures for hazardous material incidents for your facility.
 - (2) Notify supervisor and individuals listed in the SOP.
 - (3) Follow SOP.
- c. On scene safety - protective action decision factors to consider.
 - (1) The hazardous material.
 - (a) Degree of health hazard.
 - (b) Amount involved.
 - (c) Containment/ control of release.
 - (d) Rate of vapor movement.
 - (2) The population threatened.
 - (a) Location.
 - (b) Number of people.
 - (c) Time to evacuate or protect in- place.
 - (d) Ability to control evacuation or protect in-place.
 - (e) Building types and availability.
 - (f) Special institutions or populations
e.g. nursing homes, hospitals, prisons etc.
- d. Weather conditions.
 - (1) Effect on vapor and cloud movement.
 - (2) Potential for change.
 - (3) Effect on evacuation, or protection in place.

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- e. Communication.
 - (1) Establish a line of communication as outlined in SOP.
- f. Report.
 - (1) Take notes on the situation.
 - (2) Prepare final report.

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Unit Four

Communications and Public Relations

Prepared by: MD Noman

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I. The Communication Process

- A. Effective communication and good public relations contribute significantly to the overall success of the company or agency in general and specifically to the accomplishment of the security mission.**
- B. Communication is defined as "a process by which information is exchanged between individuals through a common system of symbols, signs or behavior".**
- C. During the 8 Hour Pre-Assignment Training Course for Security Guards, communication was discussed as a process, a process having three components:**
 - 1. Sender - the person delivering the message.
 - 2. Receiver - the person to whom the message is being delivered.
 - 3. Feedback - affirmation that the message was received by the person intended and that they understood the message.
- D. The common system of symbols, signs and behavior includes:**
 - 1. Verbal communication.
 - 2. Non-verbal communication - body language.
 - 3. Written communication.
- E. Communication experts claim that human beings only communicate by verbal means a small percentage of the time. They estimate that human communication involves 7% words, 48% body language and 45% language inflection and tone of voice.**
- F. Effective communication skills are essential tools that the security guard must rely on to carry out their duties and responsibilities in a professional manner. Along with your appearance, the next and lasting impression people will get is from how you communicate with them.**
- G. Public relations are defined as "the business of inducing the public to have understanding for and goodwill toward a person, firm or institution".**
- H. How a security guard interacts and communicates with those persons he or she may come in contact with has a direct affect on his or her ability to accomplish their assigned tasks. There is also a direct affect on how that person who comes into contact with the security guard will view that company or agency the**

security guard represents. That feeling of goodwill or lack of it may begin with the security guard.

II. Communication Methods

A. Basic communication skills. The manner in which the security guard communicates with others has a direct impact on the quality of response received.

1. Positive approaches.

- a. What do you think about...?
- b. Would you like to...?
- c. Can you help me understand...?
- d. Tell me more, please continue...?
- e. I would like...?
- f. I feel...?
- g. Do I understand you correctly? You are saying...?

2. Negative approaches.

- a. But...
- b. You should...
- c. You'd better...
- d. You always/never...
- e. Try to...
- f. Right/wrong...

B. Telephone communications. When your duties include answering the telephone at the work-site, you should greet the caller by giving the company name, section or division, your name and title and asking how you may assist or direct their call.

- 1. Be clear and articulate and ask the caller to be clear or speak up if necessary. It is important that you both understand.
- 2. Do not argue with a caller. Refer to a supervisor or manager as necessary.
- 3. Be sure to take accurate written messages as required.
- 4. Never make unauthorized calls on the company phone.

C. Radio communications. All radio communications are subject to regulation and enforcement by the Federal Communications Commission. It is criminal behavior to make obscene or improper

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radio transmissions or to interfere with radio communications.

1. Inventory control of radios must be maintained.
2. Always remember to keep the volume at a reasonable level and use the proper authorized codes as required. These are important considerations in maintaining the security and integrity of your system.
 - a. Remember your radio frequency can be monitored by anyone who possesses a scanner or is on the same frequency.
 - b. If other company sections/ divisions are using the same frequency, care must be used not to accidentally alert suspects to your intentions because a radio was turned up too loud.
3. Much like the telephone, you must speak in a clear voice and ask for acknowledgement of your messages as necessary. Radio communications, unlike telephone conversations must be kept short and to the point.
4. During a bomb threat or discovery of a bomb, you should not use radios due to the danger of the radio waves activating a detonator. Likewise, when working on any site where explosives are being used, check first before using a radio to insure there are no prohibitions against such use.

D. Public address system (if available) can be used by security personnel to:

1. Make announcements and to give instructions regarding emergencies.
2. Make announcements to facilitate reuniting lost persons with those they have been separated from.
3. Address large groups of people.
4. Insure all messages are brief and to the point.

III. Interpersonal Contact with Culturally Diverse Groups

A. As a security guard you will probably come into contact with a great number of people from a wide range of differing backgrounds, cultures, personal beliefs and lifestyles. You will be expected to interact with them courteously, effectively and in a professional, non- prejudicial manner.

1. Security guards must have an awareness of their own negative emotional reactions and prejudices.
 - a. Prejudice: in the broadest sense, is defined as a "pre-conceived judgment or opinion". The term is further defined as "an adverse opinion or learning formed without just grounds or before sufficient knowledge". Both of which, lead to a third definition of "injury or damage resulting from some judgment or action of another in disregard of one's rights".
2. Security guards must have a willingness to contrast their own beliefs with

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those of others in a non-judgmental fashion.

3. Security guards must be aware of their own stereotypes and pre-conceived notions as they interact with others.
4. Everyone should have knowledge of their own background and cultural heritage. This may help them better understand others.
5. Seeking training and experiences involving different peoples will help to increase understanding and sensitivity. This in turn will increase your effectiveness in interacting with people of diverse cultures, backgrounds, beliefs and lifestyles.
6. Be sensitive to such things as:
 - a. Age.
 - b. Sex.
 - c. Physical appearance
 - (1) Height.
 - (2) Weight.
 - d. Religion.
 - e. Race.
 - f. Ethnic background.
 - g. Lifestyle.
 - h. Values/beliefs.
 - i. Family structure.
 - j. Traditions.
 - k. Physical disability.
 - l. Mental disability.
 - m. Homelessness.

IV. Inquiries / Requests for Information from the Public and the Media

- A. **From time to time, security guards may be approached by individuals who for any number of reasons will be requesting information concerning the operation of the company or for information relevant to an event that occurred at the location where the guard is employed.**

1. The security guard should be courteous and professional and be

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clear on what is being requested of him or her.

2. Follow company policy for producing and providing information.

B. The actual release of information is probably not a direct function of the security guard. The security guard may be called on to supervise the release of general informational hand-outs in a reception area type environment.

1. Most companies have staff designated as public information officers or media representatives who will handle all requests and media contact.
2. Security personnel must be familiar with the company directives on making such notifications.

C. In addition to any information that may be marked as confidential, assume that all other information is to be handled in the same fashion unless told otherwise.

1. Confidential information can include, but not be limited to, customer information, pricing & billing rates, medical documents, production reports, production schedules and research information.
2. Treat all information gathered for security incident reports as confidential. Notify your supervisor of any requests for security reports.
3. The unauthorized release of any information may cause harm to your client/employer. Generally speaking, information not already in the public domain should be considered confidential. Never confirm already published information unless you are specifically directed to do so.

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Unit Five

Access Control

Prepared by: MD Noman

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I. Access Control

Access control is any means utilized to prevent or limit admittance to a given area. There are five primary goals of access control measures - to define the area to be protected; to deter illegal entry; to detect unauthorized entry; to delay unauthorized entry; and to direct the flow of traffic. Security guards should be familiar with all access control measures in use within their facility. Additionally, they should have a general knowledge of other forms available within the security industry.

A. Physical barriers exist to assist in the control of access to a specific area or facility. In the most general terms, physical barriers are broken into three main "layers". Those layers are:

1. Outer - consisting of fencing, lighting, alarms, gates, concrete blast barriers etc.
2. Middle - comprised of building walls, doors, locks, roofs, etc.
3. Inner - consisting of interior measures such as doors, sensors, signs, safes, etc.

B. Physical barriers are those which are tangible and not procedural in nature.

1. Interior measures are generally designed to limit access to sensitive areas within a building by achieving the five goals of access control - to define, to detect, to deter, to delay and to direct. Any area would utilize access control if it is determined that either a hazard is present, confidential information is contained therein, it is unsafe without proper protective equipment, or for any reason the general public is restricted. There are a number of means by which access would be controlled within a facility. This control can be achieved either through physical means or electro- mechanical means. The measures in use for a specific area would depend on the level of protection required.
 - a. Fixed guard posts located at points throughout a facility designed to limit access to a protected area or to direct persons away from the area. Fixed posts can be staffed on a regular, on-going basis or may be implemented in an emergency situation or to address a short-term security need. Fixed post would also include staffed receptionist desks where the individual on duty is responsible for stopping, questioning and allowing/denying access beyond that point.
 - b. Signs are posted at various points in and around a facility to give notice or direction to employees and visitors based on the nature of the area involved. Signs are designated as either directory or exclusionary in nature.
 - (1) Directory. Purpose is to give direction or information to the reader. The reader may be either an employee or non-employee. Some examples include: Visitor Parking; Receptionist; Building Numbers; Enter Here; etc.
 - (2) Exclusionary. Are in place to note precise limits placed on

the reader. Their purpose can be for the protection of the reader or could be based on the nature of the area beyond. Examples include: Do Not Enter, No Parking, Authorized Personnel Only, Keep Clear.

- c. Key and lock systems provide a level of security to particular areas based on need. The level of security required in a given area dictates the type of system present. There are a number of systems available to address your specific needs. Remember - a lock is only as effective as the door it is installed on. Systems are available in manual form (standard key and cylinder) as well as electronic (pass card, cipher, etc.). Aside from standard keyed locks, manual systems are also available which require users to enter a pre-programmed code number to gain access.
- d. Electronic security systems are in use in many facilities and provide a higher level of protection than is provided by standard lock and key systems. Electronic locking systems may include card access system, electronic coded locks, retina and palm scanners, proximity readers, etc. Aside from serving as the lock, electronic systems also provide a means of monitoring traffic into and out of the protected area.
- e. Physical barriers. Building exteriors often serve as a facilities' perimeter and must be maintained as such. Any openings in the "perimeter" should be viewed as an access control risk. Doors should be properly secured as needed, roof hatches should be secure, and window or vent openings which are less than 18 feet above ground level or 96 sq./in. or larger should be properly protected with security grating.
- f. Architectural barrier. This includes elements which are designed as part of a structure or the surrounding grounds. Architectural barriers would include solid stanchions outside the lobby, thick hedge rows in front of a building, ponds, walls, etc.

II. Acceptable Forms of Identification

A. The backbone of a successful access control program is to have an effective means of identifying both employees and non-employees. An identification program would include the ability to distinguish:

- 1. Employee identification and access.
- 2. Non-employee identification.
- 3. Vehicle identification.

B. The most common means of verifying a person's status and/or identification is through an established, formal identification card. Identification cards can bear a number of features which serve multiple purposes - from the capability to be used as an electronic-key, having the ability to "expire" at a pre-determined time. Identification-cards are primarily used for designating

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employees vs. non-employees. However, of equal importance is the ability to recognize a person as being authorized to be in a given area.

C. The success of an identification card depends on a number of factors, including:

1. Resistance to duplication.
2. Unique features.
3. Standing procedures.
 - a. Clear guidelines.

D. Common acceptable forms of identification.

1. New York State Driver License, a learner permit, or a non-driver photo identification card.
2. Passport.
3. Military Common Access Card.
4. Legal Permanent Resident Card.
5. Resident Alien Card.
6. Any U.S. Government issued document with date of birth and photograph.
7. Out of state driver license with additional documentation (Social Security Card, birth certificate etc.).
8. Company photo identification card where you are currently working as a guard.
9. NYS Security Guard Registration Card issued by NYS Department of State.
10. NYS DMV form MV-45 (Statement of Identity).
11. US passport.
12. Foreign passport with your visa and form I-94. The passport must be in English or translated by an embassy.
13. Certificate of Citizenship.
14. Certificate of Naturalization.
15. Foreign passport with a valid I-551 stamp or a statement on the visa. The passport must be in English or translated by an embassy.
16. Permanent Resident Card (form I-551).
17. US Re-entry Permit (I-327).

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18. US Refugee Travel Document (I-571).
19. US Employment Authorization Card.
20. US Military photo identification card (issued to military personnel only).

E. These documents listed below do not provide adequate proof of identity. When support documentation is required, these documents can be used in conjunction with and out of state driver's license, however, these are not valid forms of identification:

1. Social Security Card.
2. School identification card.
3. Birth certificate.
4. Business card.
5. USA systems identification.
6. International driver's license (fraud: no such document exists).
7. Any identification you've never seen before.

F. Identifying fraudulent identification.

1. Emphasis is on the detail on the information on only one side of the document.
2. Forgers fail to exert the same energy on the back side of the document.
3. They fail to do "spell-check".
4. They use documents that often have been retired from use.
5. They do not include the anti-tampering features a real identification has or use a special paper that the real document is made from.

G. To detect falsified identification a security guard must carefully examine the document looking for the following:

1. Tears, obliterations, peeling, lacerations, etching, removal of surface laminate or additional "overlays" added to document.
2. The addition or replacement of photos creating a "lumphead" when you rub the identification between the thumb and forefinger.
3. Missing anti-forgery devices, example imbedded logos or special paper with different color lines etc.

H. There is a simple test to determine if a New York State Driver License is real:

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1. Feel the front with your fingernail.
 - a. Should feel “grit” actually fine glass dust.
2. Feel the back with your fingernail.
 - a. Should feel “smooth.”
3. Bend the license.
 - a. Should go back to normal on its own – no creases should be visible.

I. Documentation is vitally important to the success of your access control program. There are a number of documentation requirements involved in tracking and controlling access. The effectiveness of your access control depends on the accuracy of your documentation. Detailed logs should be maintained according to your internal policies and procedures.

J. Access control logs serve as legal documents in litigation, and provide the security department with a tool to better monitor the access being gained to the facility. Access control logs come in many variations, including:

1. Vehicle traffic (in/out; employee & non-employee).
2. Pedestrian traffic (after hours).
3. Visitor logs (times, destination).
4. Truck activity.
5. Contractor logs.

K. The accuracy and legibility of your records will enhance your ability to regulate the flow of people in to and out of your facility. Having an understanding of the need for proper documentation will encourage the security guards to focus on the reports and track the flow of traffic more effectively.

III. Physical Threats to Access Control

A. As with any program, there exists the potential for breaches in their effectiveness. Any access control program should be evaluated for potential threats and exposures. Access control is designed specifically for that purpose - to maintain control of those persons attempting to enter the facility. Failure to follow established policies and programs could result in an unauthorized entry and open the guard and the employer to liability for activity resulting from the entry. Threats against the

integrity of an access control program can come in many forms. The most vital goal of access control is to enhance employee safety. A lapse in access control could have a negative impact on the safety of the employees in your facility.

B. There are a number of situations which threaten the effectiveness of the access control program and present a challenge to your decision-making. These situations would include:

1. Terrorism - a violent act or an act dangerous to human life, in violation of the criminal laws of the United States or any segment to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.
2. Sabotage - damage or destroy infrastructure.
3. Espionage - steal vital information.
4. Bombing - injure or kill employees.
5. Domestic violence. The potential is often present for problems to develop involving domestic relationships. An effective access control program will reduce the chances of such an incident at your facility. In this case, access control becomes slightly more challenging if your facility allows spouses to enter and visit their spouse-employee. Always be observant to signs of possible conflict.
6. Workplace violence. Aside from violent incidents involving domestic circumstances, violence often occurs between employees and/or involving former employees. In effectively controlling access, disputes between employees are difficult to prevent. However, disputes involving former employees are more easily preventable. The guard should be watchful of those entering and have knowledge of those employees who have been terminated and restrict their access. If there is a question as to the employment status of an individual, the guard should feel free to both challenge the individual and inquire further within the organization.

C. Crime prevention is a second goal of an effective access control program. As just discussed, the threat of assault is reduced through a comprehensive access control program. Additionally, there are a number of other crimes which can be reduced or eliminated through a conscious effort to closely restrict access to your facility.

1. Criminal mischief (vandalism).
2. Larceny (theft).
3. Burglary.
4. Robbery.
5. Assault.

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6. Murder.

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Unit Six

Ethics and Conduct

Prepared by: MD Noman

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I. Ethics and Conduct for Security Guards

- A. As was previously discussed in the Eight Hour Pre- Assignment Training Course for Security Guards, the personnel of a business are, in many cases, the businesses' or companies' most valuable asset. The manner in which they conduct their activities will have an impact on determining whether a business succeeds or fails. Personnel that are competent and perform their duties in a positive, eager and ethical manner promote a favorable image and build confidence. Conversely, dishonest personnel that follow unethical practices foster a poor public image and diminish confidence in a business or organization. If security guards are provided with a standard of conduct within a code of ethics, they will have the guidelines to carry out their duties using appropriate discretion and perform such duties in a professional manner, enhancing the entire security industry.**
- B. Ethics is "the discipline dealing with what is good and bad and with moral duty and obligation," and "a set of moral principles or values," or "the principles of conduct governing an individual or a group."**

II. Code of Ethics for Security Guards

- A. To protect life and property. The protection of life and property is the main goal of the professional security guard. It is also the first tenet of the Code of Ethics.**
1. By enforcement of all rules, regulations, laws and ordinances.
 2. A security guard has an obligation to perform all of his or her assigned duties in a manner which reflects the professionalism demanded by the Code. To perform to these standards a guard must adhere to all client and company policies in effect at the site where they are assigned.
 3. Procedures and rules which are violated can usually result in personal or property damage. No shortcuts should be taken or allowed by an alert security guard.
 4. A security guard must perform their duties in a sober and alert manner. It is necessary for him or her to be aware of their surroundings at all times. A guard's best efforts must be put forth constantly. His or her attitude, demeanor and appearance must be consistent with this performance.
 5. Disclosure of company information may only be made to those persons authorized to have such information. Information that a guard may become aware of in the course of their duties must be safeguarded in the same manner as traditionally valuable property. Failure to protect such information can result in damage to the client/company or others affected by such information.
 6. Security guards must report criminal acts that they become aware of. Failure

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to report such acts or violations of company policy could be criminal acts in themselves and are clearly violations of client policy.

B. To carry out duties with honesty and integrity. Security guards are entrusted to protect persons and property from harm; as such they must possess a high degree of integrity and ethical standards. Conversely, dishonest personnel who follow unethical practices foster a poor public image and diminish confidence in business or organization.

1. Integrity is defined as "firm adherence to a code of especially moral or artistic values," or "incorruptibility," and is "synonymous with honesty".
2. Honesty is defined as "fairness and straight forwardness of conduct;" or "implies a refusal to lie, steal, or deceive in any way".
3. Violations of honesty and integrity include:
 - a. Theft of goods.
 - b. Theft of time.
 - c. Theft of or unauthorized disclosure of information.
 - d. Unauthorized use of company property.
 - e. Telephone abuse and misuse.
 - f. Falsification of reports and records.
 - g. Sleeping on duty.

C. To discharge duties without prejudice. A security guard must discharge his or her duties in a fair and professional manner without the undue influence of their own personal biases and prejudices.

1. Prejudice is defined as a "pre-conceived judgment," and "an adverse judgment or opinion or learning formed without just grounds or before sufficient knowledge". Both of which, lead to "injury or damage resulting from some judgment or action of or in disregard of one's rights".
2. Prejudice is usually directed toward people because of such things as, but not limited to:
 - a. Race.
 - b. Religion.
 - c. Sex.
 - d. Sexual orientation.
 - e. Age.
 - f. Physical disability.

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- g. Homelessness.
- h. Personal appearance.
- 3. Judgments must be based on facts. You must develop an awareness and tolerance for cultural diversity.
- 4. Many people have special needs and it is necessary to make allowances for those needs. In many cases the law demands such allowances. (Americans with Disabilities Act).

D. To report violations of law or work rules to the supervisor. A security guard's responsibility to report work place rule violations and violations of law should extend to more than just a passive reporting stance if he or she is to raise the level of his or her performance above the minimum. Violations of work rules and law usually involve some type of omission of requirement and could result in a dangerous condition or some type of loss to the employer or client if left unreported.

- 1. Since the security guard's primary responsibility is to protect life and property, failure to aggressively report work rule and law violations could also represent a failure to fulfill the security guard's primary responsibility under the code.
 - a. In the event the violation involves some illegal act, the security guard could be considered an accomplice if he or she were present during the commission.
 - b. The security guard could be subsequently terminated if it were found out that he or she allowed the continuation of the activity.
- 2. Once a security guard has made themselves aware of all applicable rules and policies, he or she has a duty to remain alert and aware of all situations which represent hazards to those procedures.
 - a. A security guard must be vigilant for co- workers who would deviate from the policies and report those deviations.
 - b. Many times a security guard may feel that to report violations makes him or her a "rat" or "informer", but if the security guard contemplates the consequences of a failure to report, then the security guard's view will surely change.
 - c. A security guard must realize that he or she works for the company and that his or her function is to protect the interests of the employer.
- 3. Reporting violations of law require the guard to promptly report them to their supervisor and properly document the report. This responsibility to report includes those occasions when the security guard becomes aware that a company's management is apparently committing the violations.
 - a. Since the security guard is not "duty bound", he or she is not mandated to take immediate action other than reporting.
 - b. In the event that the illegality creates a serious threat to life or

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property, or the threat becomes actualized and someone is injured, the security guard may be compelled to take stronger action other than making an immediate report.

E. Not to accept gratuities. Gratuities are given in either anticipation of a job well done or to reward someone for services performed.

1. Performing one's duties in anticipation of a reward is not professional and has no place in the security guard's role.
2. The effect of taking a gratuity by the security guard can be seen when one looks at the following areas:
 - a. It can lead to transference of loyalty from the company to the person who rewards the security guard.
 - b. It could lead to a reduction in the security guard's effectiveness as he or she may hesitate to take action against a person who rewards them.
 - c. Acceptance of gratuities reflects poorly on both the security guard and the company. People have not had high levels of respect for workers they have "tipped".
 - d. Gratuities foster an atmosphere wherein company policies and rules, and in some cases laws, are disregarded.
3. The Code of Ethics forbids a security guard from accepting gratuities without the knowledge and consent of his or her employer.

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Unit Seven

Report Writing

Prepared by: MD Noman

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I. Report Writing

A. Why are reports written?

1. To create a retrievable record of an incident, situation, or observation.

B. What formats are used?

1. Fill-in-the-blank.
2. One paragraph memorandum.
3. Multi-page comprehensive document.
4. Combination format.

C. Why are reports important?

1. Provide historical record.
2. Pending litigation (civil & criminal).
3. Provide audit and inventory control.
4. For insurance claims and risk analysis.
5. Personnel actions (promotion and punitive).
6. Policy implications.
7. Access control.

D. How long are reports on file?

1. Duration is dictated by law or company policy. Check with company administration for records retention and purging policy.

E. Basic information for reports.

1. Who.
2. What.
3. Where.
4. When.
5. Why.
6. How.

F. Good reports are (ACCOUNT).

1. Accurate.

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2. Complete.
3. Concise.
4. Organized.
5. Understandable.
6. Neat.
7. Timely.

G. Factual information is the basis of a well written report.

1. Key to conclusions.
2. Groundwork for recommendations.

II. Report Forms and Logs for the Work Site

A. Activity report / daily report form.

1. Used to record a security guard's activities during a particular shift or tour of duty.
2. Information to be included in this report.
 - a. Date - to include the month, day and year. Or it may require the use of military format, giving day, month, and year.
 - b. Name - must be at least surname, and initials or rank.
 - c. Location - to show post, duty station, or work site.
3. Activity narrative - the time of tour or shift should be recorded. Use standard or military time. Standard time should show hours and minutes with a.m. or p.m. noted. Military times begins at 0001 hours and each hour is numbered from 0100 (1:00 a.m.) through 2300 (11:00 p.m.) Activity should be detailed in this report to include even the most routine activities.
4. Special notations - anything out of the ordinary should be noted. Highlight the unusual for those who may read the report later. Highlighting can be done with a different color ink or by underlining. Other report forms may be required.
5. Signature - the report is an official business record and requires your signature to verify the recorded information. Never sign a report for someone else.

B. Parking permits.

1. Parking permits are forms that security guards may fill out to allow a visitor or employee permission to park a vehicle in a designated space, lot, or garage.
2. Information to be included on the permit.
 - a. Date - the date should be recorded on the permit. Include the expiration date of the permit. This will allow enforcement of parking regulations by security guards.

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- b. Vehicle - be sure to include vehicle identification information on the permit. This information should include make, year, color and license plate number. Other information should be included as needed.
- c. Permit number - if permits are numbered, proper sequence should be followed. Each permit issued should be recorded in a master log book as a cross reference for the permit.
- d. Signature - any report, pass, or permit should be signed by the issuing agent upon completion.

C. Visitor logs/pass.

- 1. A visitor pass or log book entry, is used by many businesses as a means of access control. It is a written record of who has been given clearance to be on a premises or a specific part of a premises. A visitor must show proper identification and authorization before being issued a pass, or allowed to sign a visitor log. All visitors should be signed out when leaving the premises.
- 2. Information to be recorded in the log.
 - a. Date/time - the current date and time should be accurately recorded in the log, or on the pass. This should be recorded for both entry and exit from the premises.
 - b. Identification - record all necessary personal information for each visitor. This information should include; full name, company or department, and destination. Record the type of identification or credentials, or authorization shown in the log.
 - c. Signature - visitors should be required to sign their names in the log at the time of entry and time of exit. The security guard may be required to sign the log as the admitting agent.

D. Safety violation notice.

- 1. Safety violations may be issued by members of the security department. A safety violation notice should be given high priority and may be color coded to ensure it receives proper attention.
- 2. Information to be included in the notice.
 - a. Violation - the type of violation must be identified. The violation may have a code number or other designation assigned (e.g. color).
 - b. Date/time - the date and time of a safety violation should be recorded accurately on the notice. The accurate date and time will verify any injury claims or remedial action needed.
 - c. Signature - A signature of the security guard on the safety violation notice will document their observation.

E. Property pass.

- 1. A property pass is issued to allow the movement of property to or from the

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premises. The pass may be issued for personal or company property, but the movement must be authorized by management or a management designee.

2. Information to be included on the pass.
 - a. Property - an accurate record of the exact property to be moved should be made on the pass and in a log. The property should be identified by detailed description to include any unique numbers (e.g., serial numbers). The accuracy of this information is vital to inventory control and loss prevention.
 - b. Date/Time - the correct time and date should be on the pass, both for removal and return of property.
 - c. Signature - the signature of the person authorizing the movement of the property should appear on the pass. The signature should be verified by the security guard before permitting any property to be moved.
- F. Other report forms/Logs – site specific.
 1. (Identify purpose/use of report).
 2. Identify what information must be included.

III. Content and Sequence of Report

- A. **Field notes. Briefly written facts of an event. Field notes are vital to a well written and accurate report. It is important to record all information obtained in the field in a legible, organized and complete notebook. Once a security guard is back in the office it may be too late to get additional information about an incident. Consequently, collection of field notes is crucial to the development of a good report.**
 1. Purpose.
 - a. To prepare a report.
 - b. Refresh memory for follow-up interviews.
 - c. To use in suspect questioning.
 - d. Review before court testimony.
 2. Criteria for field notes.
 - a. Legible - must be able to read them or they will be of no value.

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- b. Understandable - be organized, in logical order and be accurate.
 - c. Concise - be brief and to the point.
 - d. Complete - include all pertinent information.
 - e. Accurate - have proper facts, spelling, identifiers and details.
3. Fine points of note taking.
- a. Ask open ended questions.
 - b. Be prepared - have notebook and pen ready.
 - c. Be timely - direct the conversation.
 - d. Be considerate - think of good public relations.
 - e. Use plain language - no jargon.

B. Principles of a good report.

1. A report must contain certain basic information to be effective. It should tell each reader the same story. A well written report should be in chronological order of the events recorded. A complete and comprehensive report will include the following elements.
- a. When?
 - (1) Did it happen?
 - (2) Was it discovered?
 - (3) Was the victim last seen?
 - (4) Was the interview?
 - (5) Did the guard arrive?
 - (6) Did EMS arrive?
 - (7) Was the report written?
 - b. Where?
 - (1) Did it happen?
 - (2) Was it discovered?
 - (3) Was evidence found?
 - (4) Is the victim/witness?
 - (5) Did the guard respond?

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- (6) Was report sent?
- c. Who?
 - (1) Was involved?
 - (2) Is the victim?
 - (3) Are the witnesses?
 - (4) Reported the incident?
 - (5) Took action?
 - (6) Had a motive?
 - (7) Said what?
 - (8) Made the complaint?
 - (9) Responded to the scene?
 - (10) Was notified?
- d. What?
 - (1) Happened?
 - (2) Crime occurred?
 - (3) Action was taken?
 - (4) Evidence was found?
 - (5) Weapon was involved?
 - (6) Was taken / damaged?
 - (7) Time did it happen?
 - (8) Will be in the report?
- e. How?
 - (1) Did the incident occur?
 - (2) Was access gained?
 - (3) Was the crime found?
 - (4) Were you notified?
 - (5) Was victim found?
 - (6) Was suspect caught?

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- f. Why?
 - (1) Did it happen?
 - (2) Didn't it happen?
 - (3) Was it reported?

C. Sequence for a formal report.

1. Gather - collect information and evidence.
2. Record - write down all details neatly and accurately in field notes.
3. Organize - outline your information for the report.
4. Write - draft your report of the incident.
5. Evaluate - proofread and correct your report.

D. Factors common to good reports (ACCOUNT).

1. Accurate - the details should reflect exactly what happened, the precise information about who, what, when, etc.
2. Complete - a good report will contain all the necessary information to give the reader the entire story.
3. Concise - only the necessary and essential information should be included in a good report, not opinion or speculation.
4. Organized - the facts should be given in a chronological and comprehensible format so that the reader will be able to follow the course of events related in the report.
5. Understandable - use simple words, no jargon.
6. Neat - typewritten or carefully handwritten reports are easier to read and understand.
7. Timely - all reports should be submitted as soon as practicable in order to ensure proper response by management to safety and security issues.

IV. Proofreading and Correcting Reports

A. The quality of a security guard's report can impact upon the immediate safety of a business and its employees. It also may impact on the profit or losses through litigation and insurance costs to that business. Therefore, a quality, error free report will enhance the ability of a business to be successful.

1. Areas to be considered for proofreading and correcting a report should include, but not be limited to, punctuation, grammar, spelling, and content. The report should be reviewed for correction by the security guard who wrote it and a supervisor if possible. Remember, the report will become an official business

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record once it is filed.

B. Considerations for punctuation.

1. One thought per sentence - use "bullets" to start each sentence, and/or a period to end it.
2. Quotes - use quotation marks for exact quotations in the report. Quotes should only be used if a statement is pertinent to the incident report.
3. Comma - avoid using commas whenever possible. This will help to keep sentences simple and limited to one thought.
4. Other - a general rule is to keep the punctuation simple and consistent throughout the report. If needed, the dictionary can help with the proper use of punctuation.

C. Simple words - using conversational style in writing will help EXPRESS ideas instead of trying to IMPRESS the reader. Use plain language, do not use jargon.

D. Considerations for spelling.

1. Simple words - the easiest way to correct spelling errors is by using a dictionary. This is an inexpensive way to improve the quality of a report. Reports written on a computer often can be corrected by using a "spell check" function. This function will look for familiar words in its memory, but will not recognize the wrong usage of a word. The use of a wrong word will go undetected if it is spelled correctly.
2. Names - the accuracy of a report can be influenced by errors in spelling names of people and places. Double check field notes for proper spellings and don't be afraid to ask someone to spell it for you.

E. Considerations for content.

1. The need for accuracy in the report requires the use of concrete, versus abstract language and fact versus opinion. Having someone else read your report, then tell you what they understand happened, will help you identify problems in content.
2. Concrete Language - The use of details in a report will prevent abstract language. By being specific you will improve the quality of your report.
3. Examples.
 - a. Abstract - he was tall vs. concrete - He was six feet tall.
 - b. Abstract - there was a large crowd vs. concrete - Seventy people had gathered.

F. Considerations for grammar.

1. Tense - all reports should be written in the past tense.
2. Voice - all reports should be written in an active voice.

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3. Use plain language, and simple words.

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Unit Eight

Overview of the Incident Command System

Prepared by: MD Noman

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I. Incident Command System (ICS)

A. ICS is recognized nationally and statewide as the foundation for an effective, all-risk emergency planning and response and recovery capability. Management is involved through:

1. Goals and objectives.
2. Delegation.
3. Empowerment.
4. Collaboration.

B. ICS is a standardized, on scene, integrated organizational structure consistent with needs and demands. Resources may include:

1. Security staff.
2. Police.
3. Fire
4. Emergency medical services.
5. Utilities.
6. Others.

C. Organizationally, it promotes the most efficient and coordinated use of resources possible in responding to an incident. Comprehensive resources management, when performed effectively:

1. Increases safety of personnel.
2. Maximizes resource use.
3. Consolidates control of large numbers of single resources.
4. Reduces communications load.
5. Provides accountability.
6. Reduces "freelancing."

D. It is flexible enough to allow both the organization and the response to be as small or as large as necessary.

E. It can be utilized for:

1. Planned events.

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- a. Exhibits.
- b. Meetings.
- c. Outings/events.
- 2. Emergencies.
 - a. Inclement weather.
 - b. Fires.
 - c. Disasters.
 - d. Terrorism.

F. ICS functions.

- 1. Command.
 - a. Responsible for overall management of the incident.
 - b. Assessing incident priorities.
 - (a) Life safety (self and others).
 - (b) Incident stabilization.
 - (c) Property conservation.
 - c. Determining strategic goals and tactical objectives.
 - (a) Proper use of resources.
 - (i) Think ahead; get them moving. They can be canceled if not necessary.
 - (b) Personnel safety.
 - (c) Transform goals into objectives (tasks which must be completed to achieve goals).
 - d. Develop an incident action plan.
 - (a) Incident commander's responsibilities.
 - (b) Relationship of the action plan to incident complexity (the roadmap).
 - (c) Action plan requirements.
 - (d) Agency level - in writing; incident level - verbal.
 - e. Develop appropriate organizational structure.
 - (a) Incident complexity.
 - (b) Available resources (e.g., police, fire, EMS, SERT,

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hostage negotiator, helicopter).

- f. Manage resources.
 - (a) Continually evaluate and reevaluate the situation.
 - (b) Revise goals and objectives as required.
 - (c) Modify incident action plan accordingly.
 - (d) Once resource needs are met, assess outcome.
 - (e) Maintain flexibility at all times.
- g. Coordinate overall activities.
 - (a) One of the most essential ingredients in incident command.
 - (b) Incident commander must continually monitor the incident.
- h. Additional functional responsibilities.
 - (a) Scene safety.
 - (b) Liaison with other agencies.
 - (c) Dissemination of incident information.
- 2. Operations.
 - a. Responsible for management of all tactical operations.
 - b. Should be implemented when necessary to maintain the incident commander's span of control.
 - (a) Usually - 1 supervisor to 3-7 subordinates.
 - (b) Optimal - 1 supervisor to 5 subordinates.
- 3. Planning.
 - a. Situation status.
 - (a) Where were we?
 - (b) Where are we?
 - (c) Where are we going?
 - b. Resource status.
 - c. Use/application of this information.
- 4. Logistics.
 - a. Acts as a supply officer.

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- b. Manages services and support (e.g., manpower, equipment, supplies, food, water, shelter).
- 5. Finance.
 - a. Future payments.
 - b. Future budgeting.
 - c. Payment of personnel costs.
 - (a) Overtime costs may impact on the availability of staff during an incident.
 - d. Equipment costs.
 - e. Other peripheral costs.
 - f. Cost recovery (e.g., Federal/State reimbursement).
- G. The security guard is often the first person on the scene of an incident and therefore, is frequently in command of an incident until responsibility is transferred to another (e.g., supervisor, police, fire).**

II. ICS - Unified Command

- A. Security guards have been trained to handle incidents in cooperation with local law enforcement and emergency service providers.**
 - 1. Emphasis on collaboration with others.
- B. Whenever deemed to be necessary and appropriate, security guards arriving upon an incident are encouraged to establish a command post to promote coordination and unity early in the response.**
 - 1. Often, the command post may be a security guard's patrol vehicle.
- C. Involved agency leaders/company managers (e.g., facility supervisor, police supervisor, fire chief, EMS coordinator) should meet promptly to:**
 - 1. Collaborate and coordinate the response of respective resources.
 - 2. Agree to handle matters via consensus or designate a single incident commander.
 - 3. Having leaders in a central location also tends to expedite communications between staff members from different organizations.
- D. The demands placed on respective services may increase or decrease during the course of an incident.**

In-Service Training Guide For Security Guards

1. For example, at the scene of a fire, fire services may be primary while combating flames; law enforcement services may be primary later on during the investigative phase.

E. The three major goals of the immediate responding security guard at an emergency scene.

1. Maintain citizen safety.
2. Initial assessment.
3. Take action to alleviate/mitigate the problem.

F. The six critical tasks.

1. Clear the radio frequency; assign a priority frequency (if appropriate).
2. Establish an inner perimeter.
 - a. As close to the incident as safety allows.
 - b. Contained by identifiable staff (e.g., uniformed security guards).
3. Establish outer perimeter.
 - a. Provides a safety/work zone.
 - (a) Crowd control.
 - (b) Control of the media.
 - (c) Control of resources at the scene.
 - b. Contained by identifiable staff or inanimate objects (e.g., tape, cones, and vehicles).
4. Establish command post location.
5. Establish a staging area.
 - a. Ensure that the area is large enough to allow for movement of vehicles in and out.
 - b. Security guard should be familiar with facility plan.
6. Request additional resources promptly.

References

IS -100, Introduction to the Incident Command System. U.S. Department of Homeland Security, Federal Emergency Management Agency (FEMA).

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