Sector: Security

Job Role: Unarmed Security Guard

Qualification Pack Reference ID: SSS/Q0101

Module Codes: SS 301 to 307- NQ2016

Sector: Security

Vocational Subject: Security Services

NSQF Level 3; Class XI

Student Workbook

Student Details

Student Name:_____

Student Roll Number:_____

Batch Start Date:_____

Table of Contents

Preface

The student workbook is a part of the training package developed for the vocational subject under the National Vocational Education Qualification Framework (NVEQF)/National Skill Qualification Framework (NSQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India. The NSQF sets common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NSQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning. The National Curriculum Framework, 2005 recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) has developed modular curricula and learning materials for the vocational subjects offered from Classes IX to XII (NSQF Levels 1-4). This student workbook, which has been developed keeping in view the National Occupation Standards (NOSs) set by the Security Sector Skill Development Council (SSDC) for the Job Role of Unarmed Security Guard, is meant for students who have passed Class X or equivalent examination. The National Occupation Standards are a set of competency standards used for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The success of vocationalisation of education in schools depends on the steps that Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job training activities. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning and not as receivers of information. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching vocational subjects.

The student workbook has been developed and reviewed by a group of experts and their contributions are admirably acknowledged. The utility of the workbook will be adjudged by the qualitative improvement that it brings about in teaching-learning. The likelihood of text errors, including typographical errors cannot be ruled out. The feedback and suggestions on the content by the teachers and other stakeholders will be of immense value to us in bringing about necessary improvement in the student workbook.

Acknowledgements

About Your Workbook

The student workbook contains sessions which will help you to acquire relevant knowledge and skills (generic and domain-specific skills) related to the job role. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher.

Let us now see what the sections in the sessions have for you.

Section1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

SECTOR: SECURITY

NSQF Level 3 (CLASS XI)

SS301-NQ2016– Advanced Defensive Techniques

Student Workbook

Table of Contents

INTRODUCTION

Definitions
- A **Criminal** is the one who has committed or been legally convicted of a crime.

- A **Vandal** is a person who deliberately causes damage or destruction to personal or public property.

- An **Extremist** is a person who favours or resorts to immoderate, uncompromising, or fanatical methods or behaviour, especially in being politically radical.

- A **Protest group** is a group of people who formally declare disapproval or objection to the order issued by a concerned person, group, or organization.

- A **Terrorist** is the person who makes calculated use of violence (or the threat of violence) against civilians in order to attain goals that are political or religious or ideological in nature.

(Source: http://www.thefree dictionary.com)

The physical skill of personal safety and self defense has now become a vital aspect with the increasing growth of crime. People who go out daily for work and other routine tasks are more prone to threats and assault. Our parents, relatives and friends are concerned about our safety when we are out on the street.

We all have the right to self-defense. The right to self-defense is limited to situations where the immediate threat of violence cannot be prevented by those authorized to do so.

The basic principle underlying the doctrine of the right to private defense is that when an individual or his/her property is faced with danger and an immediate aid from the state machinery is not readily available, the individual is entitled to protect himself/herself and his/her property. But the force used by a person to protect himself or his property should not be grossly disproportionate to that needed to ward off the threat from the aggressor.

Aggressors are grouped into five broad categories, namely criminals, vandals, extremists, protest groups, and terrorists. They can inflict injury or death on people or destroy or damage facilities, property, equipment or resources, steal equipment, material, or information and create adverse publicity.

Acquiring training in unarmed self-defense techniques for dealing with hooligans, eve teasers, bullies, loafers, street fighters and the like will enable you to ward off any attack and protect yourself and others.

Unarmed self-defensive techniques give you confidence in your ability to protect yourself. Unarmed combat is an activity of fighting without the use of weapons. It means a system of strikes, holds and breaks by which one can defend himself/herself and others against an attack and subdue them while being unarmed. Success in unarmed combat is, however, directly proportional to the level of physical fitness of the individual. Therefore, it is of utmost importance that you should eat healthy food and keep yourself physically fit to learn and apply the techniques of unarmed combat.

In this Unit, you will learn some basic techniques of self-defense. You might have heard about martial arts. Before we move to the first session of the Unit, it is important that you should know the difference between the martial art and street fighting. The goal of martial arts competition is to win or to show your technical superiority over an opponent. But in street fighting the goal is to protect one self or to survive. Martial arts have certain rules, ethics, and admit fair combat and some techniques are forbidden for the safety reasons. Practice and use of martial arts techniques require a basic level of physical fitness which can be achieved by discipline and regular exercises. Street fighting involves the use of hard parts of your body, including the hands, elbows or knees to prevent and cause an attack and there are generally no rules. Martial arts practitioners fight in nearly constant and well-known conditions, wearing appropriate and comfortable clothes. But in street fighting clothes may not be comfortable and the situation may become bad to worse, for example you get surrounded by many attackers or it is raining and the ground is slippery. In such a situation your safety is crucial, and the best solution could be that you quickly escape from the situation.

RELEVANT KNOWLEDGE
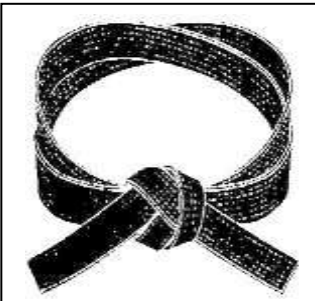
Figure 1

Figure 2

Self defense is a system of mental and physical preparation involving defensive tactics that helps people to develop the poise and confidence to handle threatening situations effectively and with minimal confrontation or damage. Protecting a person is a cross functional field which involves other disciplines, like unarmed and armed combat, operational driving, crisis management, intelligence and vigilance, first aid, fire fighting, and rescue and evacuation. Over the centuries, innumerable forms of unarmed combat have been developed across the globe. Countries, organisations and individuals use different techniques for different purposes. There are specialised schools and training academies for teaching and training in different forms of unarmed combat.

Students of martial arts often undergo periodic testing and grading by their own teacher in order to advance to a higher level of recognized achievement, such as a different belt colour or title.

You might have heard about the black belt (Figure 1), given to the karate expert. Students begin with white belts and can move up to yellow, orange, green, blue, brown, and then black belt (Figure 2) like in another martial art.

In this session, you will learn about the purpose and characteristics of common defense stances used in unarmed combat techniques, such as judo, boxing, wrestling, karate, taekwondo, kung fu and *Krav Maga*. Krava Maga was derived from street-fighting skills developed by Imi Lichtenfeld who made use of his training as a boxer and wrestler, as a means of defending the Jewish quarter against fascist groups in Bratislava in the mid-to-late 1930s.

He began to provide lessons on combat training to what was to become the IDF (Israeli Defense Forces), which went on to develop the system that became known as *Krav Maga*. It has since been refined for civilian, police and military applications.
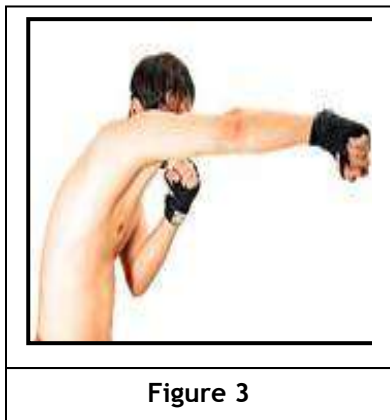
There are many different varieties of strikes. An attack with the hand closed into a fist is called a punch (Figure 3). An attack with the leg or foot is referred to as a kick; and an attack with the head is called a head butt. There are various methods of punches, including the straight lead, the back fist, the jab, and the vertical punch. Strikers may combine techniques in a series to ensure one or more strikes impact their opponents. These attacks are thrown at various targets on the body, with the greatest force typically thrown with a particular technique in the sequence.

Figure 3

Strikes are the key focus of several sports and arts, including boxing, karate, and taekwondo. Some martial arts also use the fingertips, wrists, forearms, shoulders, back and hip to strike an opponent as well as the more conventional fists, palms, elbows, knees and feet that are common in combat sports.

A person who is in imminent and reasonable danger of losing his life or limb may in exercise of self-defense inflict any harm even extending to death on his/her assailant either when the assault is attempted or directly threatened. An assailant is a person who attacks another, either physically or verbally. Use of force that goes beyond what is necessary to dispel the immediate threat of violence is known as excessive self-defense.

Common forms of martial arts

Many styles of martial arts are practiced for self-defense or include self-defense techniques. Some styles train primarily for self-defense, while other martial arts can be effectively applied for self-defense.

Common forms of unarmed combat	
Judo: Judo (Figure 4), meaning 'flexible way', is a modern Japanese martial art and combat sport. Its most prominent feature is the competitive element where the objective is to throw one's opponent to the ground, immobilize or subdue with a grappling manoeuvre or force an opponent to submit by joint knocking or by executing a choke.	 Figure 4: Judo
Boxing: Boxing (Figure 5), is a combat sport and a martial art in which two people fight using their fists. Boxing is typically supervised by a referee during the series of one to three minute interval called rounds. Boxers generally are of similar weight.	 Figure 5: Boxing
Wrestling: Wrestling (Figure 6), is an ancient martial art that uses grappling techniques such as clinch fighting, throws, takedowns, joint locks, pins and other grappling holds. A wrestling bout is a physical competition between two competitors or sparing partners who attempt to gain and maintain a superior position. There are wide ranges of styles with varying rules with both historic and modern styles. Wrestling techniques have been incorporated into other martial arts as well as military hand-to-hand combat.	 Figure 6: Wrestling

Karate: Karate (Figure 7), is a striking art using punching, kicking, knee and elbow strikes and open handed techniques such as knife-hands (karate chop). Grappling, locks, restraints, throws and vital point strikes are taught. It was developed from indigenous fighting methods.	Figure 7: Karate
Taekwondo: Taekwondo (Figure 8), a Korean martial art, is the national sport of South Korea. In Korean, 'tae' means 'to strike or break with foot'; 'kwon' means 'to strike or break with fist'; and 'do' means 'way', 'method' or 'art'. Thus, taekwondo means the way of the foot and fist or the way of kicking and punching. As with many other arts, it combines combat techniques, self-defense, sport, exercise, meditation and philosophy.	Figure 8: Taekwondo
Kung Fu: Kung Fu (Figure 9), means ski*ll gained from Hard Work*. Any of various martial arts and methods of self-defense originating from ancient China, especially those in which attacks are applied to vulnerable areas on an opponent's body using fluid movements of the hands and legs.	Figure 9: Kung Fu
Krav Maga: Krav Maga (Figure 10), is a non-competitive self-defense system developed in Israel that involves striking techniques, wrestling and grappling. *Krav Maga* is known for its focus on real-world situations and extremely efficient, brutal counter-attacks.	Figure 10: Krav Maga

Basic techniques in Unarmed Combat: Some of the basic techniques involved in unarmed combat, which include arm punch, front kick, roundhouse kick, side kick and back kick.

Arm punch: Arm punch (Figure 11), is a striking blow with the fist. The force comes from the arm. The use of punches varies between different martial arts and combat sports. Styles such as boxing utilize punches alone, while others such as karate may use punches as secondary to kicks. Wrestling and Judo do not utilize punches at all.

Figure 11: Arm Punch

Arm punches are generally weaker than punches in which the whole body is used. They are intended to hit the same side of the face by which the arm is thrown from. For example, if a left punch is thrown, the fist will make direct contact on the left side of the opponent's face. This is just opposite for a hook, in which case if you strike with the left fist, you will hit the right side of your opponent's face.

Front Kick: The front kick (Figure 12), is a kick executed by lifting the knee straight forward, while keeping the foot and shin either hanging freely or pulled to the hip, and then straightening the leg in front of the practitioner and striking the target area. It is desirable to retract the leg immediately after delivering the kick, to avoid the opponent trying to grapple the leg and (unless a combination is in process) to return to stable fighting stance. Delivering a front kick involves raising the knee and foot of the striking leg to the desired height and extending the leg to contact the target. The actual strike is usually delivered by the ball of the foot for a forward kick or the top of the toes for an upward kick. The front kick is typically executed

Figure 12: Front Kick

Figure 13: Yell

Figure 14: Roundhouse Kick

Figure 15: Side Kick

with the upper body straight and balanced. Front kicks are typically aimed at targets below the chest: stomach, thighs, groin, knees or lower.

The attacking "**yell**" (Figure 13), that is taught also has its basis in basic physiology. Aside from serving to demoralize the opponent, the "yell" also serves to tighten the lower abdominal muscles to prevent injury in the event of unexpected counter-attack. In addition, the exhalation or thoracic grunt, as practiced also by weightlifters or wrestlers, serves to equalize the pressure in the thorax which may result from violent exertion, thus preventing injury to the vital organs. The complete exhalation of the "yell" serves to expel the tidal air of the lungs, thus increasing the breathing or vital capacity of the lungs.

Roundhouse kick: A roundhouse kick (Figure 14), is also referred to as a round kick or turning kick. It is the most commonly used kick in kickboxing due to its power and ease of use. To execute this type of kick, the attacker swings their leg sideways in a circular motion, kicking the opponent's side with the front of the leg, usually with the instep, ball of the foot, toe, or shin.

Side kick: The side kick (Figure 15), refers to a kick that is delivered sideways in relation to the body of the person kicking. There are two areas that are commonly used as impact points in sidekicks: the heel of the foot or the outer edge of the foot. The heel is more suited to hard targets such as the ribs, stomach, jaw, temple and chest. However, when executing a side kick with one's heel, one should pull their toes back so that he/she only make contact with the heel and not with the whole foot. If a person hits with the arch or the ball of the foot, then that can injure the foot or break an ankle.

Figure 16: Back Kick

Back kick: It is also referred to as a donkey kick (Figure 16), mule kick, or turning back kick. This kick is directed backwards, keeping the kicking leg close to the standing leg and using the heel as a striking surface.

Advantages of Training in Unarmed Techniques: The typical training regime, involving extensive movements of the entire body, raises the pulse rate and oxygen characteristics of the heart and lungs over an extended period. The emphasis is on twisting the trunk, in executing the kicking movements and in counter-balancing the hand movements. All these result in building a firm, well-muscled abdomen. The high leg raise preceeding most of the kicks in the martial arts also develops the side of the trunk and inner thigh muscles. It provides the following benefits:

- Increases muscular strength.
- Increases blood supply and makes the body tissue healthier in supplying more oxygen.
- Help lungs operate more efficiently.
- Flexibility in joints, muscles and ligaments.
- Peripheral vision.
- Concentration and the ability to avoid distraction.
- Enlarge blood vessels, making them more pliable.

Regular training tends to normalize body weight. It results in a gain of solid tissue for the underweight and loss of body fat for the obese. Estimated calories consumption for a vigorous workout in martial arts is about 600 calories per hour; one of the highest for any sports activity. A weekly training schedule of six hours may result in the loss of ½ kg of weight per week.

Elements of Unarmed Combat

```
        Unarmed
        Combat
    ┌──────┼──────┐
   To      To      To
 Practice Perform Protect
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Basic Elements of Unarmed Combat: The basic elements of any unarmed combat are to practice, to perform and to protect.
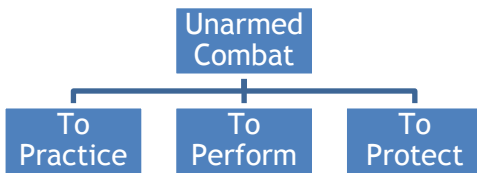
(i) To Practice: Techniques of various unarmed combat forms can be practiced on regular basis to achieve proficiency and confidence. The more one practices the techniques, the better he/she can perform in the case of an attack. The practice increases strength, stamina and confidence of the participants and goes a long way in his/her overall physical fitness.

(ii) To Perform: Various championships and competitions are organized by Clubs and Associations in India and abroad and participants perform unarmed techniques to display their preparedness and mastery on the subject.

(iii) To Protect: In case of an actual assault on self and others, unarmed combat techniques are very useful to overpower and neutralize the opponents, thus protecting self.

EXERCISE

ADVISE

- You should wear appropriate clothes for an active physical education class.
- You should choose your partner and take utmost precautions while performing the skill so that you do not hurt him/her
- You should perform the techniques under the supervision of a trainer.
- You are advised to practice basic fighting concepts on practice bags and not on fellow students.

Practice Session

Practice the following basic fighting concepts, which are used in almost all the forms of martial arts. This practice will enable you to master the movements, gain strength and confidence. You should perform these punches and kicks after the demonstration by a trained martial art expert. Trainer should supervise the performance of each student closely and prepare him/her to adapt tasks as per the ability.

Practice the following techniques:

1. Arm punch
2. Front kick
3. Roundhouse kick
4. Side kick
5. Back kick

ASSESSMENT

A. Short Answer Questions

1. What is self-defense?

_____
_____
_____

2. What is the difference between street fighting and martial art?

_____
_____
_____
_____
_____
_____
_____

3. What are the three elements of unarmed combat?

_____

_____

_____

_____

B. Fill in the Blanks

1. An assailant is a person who attacks another, either _____ or verbally.

2. _____ combat is an activity of fighting without the use of weapons.

3. Unarmed combat means a system of strikes, _____ and breaks by which one can defend himself/herself.

4. An attack with a hand closed into a fist is called a _____.

5. An attack with the leg or foot is referred to as a _____.

6. An attack with the head is called as head _____.

7. _____ is a combat sport in which two people fight using their fist.

8. _____ _____ is a self-defense system developed in Israel and it involves striking, wrestling and grappling techniques.

9. _____ punch is a striking blow with the fist.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between martial arts and street fighting.
(b) Differentiated between different forms of martial arts?

Part B

Discussed in class the following:

(a) What is the importance of self-defense techniques?
(b) What are the different forms of martial art?
(c) What are the basic techniques of kicking?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List 3 forms of martial arts		
Perform 2 defensive stance		
Perform safety yell while preparing a knee kick		
Perform an effective arm punch		
Perform 2 types of kick on a punching bag/partner		

SESSION 2: MAINTAINING PHYSICAL FITNESS

RELEVANT KNOWLEDGE
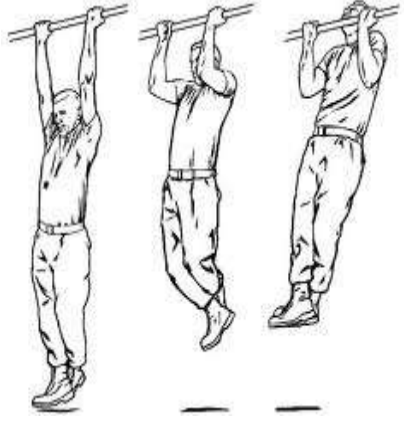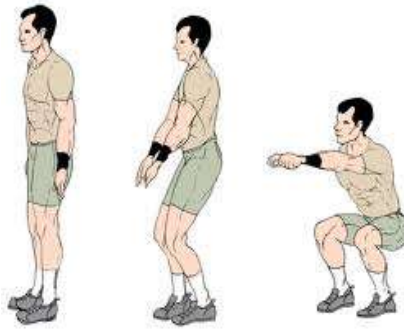
In the first session we have learnt that the unarmed combat is recommended for men, women and children. It may provide benefits in perceptual-motor organisation, concentration, vision, body development, aerobic conditioning of heart and lungs and provides training to control body which is valuable in the pursuit of any other sport or physical activity. Coupled with the obvious benefits in self-defense and the satisfaction of mastering an ancient art form, martial arts could be a part of the life of all people for all of their life.

In order to undergo rigorous training sessions of martial arts or unarmed combat techniques, it is necessary that you keep yourself physically fit. The organised training procedures and exercise drills stress on a systematic warm up of muscles and ligaments, increasing blood volume and flow through the muscles. These warming up exercises promote flexibility of joints, tendons and ligaments as well as serve to prevent injuries in training. The regime also stresses the warming down or cool down exercises after training, in order to pump down the accumulation of blood and fluid present in the muscles after violent exercises. If this is not done, stiffness and discomfort will result. These techniques of warming up and warming down as well as the breathing exercise taught are another example of the highly developed science of body mechanics and physiology contained within formal martial arts training. In this session, we will learn how to perform some of the basic warm up and warm down exercises.

Basic Warm Up Exercises

Brief about exercises	
Running: Running (Figure 17), is a means of locomotion allowing humans to move rapidly on foot. It is simply defined in athletics terms as a gait in which at regular points during the running cycle both feet are off the ground. This is in contrast to walking, where one foot is always in contact with the ground, the legs are kept mostly straight and the centre of gravity vaults over the legs in an inverted pendulum fashion. A characteristic feature of a running body from the viewpoint of spring-mass mechanics is that changes in kinetic and potential energy within a stride occur simultaneously, with energy storage accomplished by springy tendons and passive muscle elasticity. Running is the best exercise to build stamina and endurance required for unarmed combat.	**Figure 17: Running**
Push Up: A push-up (Figure 18), is a common exercise performed in a prone position by raising and lowering the body using arms. Push-ups tones the pectoral muscles, triceps, and anterior deltoids and the midsection as a whole. Push-up is a basic exercise used in civilian athletic training or physical education and training, more commonly in military physical training.	**Figure 18: Push Up**
Sit Up: The sit-up (Figure 19) is a strength training exercise commonly performed with the aim of strengthening the hip flexors and abdominal muscles. It begins with lying with the back on the floor, typically with the arms across the chest or hands behind the head and knees bent in an attempt to reduce stress on the back muscles and spine, and then elevating both the upper and lower vertebrae from the floor until everything superior to the buttocks is not touching the ground. Sit-ups can be	**Figure 19: Sit Up**

dangerous due to high compressive lumbar load, therefore utmost care should therefore, be taken while performing them.	
Chin Up: The chin-up (Figure 20) is a strength training exercise. Martial arts students frequently do this exercise with the intention of strengthening muscles such as the **latissimus dorsi** and **biceps**, which extend the shoulder and flex the elbow, respectively. This exercise is done by gripping a chin up bar, suspending the body and gradually pulling the body to reach/touch the bar by chin. Chin ups strengthens the forearms, shoulders and fist muscles which proves to be very useful in unarmed combat.	**Figure 20: Chin Up**
Squat: The squat (Figure 21) is a full body exercise that trains primarily the muscles of thighs, hips, buttocks, quads, hamstrings, as well as strengthen the bones, ligaments and insertion of the tendons throughout the lower body. Squats are considered as a vital exercise for increasing the strength and size of the legs and buttocks, as well as developing core strength.	**Figure 21: Squat**

Basic warm down exercises: After a workout, muscles are tired and even with a warm-down will have an elevated level of metabolites. In this condition, muscles can easily go into spasm. It commonly happens in running, race walking and even fast exercise walking. Take time to stretch at the end of every strenuous workout. Take a few minutes to relax and stretch out all of the major muscles that you used. The stretches will keep you limber and prevent tightness, helping you avoid injury. Hold these stretch static (without moving) for 10 to 15 seconds, making sure to do both sides.
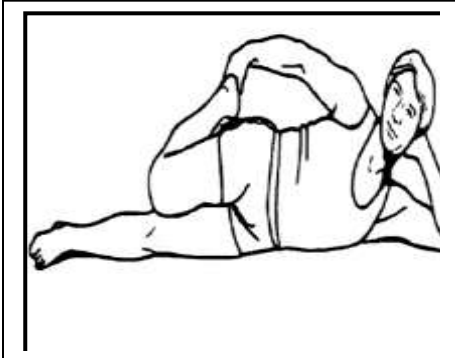
Figure 22: Quadriceps Stretch

1. **Quadriceps stretch**: Lying on your right side, pull left heel into left glute, feeling the stretch in the front of the thigh. Repeat with the right leg (Figure 22).

Figure 23: Hamstrings stretch

2. **Hamstrings stretch**: Lying on the back, lift and straighten one leg directly above hips. Holding the calf or thigh, press heel towards the ceiling and pull the leg back towards the chest. Switch legs and repeat the exercise (Figure 23).

Figure 24: Glutes stretch
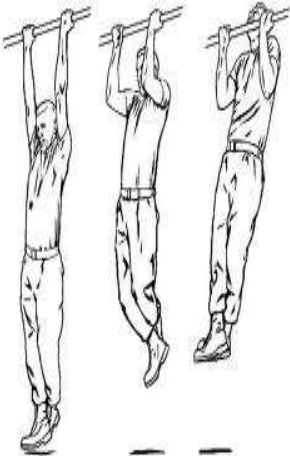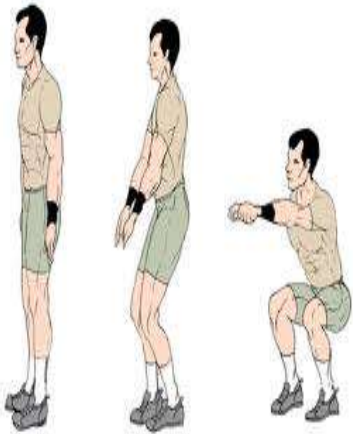
3. **Glutes stretch**: Lying on the back, cross right leg over bent left knee. Then bring left knee to chest, holding onto the back of the thigh, gently pressing right knee wide. Switch legs and repeat the exercise (Figure 24).
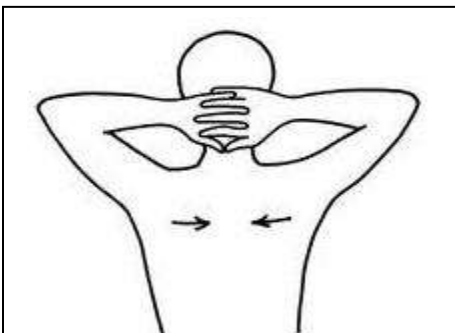
Figure 25: Chest exercise

4. **Chest exercise**: Standing straight, interlace fingers behind the back and straighten out the arms and lift chin to ceiling (Figure 25).

Practice Session

Practice the following exercises. Initially, these exercises should be performed in presence of the sports teacher or trainer and gradually you can practice at home.

Running	Push Up	Sit Up
		Draw a sketch of any one these positions
Chin Up	Squat	

A. Short Answer Questions

1. Why physical fitness is important for unarmed combat?

   _____

   _____

   _____

   _____

   _____

   _____

2. Name three exercises that could be used as warm up exercises before practicing unarmed combat?

   _____

   _____

   _____

   _____

3. Name three exercises that could be used as warming down or cool down exercises before practicing unarmed combat?

   _____

   _____

   _____

B. Fill in the Blanks

1. Warming up exercises promote flexibility of joints, _____ and ligaments.

2. Warming down exercises are done to pump down the accumulation of blood and fluids present in the _____.

3. Gait is the term used to denote that at regular intervals of running cycle, both feet are _____ the ground.

4. A _____ is an exercise performed in a prone position by raising and lowering the body using arms.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) What is the importance of physical fitness in unarmed combat?

Part B

Discussed in class the following:

(a) What are the common physical exercises used for unarmed combat?

Part C

Performance standards

The performance standards may include, but not limited to the following:

Performance standards	Yes	No
Perform push ups 5 times		
Perform sit ups 6 times		
Perform chin ups 3 times		
Perform squat 3 times		

SESSION 3: PERFORMING BASIC TECHNIQUES OF KRAV MAGA

RELEVANT KNOWLEDGE

Krav Maga is a non-competitive self-defense technique developed in Israel that involves striking, wrestling and grappling. The name in Hebrew means "close combat". The word maga means "contact" and the word krav means "combat", but the literal translation "contact combat" could be confused with "full contact" martial arts, such as "full contact karate".

Krav Maga is known for its focus on real-world situations and extremely efficient, brutal counter-attacks. It is now a popular combat technique followed in several countries, including India. There are several organisations teaching variations of *Krav Maga*, both in India and other countries.

Krav Maga has a philosophy emphasising threat neutralisation, simultaneous defensive and offensive manoeuvres and aggression.

Principles of *Krav Maga*: The general principles of Krav Maga include (i) counter attacking as soon as possible, and (ii) targeting attacks to the body's most vulnerable points such as eyes, jaw, throat, groin, knee, etc.

The key principle of *Krav Maga* is finishing a fight as quickly as possible and therefore, all attacks are aimed towards the most vulnerable parts of the body i.e., face, neck, groin, knee, etc. Because there are no sporting rules in *Krav Maga,* students should wear protective gear to prevent injury to body parts.

For example, kicks to the groin during sparring is common place, therefore, groin protection must be worn and students should demonstrate due diligence with regard to the partner's safety.

Krav Maga integrates techniques from traditional Eastern European street fighting, military combat, Kung-Fu, Karate, Boxing, *Muay* Thai, Judo, Aikido, Western Wrestling and *Ju-Jitsu*. While ancient martial arts developed ways to reach all angles of human body with kicks and hand strikes, *Krav Maga* kicks and hand strikes are unique.

Training drill in *Karv Maga*: Basic training in *Karv Maga* entails the following: (i) a warm-up; (ii) learning essential pressure points; and (iii) learning how to approach and control an opponent using force. Men and women generally undergo the same training drills. It has no sporting federation and there are no official uniforms. Usual training attire consists of a T-shirt and loose fitting trousers. *Krav Maga* is also one of the few martial arts in which footwear is habitually worn, due to it being 'reality-based training'. Most organisations recognise progress through training with rank badges, different levels, and belts.

Training should include learning to defend against various weapons, such as knives, bats, guns, etc. Pressure drills, in which students engage with multiple attackers, are also common. Other tests include students closing their eyes and reacting to a variety of potential threats. Fitness and endurance training is also incorporated into regular classes.

Training can also cover situational awareness to develop an understanding of one's surroundings and potentially threatening circumstances before an attack occurs. It may also cover ways to deal with potentially violent situations, and physical and verbal methods to avoid violence whenever possible.

You should learn to defend against all variety of attacks before engaging in full-contact sparring. You should know how to respond to attacks in the quickest and most efficient way; a common lesson taught is 'always use the nearest tool for the job'. This basically means use whichever limb is closest to the attacker at the time and whichever feels most natural.

Krav Maga Techniques

Krav Maga uses the same building blocks from the simplest defenses to the most advanced techniques, including empty-handed defenses and disarms against bladed weapons, firearms, hand grenades, and even rocks. *Krav Maga* comprise two main parts: self defense and hand-to-hand combat.

(i) **Self defense**: You should learn to defend yourself against hostile actions, to avoid injury, and to quickly overcome the assailant. A variety of aggressive acts, such as punches, kicks, chokes, bearhugs, headlocks, grabs, as well as defenses against multiple assailants and assailants armed with a firearm, edged weapon, or blunt object can be used in self-defense. You should learn to apply the techniques in a multitude of situations such as dark surroundings; from a sitting or lying position; with limited freedom or movement; or under extreme stress.

Figure 26

Figure 27

Figure 28

Figure 29

(ii) Hand-to-hand combat: Hand-to-hand combat (Figure 26) constitutes a more advanced and sophisticated phase of Krav Maga which teaches how to neutralise an opponent quickly and effectively.

It embodies elements related to the actual performance of the fight: tactics, feints, powerful combinations of different attacks, the psychological dimensions of the fight, and learning how to use the environment to your advantage.

The basic *Krav Maga* stances are:

1. Neutral or passive stance
2. Fighting stance
3. Back position on ground
4. Side position on ground

Arm techniques

Punches are highly emphasised in *Krav Maga* as basic strikes which are useful in almost any situation. Among the punches taught are the straight punch, palm heel strike, low punch, hammerfist, hook, uppercut, chop, overhand, as well a variety of elbow strikes (Figure 27-29).

Leg techniques

While *Krav Maga* does uses kicks, however, it focuses on efficient, low-risk kicks. The main focus is on "low kicks". More advanced and risky kicks are taught at higher levels, but use of them is discouraged. Leg techniques that are taught include the front kick, round kick, side kick, back kick, heel kick, slap kicks, axe kicks, various knee strikes, and sweeping (Figure 30-32).

Figure 30

Figure 31

Figure 32

Figure 33

Defense techniques

Krav Maga practitioners are taught to go from defending to attacking as quickly as possible, and most blocking techniques are designed to facilitate this. It helps in learning how to defend against kicks and punches, as well as how to defend against attacks from any angle.

Ground fighting

While *Krav Maga* stresses staying off the ground at all costs, and eventually have no choice but to fight there. Students are taught the best positions while on the ground, i.e. how to throw certain kicks while on the ground, arm bars, triangle choke, and guillotine. And students are also taught to defend against punches while mounted, chokes, headlocks, and what to do if their wrists are pinned.

Head strikes

Krav Maga uses all of the tools available, including the head.

Gun, knife and stick defenses

Krav Maga details many ways to defend against many common weapon threats. These techniques include defenses against guns, knives, and blunt striking weapons, such as sticks. The use of these techniques varies and each possible scenario requires its own set of actions.

Three Steps to Self-Defense

So far you have learnt about various self-defense techniques. In order to apply self-defense techniques you need to follow at least the following 3 steps:

Step 1: Prepare for dealing with the offensive situation and violence by acquiring proper training.

Step 2: Recognise potential and actual threats and hazards through awareness.

Step 3: Respond properly through rapid evaluation of the immediate threat and your capabilities while understanding all the possible strategies and options available to you.

EXERCISE

Practice Session

- You should learn how to execute strikes and kicks including punches, hammer fists, elbows, and various kicks.

- You should also learn defence against take-downs, chokes, bear-hugs, arm bars, and other possible attacks.

Practice basic Krav Maga stances, as mentioned below:

1. Neutral or passive stance
2. Fighting stance
3. Back position on ground
4. Side position on ground

Perform these stances after a qualified *Krav Maga* instructor demonstrated them to you. Thoroughly practice each movement to gain mastery. You are advised to practice the same on practice bags and not on fellow students.

The basic techniques that you should practice may include but not limited to:

1. Arm techniques

2. Leg techniques

A. *Short Answer Questions*

1. What is Krav Maga?

_____

_____

_____

2. State three common stances used in Krav Maga.

_____

_____

_____

3. Describe the three major steps to self-defense?

_____

_____

_____

_____

B. *Fill in the Blanks*

1. Krav Maga involves _____, wrestling and grappling.

2. The philosophy behind Krav Maga is _____ neutralisation, simultaneous defensive and offensive maneuvers.

3. *Krav Maga* comprise two main parts: self defense and _____ to hand combat.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between different stances of *Krav Maga*.
(b) Differentiated between different techniques of *Krav Maga*.

Part B

Discussed in class the following:

(a) What is *Krav Maga*?
(b) What are the basic principles of *Krav Maga?*

Part C

Performance standards

The performance standards may include, but not limited to the following:

Performance standards	Yes	No
Perform straight punch		
Perform low punch		
Perform palm heel strike		
Perform hammer fist		
Perform chop		
Perform elbow strike		

RELEVANT KNOWLEDGE

This session, we will learn about the role of a Personal Security Officer (PSO), we will also understand how we can apply principles and techniques of self defense for protecting third party or a Very Important Person (VIP).

A PSO is an individual who is responsible for giving security cover to a VIP in order to ensure that no harm happens to the VIP under normal and emergency situations. In day-to-day language, a PSO is also called as a "bodyguard". He is also called a shadow because as the shadow never leaves the individual. A PSO is always with his VIP under all situations and circumstances.

In most cases, a group of PSOs form a team to give protection to the VIP, with each member of the team having a specific and clearly defined role and responsibilities as an individual and as member of the team.

Who is a VIP?

A VIP is a person whose security and well being are critical for smooth functioning of an organisation, Government or individual. Any harm/injury to this person will have drastic and long term impact on the organisation or the nation. VIPs can be broadly classified into the following categories:

1. **Political:** Heads of states like President, Prime Ministers, Chief Ministers, and Governors fall in the category.

2. **Religious:** Leaders of various religions, communities and sects fall in the category.
3. **Military:** Generals and top military commanders of defense forces fall in this category.
4. **Business:** Top industrialists and businessmen fall in this category.
5. **Individuals:** Celebrities like film stars, sports persons, writers, high net worth individuals and family members of categories mentioned above come in this category.

With the increase in the public popularity and appearance, the vulnerability of VIPs to different threats increases manifolds. Since their public appearance cannot be avoided, they are always exposed to threats of harm and injury. Sometimes there are threats which do not have any physical harm to the VIP, but insult/demean his status and image, for example, someone throwing an object on the VIP.

What are the threats to VIP?

VIPs are exposed to different types of threats. Some are common to all the VIPs and some are specific to a particular type of VIP. Some threats result in the physical injury or damage to the VIP and some damage the image and status of VIP or the organisation they represent. Though the list is not exhaustive, some common threats to VIPs are listed below:

- Murder/Assassination
- Kidnap
- Assault
- Sabotage
- Bomb explosion
- Hostage
- Pelting stone/objects
- Stampede

- Protests
- Verbal abuse

What is VIP protection?

VIP protection is a highly specialised and professional field which deals in protection of VIPs from known and unknown threats. It is a cross functional field which involves other disciplines like unarmed and armed combat, first aid, fire fighting, operational driving, crisis management, intelligence and vigilance, rescue and evacuation.

As criminals become more and more sophisticated and organised, they increasingly target VIPs. Whether the objective is kidnapping for ransom, changing the political balance, robbery, fame, revenge or any other goal, criminal attacks on VIPs have the potential to end in injury or even death. Some of the major motives behind targeting VIPs can be classified as follows:

Political	Religious	Revenge	Mental illness
Criminal	Economic	Business rivalry	Competition

Role of PSO: The role a PSO is of utmost importance in the safety and security of the VIP. A PSO has to be very careful in observing and responding to such incidents. Major qualities that a PSO should possess include the following:

- Expert in unarmed combat
- Good knowledge about VIP
- Honesty

- Courage
- Team spirit
- Good memory
- Organising ability
- Calculated risk taker
- Quick decision making
- Discipline and punctual
- Physically fit and mentally alert
- No criminal history or background
- Observant for generalities and details
- Expert in offensive and defensive driving
- Knowledge of first aid, firearms and explosives

In case of an incident, following actions should be taken by the PSO:

(i) **Quickly assess** the situation and categorise the incident as murder, assassination, kidnap, assault, sabotage, bomb explosion, hostage, protests, verbal abuse, pelting stone or objects, stampede, etc.

(ii) **Identify the direction** from where the attack or assault has come. This is very critical as the same will help to decide the direction of evacuation of the VIP. Try to figure out whether the attack is from an individual or from a group. Identification of enemy at the early stage goes a long way to neutralising or minimizing the threat.

(iii) **Provide body cover** to the VIP and neutralize the enemy.

For a PSO, the safety of VIP is of supreme importance but he/she should also ensure the safety of general public and in case of emergency should not put general public in danger.

Security plans for protection of VIPs are very complex and involve almost all aspects of security. Very often the complexity increases because more than one

agency is involved and requires coordination, confidentiality and back up plans. The role of PSOs can be broadly classified into the following:

(i) Body Cover: A PSO has to always give a body cover to the VIP. It means he/she has to remain as close to the VIP as possible so that he can recognise and react to any adversary or threat aimed at the VIP in the minimum possible time. In case of a single PSO, it is very difficult to give a full body cover. This problem is solved by using a team of PSOs comprising two, three or more PSOs. The number of PSOs in the team depends on many factors like the level of threat, importance of VIP and budget assigned for security arrangement.

(ii) Evacuation: In case of an actual threat or an assault on the VIP, the PSO must ensure that the VIP must be taken away from the place of incident in minimum possible time and is relocated to a safe place or vehicle. The best solution is not to get involved in any argument and fights and instead choose to evacuate the VIP from the place where the problem has happened or is expected to happen. In case of one PSO, it is not advised to get into conflict with or to engage with the attacker. This is because when the PSO engages with the attacker, the VIP is left unattended, and therefore, becomes more vulnerable to the attack.

In case there is a team of PSOs, the main PSO generally evacuates the VIP while other members challenge and engage with the attackers.

(iii) Neutralisation: The last role of a PSO is neutralisation. It means engaging the attacker and destroying him. It can only be done once the VIP is taken away from the place of incident, otherwise it will lead to exposing the VIP to the threat for more time and thus increasing the possibility of harm.

The decision to neutralise the attacker is very critical and risky. It requires experience and correct judgment of the strength of the opponent, his weapons, his style and his motive. It also depends upon the type of weapon the attacker is using. Only if the PSO has a superior weapon/arm, then he can neutralize the attacker. Private PSOs enjoy less authority and legal rights and protection as compared to their government counterparts. The variety of arms which can be carried by private PSOs is also restricted to small arms like revolver, pistol and gun. On the other hand, Government PSOs have access to more sophisticated arms like AK-47, AK-56 and other advance weapons.

EXERCISE

Case Based Problems
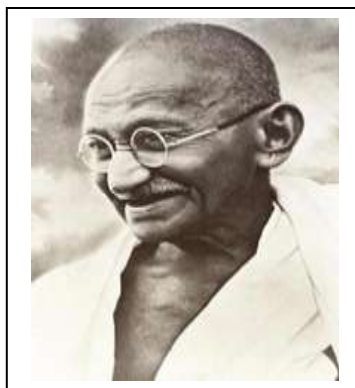
Scenario 1
On January 30, 1948, **Mahatma Gandhi** was shot and killed while having a brisk walk on the grounds of Birla Bhawan in New Delhi. Nathuram Vinayak Godse, who shot Gandhi, was against Gandhi's personal teachings of extreme or absolutist non-violence. He thought that such non-violent ideology would lead to Hindus losing the will to fight against other religions, which he saw as a matter of self-defense, and thereby becoming permanently enslaved. This has been said to be one of the major reasons behind his decision to kill Gandhi. Godse and his co-conspirator Narayan Apte were later tried and convicted. They were executed on 15 November 1949.

Scenario 2

John. F. Kennedy was the 35th President of the United States of America. Despite there being hundreds of witnesses to his assassination, there is a lot of confusion surrounding Kennedy's death to this day, leading many to suspect that it was a conspiracy. Just before 12:30 PM on November 22nd 1963, Kennedy was travelling through Dallas in his open-top Limousine. Three shots were fired from a high-powered rifle, all of which hit the President. Kennedy died soon after in the hospital. Among those who have been accused are the Federal Bureau of Investigation (FBI), the Central Investigation Agency (CIA), Cuba and the USSR. Despite numerous investigations, the death is still shrouded in mystery.

Scenario 3

Martin Luther King was the main man behind the American Civil Rights Movement. The movement was an attempt to abolish the racial discrimination of African Americans. After years of civil rights success, King had turned his attentions to the issue of poverty in America. On April 4th 1968, while standing on the balcony of his second floor motel room, King was fatally shot. Following the assassination, there were riots in over 60 cities across the USA, and five days later, President Johnson declared a day of mourning.

Two months later, escaped convict James Earl Ray was captured in London and was extradited to Tennessee where he faced the charge of murdering Martin Luther King. Ray was a white man who was opposed to the African-American Civil Rights Movement.

Based on the above three stories of assassination, identify the motives of the assassin behind each one of them.

Scenario 1: Mahatma Gandhi

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_____
_____

Scenario 2: John F Kennedy

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_____
_____

Scenario 3: Martin Luther King

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_____
_____
_____

ASSESSMENT

A. *Short Answer Questions*

1. Who is a VIP?

_____
_____
_____
_____

2. State two motives with which VIPs are targeted by people.

_____
_____
_____
_____

3. What are the three major roles of PSO?

_____

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_____

_____

_____

_____

_____

4. Explain the following:

(i) Body cover

_____

_____

_____

_____

(ii) Evacuation

_____

_____

_____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between various types of VIPs.
(b) Differentiated between various motives with which VIPs are targeted.

Part B

Discussed in class the following:

(a) What are the various threats likely to be faced by the VIP?

Part C

Performance standards

The performance standards may include, but not limited to the following:

Performance standards	Yes	No
List 2 common political motives of attack on VIPs		
Enumerate 3 qualities that a Personal Security Officer should possess		
Perform defensive moves for providing body cover to a VIP		

RELEVANT KNOWLEDGE

In the previous session, we have learnt about the role of a PSO in protecting a VIP. In most cases, a well organised and trained team is always preferred than a single PSO for ensuring the security of a VIP. Before we learn about team formation in VIP protection, let us first understand a few commonly used terms:

1. **VIP/Principal/Subject:** The person who is being protected.
2. **PSO/Body Guard/Shadow:** The security person(s) who is/are responsible for Security of VIP.
3. **Lead:** The main PSO who moves with the VIP. In case of a single PSO, he/she becomes the lead.
4. **Tail:** In case there are two or more PSOs, the PSO other than the Lead is called the Tail. In case there are more than two PSOs, the person who moves last in the team is called the Tail.
5. **Medium:** The mode of travel of VIP is called a medium. A VIP can travel by Air, Rail, Road or by Boat/Ship.
6. **Main Vehicle:** The vehicle in which a VIP travels.
7. **Carcade:** The convoy of vehicles, including the main vehicles is called a carcade.
8. **Pilot Vehicle:** Security vehicle which moves in front of the main vehicle is called as Pilot Vehicle.
9. **Escort Vehicle:** Security vehicle which immediately follows the main vehicle is the escort vehicle.
10. **Place of Visit:** Any place where the VIP is visiting. There can be different places of visit throughout the day. It can be home, office, hotel, hospital, public rally or any other place where VIP is visiting.

11. **VIP driver:** The driver who drives the VIP's vehicle. He should preferably be security personnel, who trained and experienced in driving and well versed with the routes and locations.

One Man PSO: One man PSO is the most basic formation possible in VIP protection. The position of the PSO is flexible and he has to physically cover and observe the entire 360° around the VIP. This he can do by changing his position from time to time and in the direction where he thinks the VIP is exposed to treat or needs body cover. One man PSO formation is very easy to break. Just by engaging or neutralizing the PSO, the enemy can directly target and harm the VIP. In case of an attack, the PSO has to give body cover and simultaneously carry out evacuation.

Two Men PSO: Two men PSO is more advanced and most commonly followed formation used in VIP protection. Each PSO is required to cover and observe exactly 180° around the VIP. Out of the two PSOs, the main PSO is called the lead and the second is called the tail. They can even interchange their positions as and when required. Two men PSO formation is a bit difficult to break. In case one PSO is engaged or neutralized, the second PSO will do the body cover and carry out evacuation.

More than two Men PSO: VIP's who have more risks or threats to their life, requires more than two PSOs. The formation made by three PSOs will be a triangle, with each PSO observing 120°. The team with 4 PSOs forms a box, with each PSO covering and observing 90° each for providing body cover. This kind of formation is used in security of politicians, military or religious leaders. Each PSO is assigned a particular position and responsibilities in the team. The main PSO is called the lead and the last PSO is called a tail.

They can even interchange their positions, as and when required. The more the number of PSOs in the formation, the more difficult it is to break and neutralise by the enemy. With more number of PSOs, the VIP gets maximum security by getting maximum body cover and in case of an attack; the team can very efficiently and quickly carry out evacuation as well as neutralisation if the situation demands and the team decides so.

In India, the category of security is divided into the following four tiers:

1. **Z+** category has a security cover of 36 personnel
2. **Z** category has a security cover of 11 personnel.
3. **Y** category has a security cover of 2 personnel.
4. **X** category has a security cover of 1 personnel.

Individuals under the above mentioned category of security blanket include Cabinet Ministers, Deputy Chief Ministers, Former Deputy Chief Ministers, Chief Ministers, Former Chief Ministers, High Court and Supreme Judges, leading politicians, and senior bureaucrats. The SPG (Special Protection Group), NSG (National Security Guards), ITBP (Indo-Tibetan Border Police) and CRPF (Central Reserve Police Force) are the agencies responsible for providing securities to VVIPs/ VIPs/ Politicians/ High-profile celebrities and sports persons.

Advance Party: For providing protection to high profile VIPs like politicians, military leaders, top businessmen and foreign dignitaries, there is also a provision of an advance party. This advance party comprises of additional PSOs who reach the place of visit prior to the visit of the VIP. By reaching in advance, the advance party does a route survey and recommends the main PSO team the route to be followed during VIP movement.

The advance party also studies the security arrangement at the place of visit, carries out liaison and even receives the VIP on their arrival and then become a part of team for enhanced protection of the VIP.

A PSO must possess certain qualities and should be competent in various skills to perform effectively as a VIP Protector. A PSO should possess the following competencies and characteristics:

1. **Close-quarter battle skills**: The PSO should be skilled in combat techniques including use of firearms, chemical agents, edged and impact weapons, unarmed combat, arrest and restraint techniques and empty-hand combat.
2. **Driving skill**: He/she should possess driving skills for defensive, evasive and offensive driving. Defensive driving is done where one seeks to avoid potential danger. Evasive driving enables the vehicle to escape from an ambush. In offensive driving, the vehicle is used as a weapon.
3. **Good observation skill**: The PSO must have excellent observation skills. Observation is the most used skill in security. It is not just about looking but it is about seeing for avoidance of possible attacks and effectively responding to situations.
4. **Insight**: The PSO must have good common sense. He/she should be able to sense when things are about to go wrong so that he/she can take appropriate preventive action to avoid certain situations.
5. **Good hand-eye-coordination**: Good hand-eye-coordination helps the PSO to react quickly in situations where he/she is forced to combat at close range.

6. **Tact**: The PSO should be able to lead a tactful conversation with his/her VIP.
7. **Adaptability and flexibility**: A PSO must be able to adapt to lengthy work schedules and be flexible, as he/she will have to work for long hours with little or no sleep. He/she needs to adapt to the different social settings and environments.
8. **Ability to handle mental stress:** A PSO should possess the ability to handle difficult and demanding tasks and overcome stress due to demanding working hours and situations.
9. **Communication skills:** A PSO should be able to communicate effectively with the VIP and colleagues in the team.
10. **Physically fit:** He/she should remain physically fit.
11. **Attitude**: A PSO must have a positive attitude towards his/her work. He/she should be self-disciplined, confident, credible, responsive, tactful and responsible.

EXERCISE

Role Play

1. Form a pair with your friend, one being the VIP and other being the PSO. Now practice one man PSO body cover and evacuation. Both the participants should interchange their roles as VIP and PSO, turn by turn.

2. Form a group of 3 students, one being the VIP and other 2 being the PSO. Now practice two men PSO body cover, evacuation and neutralisation. All the three participants should interchange their roles as VIP and PSO, turn by turn.

A. *Multiple Choice Questions*

1. The Very Important Person who is being protected by the security team is also known as

(a) Personnel
(b) Principle
(c) Subject
(d) None of the above

2. The main PSO who moves with the VIP is known as the

(a) Tail
(b) Lead
(c) Leader
(d) Companion

3. The security vehicle that moves in front of the main vehicle of VIP is called

(a) Pilot vehicle
(b) Escort vehicle
(c) Carcade vehicle
(d) Main vehicle

B. *Fill in the Blanks*

1. In case of attack on the VIP, the PSO provides _____ cover to the VIP and then carry out _____.

2. One man PSO has to physically cover and observe the entire _____ degrees around the VIP.

3. Two men PSO is required to cover and observe _____ degrees around VIP.

4. Three PSOs form a triangle, with each PSO covering and observing _____degrees.

5. The team with 4 PSOs forms a box, with each PSO covering and observing _____ degrees.

6. The Z+ category of security cover has _____ security personnel, whereas the Z category has only _____ personnel.

7. The Y category cover has _____ security personnel while the X category has just _____ personnel.

C. Short Answer Questions

(i) Describe three roles of a Personal Security Officer.

_____

_____

_____

_____

_____

_____

_____

(ii) What are the roles of advance party in the security of VIP?

_____

_____

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_____

_____

_____

_____

(iii) Write the full form of the following:
(a) SPG —
(b) SG —
(c) ITBP —
(d) CRPF —

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the formations made by PSO(s) for providing body cover to a VIP.
(b) Differentiated between the various roles of PSO.
(c) Differentiated between various categories of security provided to VVIPs and VIPs.

Part B

(a) Why a security team is better than a PSO for providing security to a VIP?
(b) What are the roles of PSO?
(c) What are the values and attitude that a PSO should possess?

Part C

Performance standards

The performance standards may include, but not limited to the following:

Performance standards	Yes	No
List 3 qualities of a competent Personal Security Officer		
Prepare a plan to organize team of PSO for a hypothetical threat situation to the VIP		
Demonstrate the knowledge of delegating responsibility to team members for protecting a VIP in a hypothetical threat situation		

Notes

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SECTOR: SECURITY

NSQF Level 2 (CLASS X)

SS302-NQ2016 – Managing Conflicts at Workplace

Student Workbook

Table of Contents

Conflict is an expressed struggle between at least two parties who perceive incompatible goal, scarce resources and interference from others in achieving their goals. In simple words, a conflict is a disagreement between two or more people who disagree on an issue that threaten their respective goals, values or needs.

Disagreements are examples of conflict, which have to be resolved for restoration of continued peace. Life is not a bed of roses. Sometimes things may go wrong in life.

Conflict may occur between family members, workers, colleagues, supervisors and even between organisations and within organisations.

You must be reading news about incidents of fight between people and groups or strikes due to conflict between the workers and the management or between students and the administration. Such conflicts may take place due to different interests, perceptions, viewpoints, values and experiences. If a conflict is allowed to continue, it can lead to fight or violence and may harm the people involved, sometimes even resulting in loss of life.

Conflict tends to fall into two broad categories:

(i) Conflict between individuals: The reasons for conflict between individuals could be a clash of personalities, strong differences of opinion over work or an 'overspill' from personal issues outside work.

(ii) Employees and their managers: The reasons could be management style is too authoritarian or too weak, management is favouring other colleagues when assigning tasks, health and safety, uneven pay or low wages, unfair treatment, unclear job roles, inadequate training, poor communications, poor work environment, lack of equal opportunities, bullying and harassment, lack of consultation, etc.

This Unit will help in understanding the various causes and effects of conflicts and also assist you in developing competencies for managing and avoiding future conflicts.

SESSION 1: IDENTIFYING CAUSES AND SYMPTOMS OF CONFLICTS AT WORK

RELEVANT KNOWLEDGE
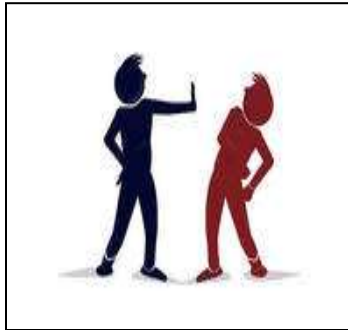
Conflict at work takes many forms. It may be that two workers simply don't get on or that an individual has a grievance against their superior or the manager. It could result due to the following factors:

(i)   Perceptions,
(ii)   Conflicting roles,
(iii)   Different personal values,
(iv)   Poor management,
(v)   Unfair treatment,
(vi)   Unclear job roles,
(vii)   Inadequate training,
(viii) Poor communication,
(ix)   Poor work environment,
(x)   Lack of equal opportunities,
(xi)   Bullying and harassment by superiors or colleagues,
(xii)   Timeline pressures,
(xiii) Unpredictable policies,
(xiv)   Unresolved issues,
(xv)   Increase in workload,
(xvi)   Personality clash,

Recognising these causes is the first step in dealing with conflict situations. Let's examine some of the main causes of conflict[1].

---

[1] Karen Ruby on
http://www.ameaningfulexistence.com/2010/03/22/know-these-five-causes-of-conflict

1. *Differing values*: Values are preferred courses of actions or outcomes which guide a person's behaviour and which are accepted by society as worthwhile or valuable. Examples of values are: accountability, bravery, charity, discipline, equity, freedom, generosity, honesty, integrity, justice, knowledge, love, maturity, neatness, order, peace, respect, service, trust, unity, vision, warmth, youthfulness, zeal, etc. When people have differing values, conflicts can result. If one of your personal values in life is that your family comes first, and if your boss' personal value is that work comes first, conflict can result when he/she asks you to stay late at work or to give up a planned family vacation due to project deadlines.

2. *Making assumptions*: An assumption is a proposition or course of action that is taken for granted. Assumptions are made, based on experience, known facts and norms. An example for assumption is that all children who have passed class 8 are knowledgeable about all the topics taught in class 8. If the boss assumes that his/her employee will have finished the presentation when he gets back to office, but when he/she finds that presentation is not ready, conflict between the boss and employee can result. If the employee assumes that the boss will remember his promise of a raise in salary at the end of the month, but the boss neither give a raise nor remember that he had promised then a conflict may arise.

3. *Differing expectations:* We expect people to know things without telling them. For example, a supervisor expects a subordinate to take notes at a meeting, but the subordinate does not do that, because he has not been told to do this ever. This leads to a conflict because a lot of things are not obvious to many people. Just because something may be your

expectation, does not mean that it is understood by other people.

4. Differences in culture: The way a person was brought up, his/her religion, his/her gender, his/her race, and his/her ethnicity can result in conflict with people who are different from him. A person from an urban culture is used to a faster lifestyle, whereas a person from a rural culture is used to a slower rhythm which is based on the pace of nature. If two people from these cultures have to work together, the likelihood of conflict increases.

5. *Knowledge and ability to deal with conflict:* If you do not know how to resolve conflict or are unwilling to try to resolve conflict, this in itself can conflict with someone else who has more knowledge and is more willing than you are. If two departments, say sales and production are unwilling to resolve their differences on inventory, then they are bound to keep that conflict alive in the future which could ultimately lead to closing down of the organisation.

6. Difference in personality types: When different types of personalities have to work together then too there are possibilities of conflicts. When a multi-tasker has to work with a person who likes to focus on one thing at a time, he will show impatience and the task will be jeopardized.

Symptoms of conflict

1. **Motivation drops**: Fewer people volunteer to take on new tasks and there is little employee input at team meetings or briefings.

2. **Behaviour changes**: People start to make derogatory remarks towards each other and there are fewer social events organised.

3. **Productivity falls**: There are likely to be more queries and complaints if people are not cooperating with each other.

4. **Increase in absence**: Unhappiness may lead to depression or stress and absence from work.

Spotting Conflict

Spotting the conflict or identifying the causes will help to manage conflict effectively. A person should identify and address the early signs of conflict. To minimise and prevent conflict in the workplace, the Head of the Institution should try to learn as much as you can about why conflicts have occured and develop processes to address them. Conflicts can be spotted by exploring the following:

- Unpleasant behaviour, for example, derogatory remarks made for each other.
- Fewer social events are organised.
- Falling performance or productivity of employees.
- Increased leave and absence of staff.
- Depression or stress.

Assignment

A. Read the following situations and tick the appropriate cause of conflict

1. Scenario

The teacher saw that Manoj was not allowing Ketan to write and was grabbing the pen from him. Ketan had taken Manoj's pen when he was not looking and was refusing to give it back to him. Manoj and Ketan are involved in a disagreement over the ownership of a pen, but because they are expected to stay quiet in a classroom, they are resorting to a physical disagreement. The physical quarrel has caught the

attention of the teacher who is not aware of the cause.

What could be the cause of conflict between Manoj and Ketan? Tick the most appropriate phrase

(a) Different value
(b) Different culture
(c) Making assumption
(d) Physical resource

2. Scenario

Aryan is having an argument with Nisha. Nisha is complaining that all team members should take turns to organise coffee for the team. Aryan does not agree and is saying that as she is the only female in the team and so she should be assigned this duty.

What is the cause of conflict between Nisha and Aryan? Tick the most appropriate phrase

(a) Different values
(b) Different cultures
(c) Making assumptions
(d) Different expectations

3. Scenario

Two security personnel are arguing at the boundary fence. One of them is insisting that the broken fence means that somebody has entered into the premises. The other one is arguing that the broken barbed wire looks old and rusted, therefore, there can not be any intruder.

What is the cause of conflict between the two security personnel? Tick on the appropriate box.

(a) Different value
(b) Different culture

(c) Making assumption

(d) Different expectation

4. Scenario

The Security Head of the BCD Hotel is arguing with the Manager of the BCD Hotel that another camera is necessary for improving security in the organisation. He argues that security personnel are overburdened and cannot be deployed efficiently. The Manager of the Hotel does not agree with the Security Head and insists that security should be managed with the existing Security Guards.

What is the cause of conflict between Security Head and Manager of the BCD Hotel? Tick on the most appropriate phrase

(a) Different Value

(b) Different Culture

(c) Different Expectation

(d) Different Personality

5. Scenario

Mr.Shekhar works as a Security Officer for ABC company. He works in a team of seven people who scrutinize incoming packages for hazardous material. On the team are four women and two men. They have come from three different States in India. One of the men in the team Mr.Aryan feels that Shekhar works too slowly and is not doing his full share of work. He laughs with the other team members about Shekhar and talks about him in nasty ways. It is a very uncomfortable situation for the Shekhar to work.

What is the cause of conflict between Mr.Shekhar and Mr.Aryan? Tick the most appropriate phrase

(a) Different Values

(b) Different Cultures

(c) Different Expectations

(d) Different Personality

ASSESSMENT

Short Answer Questions

1. What is conflict?

   _____

   _____

   _____

   _____

2. Describe any two causes of conflict between employers and employees.

Cause1:

   _____

   _____

   _____

   _____

Cause 2:

   _____

   _____

   _____

   _____

   _____

   _____

   _____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between various causes of conflicts.
(b) Differentiated between various symptoms of conflicts.

Part B

Discussed in class the following:

(a) What is conflict?
(b) What are the different causes of conflict?

Performance standards

The performance standard may include but not limited to:

Performance standards	Yes	No
Identify symptoms of conflict in a given situation		
Establish the cause of conflict		

RELEVANT KNOWLEDGE

Before you learn about the various ways of managing conflict at workplace, let us first try to understand the various stages of conflict.

Stage 1: Conflict arises: Whenever interests or rights of individuals or groups are suppressed or compromised, conflict arises. Conflicts give rise to angry feelings, disappointments and realisation that rights or benefits have been taken away from the beneficiary group.

Stage 2: Positions are stated and hardened: The conflicting groups or individuals state their point of view and take position in an attempt to ensure that their point of view is adhered to. At this juncture, the conflicting parties have three options – **fight, flight or resolve**. Let us see what we mean by that.

Figure 3
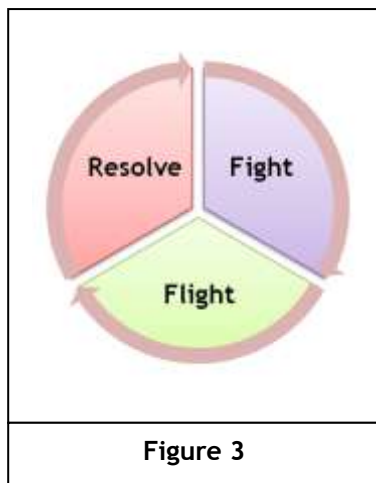
Fight	React in a challenging way or may resort to shouting or losing temper. Express displeasure on the conflict.
Flight	Non-confrontational, but subversive behaviour. You turn your back on what's going on. You presume that by ignoring a problem you hope it will go away. You are not sure how to react and become very passive.
Resolve	Plan and implement solutions that are suitable to the individuals or groups.

Stage 3: Resolution: Planning and implementing solutions that are suitable for all groups. It is apparent that the process of collaboration helps to resolve conflict. The process of collaboration requires trustworthy people or people of good character.

There are 5 main conflict resolution scenarios. However, not all scenarios lead to resolution. Let us learn about various actions that lead to these 5 scenarios and try to understand their impact on conflict resolution.

1. Ignore the conflict: If you have a tendency to avoid or postpone talking about the conflict, you are trying to ignore it and hope it goes away. Putting your head in the sand and not dealing with the problem means that you will not learn from the experience. What you fail to learn, you are bound to repeat in other relationships. This scenario does not resolve conflict.

2. Smooth over the conflict: Do you try to accommodate the other person and suppress your desires? Smoothing over any conflict just to avoid confrontation or dealing with both sides of the argument can also result in a temporary reprieve. The conflict may still be there, but resentment is also present as one person has given up their values in order to smooth over the conflict. Even this scenario does not resolve the conflict.

3. **Use your authority to settle the conflict**: The statements like "This is the way that it is going to be because I said so!" Parents say this all the time to their children when they want them to go to bed and the child wants to stay up and watch TV.

Usually the boss resorts to a similar tactic to 'resolve' a conflict. For example, he/she may state "That is my order and you have to follow it". It does not make you feel very empowered when someone has perceived authority over you and tells you the way it is going to be. So this scenario does not resolve conflict as well.

4. Negotiate a resolution to the conflict: A good negotiation helps resolve conflict to some extent in which each party gets what they want, but each of them also have to give up something. For instance, if the boss wants you to work at the weekend, then you could negotiate for perks or extra payment. The boss has the advantage of engaging ready help for a little extra payment. However, you will have to give up relaxation time. Over the long run, this kind of arrangement proves harmful to you and the organisation. Lack of rest will reduce the quality of your performance and soon the organisation will stop valuing the work that you do. So, negotiation is also not a preferred action for conflict resolution over a long run.

5. Use collaboration to resolve the conflict: Collaboration is used to resolve the conflict which is a typical win-win scenario (Figure 4). Both parties win when they use collaboration. But, collaboration only works when people trust each other to come to a mutually beneficial agreement. If trust is there, this conflict resolution scenario can be the best way to resolve conflicts once and for all. As both parties come together, communicate, and trust each other a definitive resolution to their conflict can occur.

Preventing conflict: We can also prevent conflicts at workplace, but it depends on the situations and organisational structure. The various ways by which an employer can prevent conflicts include the following:

- Listening and consulting with employees on decision-making.
- Rewarding fairly with pay or bonus schemes.
- Ensuring work safety.
- Ensuring that managers are properly trained and able to handle management responsibilities.

Figure 4

- Valuing employees and thinking about the business culture of the workplace.
- Treating people fairly.
- Communicating the law on harassment and discrimination.
- Encouraging initiative.
- Balancing employees personal and business needs.
- Keeping regular channels of communication open.
- Regularly giving out employee feedback forms or questionnaires.

Case Based Problem

A. Read the situation carefully and answer the following questions

1. Scenario

Six months have passed since the problem started. As usual the broadband connection of the ABC company turns slow after the 15th of the month. The Head of Security complained again for the fifth time to the Head of Information Technology (IT) Department as his team is unable to send reports through the Internet. However, the IT department have not been able to solve the problem.

Identify the stages of conflict by filling the following blanks

(a) The two parties in the conflict are: _____ and _____ .

(b) The Head of Security and his team have been unable to send _____ due to the problem.

(c) The problem persists even as the Head of Security complaint for the _____ time to the Head, IT department.

2. Scenario

Two Security Personnel came to the Security Supervisor with a complaint. The Supervisor realised that they had a complaint against each other. Before continuing the conversation, he closed the door of his office and listened to their grievances. He then counselled them and they both went back happily.

The Supervisor closed the door before talking to the Security Personnel because he wanted to–

Tick the most appropriate phrase

(a) ensure that no one else should interfere in their conversation.
(b) be neutral as far as possible.
(c) be secretive about the conversation.
(d) be impartial in dealing with them.

Fill in the Blanks

1. Whenever interests or rights of individuals or groups are suppressed or compromised then_____ arises.

2. In case of conflict, the conflicting parties have three options i.e. _____, flight or resolve.

3. A good negotiation helps _____ conflict to some extent, in which each party gets what they want, but each of them also have to give up something.

4. Both parties win when they use _____ to resolve the conflict.

5. We can resolve conflicts at workplace by listening and consulting _____ before taking decision.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between various stages of conflicts.
(b) Differentiated between various action that could lead to resolution of conflict.

Part B

Discussed in class the following:

(a) What are the different stages of conflict?
(b) What are the various ways of preventing conflict at workplace?

Part C

Performance standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Identify the stage of conflict in a given situation		
Demonstrate the ability for resolving conflict in a given situation		
Apply the principles of conflict resolution		
List 03 measures that an employee can take to prevent conflict at workplace		
List 02 measures that an employer can take to prevent conflict at workplace		

SESSION 3:MITIGATING CONFLICTS BY VALUING AND ATTITUDE

RELEVANT KNOWLEDGE

Valuing people at workplace means ensuring that all employees are valued and treated with dignity and respect at work, irrespective of their race, colour, nationality, ethnic origin, disability, age, religion, marital status and sex. An attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or anything in environment. For example, to work effectively in a structured environment, I should have an attitude of performing in a timely manner to deliver a high quality product or service, which provides satisfaction to the customer. Some general attitudes that are effective in a workplace are: positive attitude, flexibility, frugality, loyalty, openness to learn, etc. Let us look at some of the attitudes which are useful in keeping a work environment free from emotional conflicts.

Valuing participation: Participation is the process of involving all stakeholders in an enterprise and making them feel that they are valuable and have something to contribute. For example, a decision to keep the gates closed after 10 AM until closing time will prove unrealistic in the absence of information from the security personnel at the gate. This information about the time, duration and frequency of legitimate movement of people and material at the gate becomes readily available when the participation of gate security personnel is sought in a transparent manner.

People have been known to withhold valuable information, when they perceive lack of value for their task and ability. You should ensure that all communication is relevant, concise and delivered in a suitable way.

Employees should be consulted before decisions are made. Some phrases that you may use to exhibit value of participation are:

- Will you please help me out?
- Please attend the meeting. I would like to hear your perspective.
- How do you do this particular process?
- Let us know your opinion by filling out this form.

Openness to diversity: Diversity is defined as the state or fact of being different or unlike the general population. In India, in the work environment, there is diversity of race, culture, gender, socio-economic status, age, religious beliefs and others. Openness to diversity involves exploring, understanding, willingly accepting and celebrating the diversity in each individual in a safe, positive and nurturing environment. Equal opportunity should be given to all diversities to grow, learn and earn all the perks available in the organisation.

Openness to reflection: Reflection is a mental exercise of reviewing a course of action on an individual or a group or an organisational level. Reflection leads to identification of problems, the factors that led to them and how they can be changed. The value of openness to reflection is based on the realisation that improvement is possible in the best of people, products, services, decisions or situations. However, if an action is repeated the results will remain the same every time. Change is possible only if the people involved are willing to reflect on themselves and their part in a particular situation. The power of reflection is enhanced in an environment where people feel safe to freely express their thoughts without fear of threats and punishment and individuals develop the capacity to publicly challenge their own thinking, even if it reveals some uncertainty on their part.

For example, the Human Resource Department (HRD) is receiving regular complaints about the fact that the queue at the entrance gate is growing day by day and is making personnel late. In such a situation the HRD and the security department should engage in reflection about the processes being followed and come up with more appropriate processes. This shows that both these departments are open to reflection and change for the better.

Openness to mistakes: Mistakes here are understood in the light of the understanding that 'nothing or nobody is perfect' and 'zero defect' is an illusion. In such a scenario, a situation could be examined for mistakes and mistakes should be acknowledged without being offended. This will lead to learning which can be applied to resolve conflicts, strengthen the organisation and themselves.

Managing anger: Anger is an emotion which manifests as a strong feeling of displeasure and belligerence aroused by a wrong. Anger can manifest as wrath which is destructive or it could manifest as irritation which is a mild degree of anger. An important aspect of managing conflict is to be able to mange one's own anger. When a conflict arises you should try to take a calm approach and not react in a challenging way. A security officer has the unenviable task of protecting property and people from harmful elements, one of them being people. This entails a basic attitude of suspicion towards people irrespective of their position or status. The role of the Security Officer requires him to keep a distance. Usually this restriction generates anger in either the visitor or the Security Officer which could escalate into an explosive situation. Hence a Security Officer needs to understand anger, its repercussions and anger management.

Causes of anger: Anger could be caused by internal and external causes. Internal causes are to do with the personality of the individual and external causes are to do with the factors outside the individual. Some personality characteristics that cause anger include the following:

- Negative self-talk
- Blaming
- Taking things personally
- Assuming
- Overeating
- Drinking alcohol
- Driving recklessly
- Taking drugs
- Involvement in fights
- Feeling outraged

External factors
- Crisis in the form of an emergency or an important event.
- Angry visitors or customers.
- Being short-staffed.

Repercussions of anger: Anger can have immediate or far-reaching consequences. Some of these consequences can be categorised as follows:

(i) Immediate consequences
- Physical harm to someone or self.
- Destruction of property.

(ii)Far-reaching consequences
- Getting a bad reputation
- Loss of family / friends
- Loss of job
- Loss of social privileges
- Going to jail

Anger Management

You can manage your anger in several ways. Some of the measures and methods that could be adopted include the following:

- Take time out from your routine work and relax.
- Take deep breaths.
- Count to ten mentally.
- Name the problem, look for plausible solutions, pick the best solution and solve the problem. Do not forget to congratulate yourself.
- Stop blaming others and self, as blaming only keeps people upset and keeps you from respecting others.
- Do not holds on to anger, but find ways of letting it go.
- Look for someone with whom you will be comfortable enough to express yourself.
- Be open to discuss your own words and actions that hurt others.
- Know yourself and choose to contain your rage and decide what to do.
- Stand up for yourself and others when you see that there is a chance of being hurt.
- Watch your thoughts, words and actions about others.
- Take ownership of the hurtful things that you do and say.
- Stop hurting people with your actions and words. Bullying hurts everyone.

EXERCISE

Case based problems

A. Read the situations and answer the questions that follow.

1. Scenario

A meeting was called of all the personnel involved in the upcoming exhibition that was planned to be held next

week by the Manager of the ABC company. Each person was asked to write down the most important task that s/he was expected to perform at the function.

The scenario is an example of_____.

Tick the most appropriate phrase.

(a) Valuing participation
(b) Openness to diversity
(c) Openness to reflection
(d) Openness to mistakes

2. Scenario

An editorial committee was formed to produce the school magazine. The committee consisted of 2 language teachers, the commerce teacher, the art teacher, students from each of the junior, middle and senior schools who were good at language.

The scenario is an example of _____.

Tick the most appropriate phrase.

(a) Valuing participation
(b) Openness to diversity
(c) Openness to reflection
(d) Openness to mistakes

3. Scenario

After the annual function, the Principal called a meeting of all the committees and congratulated the team members for their contributions and hard work. She also made an assessment of the lacunae and inconvenience caused to the people during the function in terms of (a) What went wrong?, (b) What was not satisfactory?, (c) What need to be changed?, (d) How things should be improved?

The scenario is an example of_____.

Tick the most appropriate phrase.

(a) Valuing participation
(b) Openness to diversity
(c) Openness to reflection
(d) Openness to mistakes

`

A. Short Answer Questions

1. What is valuing people at workplace?

_____

_____

_____

_____

_____

_____

2. What is attitude?

_____

_____

_____

_____

_____

3. List 5 causes of anger

_____

_____

_____

_____

_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between valuing participation and openness to reflection.
(b) Differentiated between openness to reflection and openness to mistakes.

Part B

Discussed in class the following:

(a) How wrong attitudes can lead to conflict?
(b) How positive attitudes mitigate or prevent emotional conflicts?
(c) Why do we need to value other's opinion and views?

Performance standards

The performance standard may include but not limited to:

Performance standards	Yes	No
Compile a list of activities to be performed for controlling anger		
List 05 expressions of anger at work place		
List 2 external factors that aggravate anger		
Demonstrate deep breathing exercises for managing anger		

Notes

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SECTOR: SECURITY

NSQF Level 3 (CLASS XI)

SS303-NQ2016 – Legal and Procedural Requirements in Security Services (Advanced)

Student Workbook

Table of Contents

The Indian Constitution was adopted on 26th November, 1949. This day is observed as National Law day.

Private Security Personnel are responsible for the safety of people, property and places. Private security guards are hired by businesses and individuals to protect people and property from criminal activities such as vandalism, theft and fire. For example the specific duties of a Security Guard will vary, but will typically include monitoring a specific area at all hours of the day and report on any incidents that may take place. Private Security Personnel are not the police, as they have limited powers, and under no circumstances are they supposed to exceed their authority. When dealing with the public, the security officer must work within the law and the guidelines laid down in law or instructions in the official standard operating procedures at all times.

There are certain offenses which are known to occur more often in the industry and business environment, like those pertaining to public tranquility, violence against human body, and property (movable and immovable).

The legal powers, rights and immunities of private security personnel are not only confusing but located across a range of fields. Although the Private Security Personnel have no legal powers to bring those committing the offence to book, nevertheless having knowledge of the various laws improves their ability to take appropriate action as per the legal requirements. In this Unit, we will learn about some of the common laws that provide private security personnel with general powers that also include the power to use force in self-defence and in defence of one's property. We will also learn how security personnel should report an untoward incident or accident and lodge a First Information Report.

SESSION 1: INVESTIGATING AND REPORTING UNTOWARD INCIDENTS/ ACCIDENTS
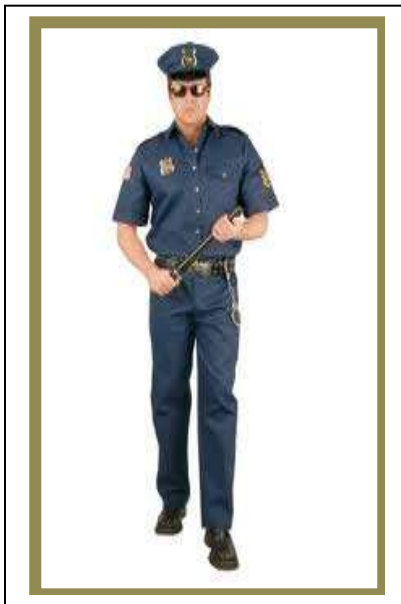
Private security staff may investigate the report of suspicious activities or disruptions when ordered to do so. Private security staff may detain individuals who are suspected of the offences or conditions which enable Police to arrest under section 41 of the Cr PC, under certain conditions which we will discuss in this session. However, major incidents, accidents, thefts and offenses should normally be reported by him/her to the civil police. Security personnel should establish and maintain cordial relations with the Civil Police and the local administrative authorities, including fire services. Such cordial relations are useful when confronted by any crime or offense under the law. Here it is important to understand the difference between detention and arrest of a person. Police briefly detain a suspect because of suspicious behaviour or appearance. For example, a bulge under the jacket could be suspected as a weapon. The police may then do a pat down search of the suspect's outer clothing for contraband. For detention, time should be of reasonable length during which reasonable suspicion is maintained or strengthened. It must stop if reasonable suspicion disappears. A thumb rule for detention period is 20 to 30 minutes. Force if used, should only be of reasonable amount. Deadly force should never be used. Detained person should not be moved, except for safety of officer or suspect or with suspect's consent. If police do find a concealed weapon or illegal contraband during the short-term stop and frisk detention or if the suspect has outstanding warrants, that person will be arrested, taken into custody and transported to the police station for formal booking procedures or investigations. Arrest is, therefore a complete physical seizure.

Private security guards are sometimes called on to testify in court. Certain amount of knowledge of the manner in which the evidence is recorded and presented will be useful.

Investigation

Investigation is one of the important charters of duty of the security manager/officer/security supervisor in any industrial/ business organisation. The primary aim of the security department is to prevent an act of theft, whether petty or large. Investigation shall enable to pin point the causes and even plug the gaps for the future. Some of the points that you need to keep in mind are as follows:

(i) *Arrive at the scene of the crime*: Visiting the location of crime and examining it in detail is the most important function of investigation. It helps the investigator in observing all the evidences leading towards the circumstances under which the crime has been committed.

(ii) *Ascertain directions of the crime*: During investigation the direction of entry before crime and exit route after the crime must be found out. It will provide information on the weakness in access control, including drawbacks in interior and exterior security system. Routes of entry or exit will reveal whether any vehicle has been used in the crime. This information will assist the investigator in identifying the routes used finally by the culprit or accused.

(iii) *Modus operandi of the crime:* While carrying out investigations, the method of committing the crime should be observed carefully. It is generally found that some criminals are expert in executing a crime in a particular manner, which may not be possible by others. Therefore, any fact leading to the *modus operandi* of the crime can give vital clues in identifying the culprit.

(iv) *Identifying the witnesses*: The investigator must try and identify the persons who were the eyewitnesses to the crime. These persons can give valuable clues or information about the culprit and reasons for the crime and other relevant details.

Report

A report is a piece of writing that presents in-depth information about a topic using facts from outside sources. Reports are a means by which detailed facts of the events are recorded so that others may learn what has occurred. When complete, a report must be able to paint a complete picture of the events that occurred in the mind of the reader. Remember, a good report reflects favourably on the investigator and adds to his/her credibility. A poorly recorded report may result in the conclusion that the work behind it was sloppy. There are two categories of reports, namely "administrative report" and "operational report".

(i) Administrative or "Routine" Reports: These reports are required for the general flow of information through the office on any given working day. For example, these reports could include a requisition for equipment, a visitor's register, a temporary pass registry, a time card indicating hours worked, requests for vacation leave, requests for training, budgets, and so on.

(ii) Operational or "Incident" Reports: These reports may describe those things that your supervisor or the client wants a description of or they may describe the occurrence of a non-typical event, that is some unusual incident that has drawn attention to itself during the execution of the daily duties of the Security Guard. Examples of things that may generate reports may include criminal offenses, such as damage

to property, robbery, theft, assault, fire, or some other activity.

Essentials of a Good Report Writing

As the job of Security Personnel is very dynamic, they come across volumes of information while performing duty. The importance of this information varies with time and situation. Some information is casual and day-to-day observation while others are unusual and spontaneous. Good report writing requires attention to detail, an understanding of the reasons why a report is required, and who will be the readers of the report. A report should be clear, precise and directly related to the topic or context. It should always be written in a simple language. Let us now identify the various aspects that you need to deal with while preparing a report.

Get Organised: Get organised before writing the report. Gather the facts first. Record the facts in the notebook at the time of the incident or as soon as possible. Organise thoughts by figuring out how to best address the situation and present a clear picture of what happened. Then draft the report. Remember, facts should be presented in chronological order.

Present a Clear Picture: Keep the sentences, the paragraphs, and the report short and to the point. Present a clear picture of what happened but do not use lengthy sentences.

Legible Handwriting: If the report is handwritten, make sure that it can be easily read by others.

Completeness: Cover all possible relevant questions, addressing who, what, where, when, why, and how. The questions that should be essentially addressed in the report include the following:

1. WHO?
- Who was involved?
- Who was the complainant?
- Who witnessed the event?
- Who is the suspect?

2. WHAT?

- What actually happened?
- What evidence or evidences are available?

3. WHEN?
- When did the event occur?

4. WHERE?
- Where did the event occur?

5. WHY?
- Why did the incident happen?

6. HOW?
- How did the incident take place?
- How did the accused act?
- How did the witnesses act?
- How was the evidence recovered?
- How was the accused arrested?

Accuracy: All facts in the report must be accurate. Do not assume anything and do not add anything that you do not know.

Proofread: Proof read the report to make sure all aspects have been covered and there are no grammatical or spelling mistakes. It is always better that once you have read the report, have a co-worker go over the document to make sure that everything make sense and there are no mistakes.

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Fire Investigation Report

There are times when the fire would take place in the company premises. The Security Personnel at the scene will have to address the problem as first action. At the end of the fire, security staff is required to give a report of the same. The report contains the entire details of the accident, the circumstances under which the fire or accident took place, actions taken to put off the fire and the losses or damages. For the investigation, the accident investigation committee should be responsible to the manager, and the report should be rendered to him in confidential form at the earliest possible date, following the accident. The format of their report should be as follows:

1. Introduction
2. Brief history of accident
3. Details of accident
4. Conclusions
5. Recommendations
6. Exhibits or evidence
7. Statement of witnesses

For initial collection of information about an accident, an investigation report form should be made available as per the management policies.

`

FORMAT FOR ACCIDENT INVESTIGATION REPORT

Date of accident _____   Time:_____

1. Name of the Injured ....
2. Age........................... Sex...........................
3. Years of service.........................
4. Time in present job /Dept..........................
5. Designation........................... ....
6. Date and time...........................
7. Had the employee been instructed about hazards of the job? ....
8. Severity of injury ( ) First aid ( ) Reportable ( ) Lost time( ) Fatality
9. Location of accident..
10. Nature of injury...
11. Part of body affected......................................
12. Description. (How did the accident occur, objects, equipment and tools used, circumstances, etc.)
13. Was weather a factor? If yes, how?
14. Unsafe act by injured and/or others contributing to the accident
15. Unsafe mechanical/physical/environmental condition at time of accident.
16. Unsafe personal factors (improper attitude, lack of knowledge or skill, etc.)
17. What personal protective equipment is required for job?
18. What precautionary measures were taken to prevent occurrence of this type of accident?
19. What were the contributing causes of the accident?
20. What is to be done to prevent the recurrence of accident?
21. Date and time of visit to the site of accident?
22. Signature and name of witnesses (at least two)

Signature of foreman/supervisor

Date:

Place:

_____

FORMAT FOR FIRE REPORT

1. Date and time of fire accident.

2. Date and time of receipt of the report of fire accident.

3. Location of the accident.

4. Involvement of any vehicle/ machine in the incident/accident (Yes/No), If yes, then details, thereof.

5. Action taken by the security staff on receiving the information.

6. Action taken to suppress the fire.

7. Time of Fire Brigade reporting at the scene.

8. Equipment used by the fire brigade and actions taken by them.

9. Time when the fire was put off.

10. Details of casualties (injured or deceased).

11. Details of losses/damage due to fire incident.

12. Description of the fire incident.

13. Details of witnesses (names, departments, telephone numbers, etc.).

14. Actions taken by the security officer.

15. Any warning issued by the safety officers regarding the possible incident.

16. Action by management/ safety / security staff.

Date:

Place:

A. Case Based Problem

Scenario

Ramesh works as Security Guard in a shoe factory. On 12th April, 2011 at around 13:00 hrs, Ramesh smelt some gas. As he went further towards the source of the smell, he saw that there was a fire in the production floor. He immediately reported the matter to the security staff at the security control room, raised an alarm and collected all his workers. He organised them to pick up the firefighting equipment and took all possible measures to prevent the fire from spreading, but the fire went out of control. Fire brigade arrived at the scene at 13:30 hrs and put off the fire by about 14:50 hours. Imagine you are Ramesh and you have been asked by your Supervisor to prepare the report of the fire accident.

On the basis of the above scenario, prepare a report of the fire accident. Include the following losses in your report:

(a) Two production machines fully damaged.
(b) Electrical circuit burnt.
(c) Three chairs and a table burnt.
(d) Seven files burnt.

_____
_____
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B. Assignment

Visit the nearest Fire Station and take note of the structure of the organization, services offered, training schedule and procedures, and details of operations. Discuss and document the process of accident investigation, reporting and post-incident analysis with the Fire Officer.

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ASSESSMENT

A. Fill in the Blanks

1. The primary aim of the security department is to _____ an act of theft, whether petty or large.
2. Investigation is one of the important charters of duty of the security officer/supervisor in any _____ organisation.

3. All major incidents, accidents, thefts and offenses should normally be reported to the civil _____.

4. Private security guards are sometimes called on to _____ in court.

5. *Modus operandi* means the _____of committing the crime.

6. Modus operandi of the crime can give vital _____ in identifying the culprit.

B. Short Answer Questions

1. State three characteristics of an investigation report of crime

   _____
   _____
   _____

2. State any six questions that should be addressed while preparing an investigation report of the crime.

   _____
   _____
   _____
   _____
   _____
   _____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between administrative and operational reports.
(b) Differentiated between accident and fire report.

Part B

Discussed in class the following:

(a) What is crime Investigation?
(b) Why crime investigation is done?
(c) What is the difference between administrative and operational report?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
List characteristics of a good report		
Fill the performa of an accident		
Fill the performa of an investigation report		

RELEVANT KNOWLEDGE

The Right to Assemble - Article 19(1) (b), Constitution of India

All citizens have the right to assemble peacefully and without arms. This right is subject to reasonable restrictions in the interest of the sovereignty and integrity of India and public order.
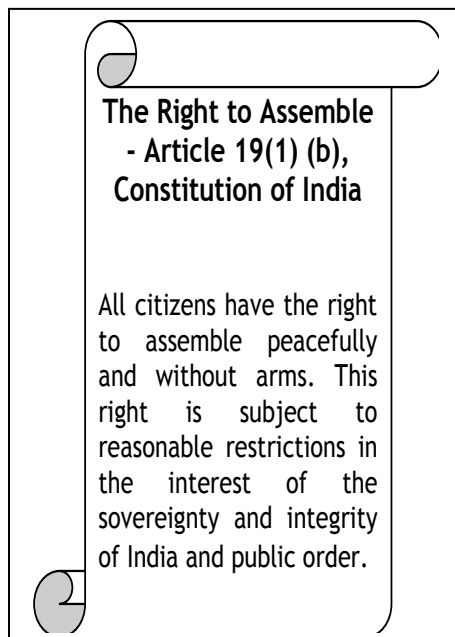
The essential relationship between an employer and employees is that of the remuneration for the work carried out by the employees. Often there are disputes between the two with regard to wages and other conditions of work. These disputes are fuelled by rising prices of commodities, and consequent effect on the subsistence levels of the employees and their families.

Industrial Dispute Act lays down the provisions to address these disputes in the industry. It is the statutory provision that enables the disputing parties to come to terms within the laws prevailing in the country.

Strike and lockout: As per Industrial Disputes Act 1947 "Strike means a cessation of work by a body of persons employed in any Industry acting in combination, or a concentric refusal under common understanding".

A lock out is an act of employers in which they close the place of work till the employees accept the terms of employment offered by them. Under such circumstances, workers may take out processions or silent march. The right to peaceful protest is enshrined as a fundamental right in the Constitution of India. Unruly crowd or mob may develop and in extreme conditions, rioting may take place when a public assembly becomes unlawful. The district administration and the police are permitted to disperse the crowd to prevent injuries or damage.

This may entail the use of force in a controlled and specified manner. Only an executive magistrate or an officer-in charge of a police station can order the use of force. The Security Personnel at the site shall be required to control the crowd and to prevent any untoward incident.

Crowd: Organised, non-violent protest marches were a key weapon in the struggle for independence. A crowd is a temporary gathering of people who share a common focus of attention and who influence one another. It is a large assembly of people lacking identity, Usually a crowd has no leader and each person is on his/her own. As long as everyone is orderly, the crowd is peaceful. In today's scenario, examples of crowds are large number of people collected or gathered to listen to a speech, and to watch a parade/game/show. People may even crowd around outbreak of fire or an accident.

Mobs and Riots: A mob is a disorderly or lawless crowd and can be identified by the leader or the purpose of the crowd. When an acting crowd becomes violent, it is classified as a mob. Mob is a highly emotional crowd that pursues a violent or destructive goal. A frenzied crowd without any particular purpose is a **riot,** or it is a social eruption that is highly emotional, violent, and undirected.

Crowd control

Crowd control is the controlling of a crowd to prevent the outbreak of disorder and prevention of possible rioting. The aim in crowd control is to prevent the crowd from becoming a mob. Labour Union activities or strikes, sport events, musical evenings and promotional events are some of the events where crowd control or management will have to be done by the Security Personnel.

> **Champaran Satyagraha by Mahatma Gandhi in 1917 was the first satyagraha in India.**

Crowd control requires that security personnel know and understand the following:

(a) Reason for the gathering.
(b) Area occupied by the crowd.
(c) Social status of the people.
(d) Identity and objectives of potential trouble-makers.

Materials such as crowd control barriers, fences and markings painted on the ground can be used to direct a crowd. Crowd control barriers act as a physical and psychological barrier used to demarcate "no access" zones and to designate space for lines. They are also used by riot police to control large gatherings.

Mob Control

Mobs are either organised or spontaneous. Private Security Personnel will have little to do with organised mobs. Such groups are usually be taken care of by the police or paramilitary forces. A crowd may become a mob and such a transition can occur very quickly. For example, workers on strikes or people carrying out *gherao* suddenly flare up and take law in their own hands or become violent. To handle such a lawless situation, there is a need for a mature approach and substantial self-control. Security personnel should be impartial in handling the mob, maintain calm and keep the ring leaders under observation from a distance. Under no circumstances foul language and abrasive behaviour be used. Also there is no need to react to noise, abuses and jeers. Mobs are generally sensitive and easily misguided.

Resources for crowd control

Besides personal protective equipment such as helmet, shield, ballistic jacket, squat boots, baton or bamboo stick, etc., other resources required for controlling the crowd include, control barriers and temporary fencing.

`

Legal provisions for dealing with unlawful assembly

Section 129 of Criminal Procedure Code (Cr.PC) deals with the dispersal of assembly by use of force.

```
                          The Supreme Court
                                 │
                                 ▼
                            High Courts
                                 │
                                 ▼
        ┌────────────────────────┴──────────────────────────────┐
   (in districts)                                    (In metropolitan areas)
   District & Sessions Judges                    ┌────────┬────────────┬──────────┐
   Court                                    Metropolitan   City Civil    Presidency
     │                                      Magistrate     Session Court  Court
     │                                      Court                         Small Causes
     │                                                                    Court
  ┌──┴──────────┬────────────────┐
  Civil      Provincial Small   Sessions Court
  Subordinate (Criminal) Cause       │
  Judges Court Court          ┌──────┴──────┐
                           Subordinate    Panchayats
                              │            Adalats
                              │            Munsiff's
                        ┌─────┴─────┐
                  Judicial      Executive
                  Magistrate    Magistrate
```
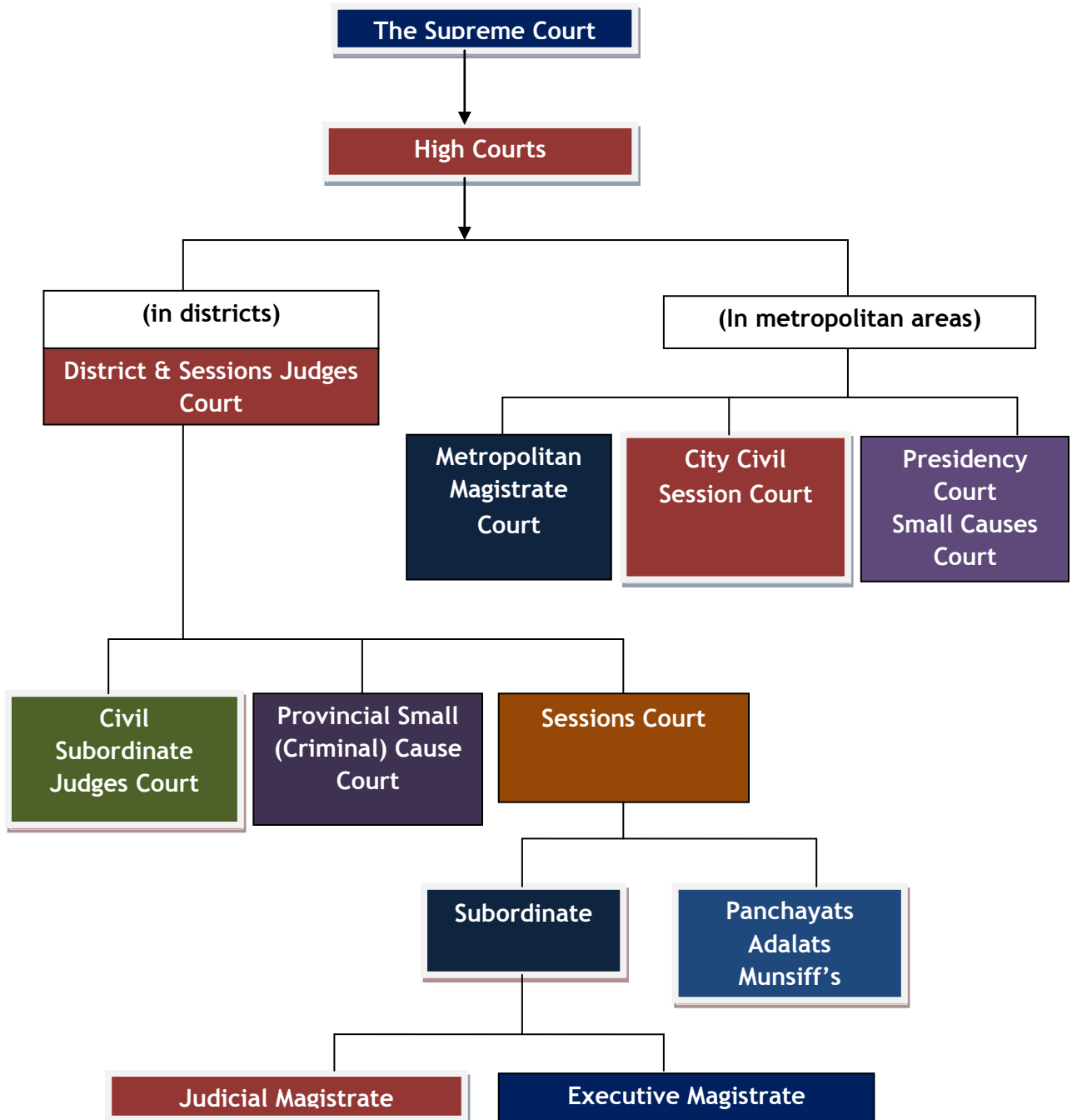
Figure 1: Judicial Structure in India

`

It defines unlawful assembly and lays down the administrative procedures for police authorities who can disperse unlawful assembly using force and also, arrest and confine persons of such assembly, if necessary.

The Executive Magistrate (figure 1) present on the scene may cause it to be dispersed by the armed forces (Section 130), for which he has to make a written requisition. Section 144 has empowered District Magistrate (DM)/Sub-divisional Magistrate (SDM) or any other Executive Magistrate to issue prohibitory orders and take immediate remedial action to prevent occurrence of violence.

1. Prepare a write up on the declaration of the strike by the staff of a bank. Cover the following aspects: (i) Reasons for strike; and (ii) Number of days. You can use the content of the news about the strike published in newspaper or internet.

2. (a) Participate in team training exercises or drills.

    (b) Write your experience about the participation in the training exercise or drill (in about 10 lines).

    _____

    _____

    _____

    _____

    _____

    _____

A. *Short Answer Questions*

1. What is the difference between a crowd and a mob?

_____

_____

_____

_____

B. *Fill in the Blanks*

1. The right to _____ protest is enshrined as a Fundamental Right in the Constitution of India.
2. The district administration and the _____ are permitted to disperse the crowd to prevent injuries or damage.
3. Only an executive _____ or an officer-in charge of a police station can order the use of force.
4. A _____ is a temporary gathering of people who share a common focus of attention and who influence one another.
5. A _____ is a disorderly or lawless crowd and can be identified by the leader or the purpose of the crowd.
6. Usually a _____ has no leader and each person is on own his own.
7. Section _____ of Criminal Procedure Code (CrPC) deals with the dispersal of assembly by use of force.
8. The Executive _____ of the highest rank who is present on the site may cause it to be dispersed by the armed forces (Section 130), for which he has to make a written requisition.
9. Section _____ has empowered District Magistrate (DM)/Sub-divisional Magistrate (SDM) or any other Executive Magistrate to issue prohibitory orders and take immediate remedial action to prevent occurrence of violence.

`

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between crowd and mob.

Part B

Discussed in class the following:

(a) Some of the common issues that the people try to address through peaceful assembly or processions.
(b) Examples of cases when resolution of issues was achieved through peaceful processions.
(c) What can happen if the unruly crowd is not controlled by the security personnel?
(d) What are the steps that the security personnel should take to control a crowd?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Establish the action to be taken for controlling a crowd in a given situation.		

`

SESSION 3: RECOGNISING SECTIONS OF INDIAN PENAL CODE FOR LEGAL PROTECTION TO SECURITY PERSONNEL

We have learnt that security personnel are to function within the ambit of the laws to be followed by a citizen. Let us now try to recognise the various sections of Indian Penal Code that deals with the protection to security personnel.

Indian Penal Code is the main criminal code of India. It is a comprehensive code, intended to cover all substantive aspects of criminal law. It was drafted in 1860 and came into force in colonial India during the British Raj in 1862. It has since been amended several times and is now supplemented by other criminal law provisions.

Section 99 of Indian Penal Code (IPC) is about "Acts against which there is no right of private defense". It protects public servants and security personnel in discharging their duties. Under this section of the IPC, there is no right of private defense against an act which does not reasonably cause the apprehension of death or of grievous hurt, if done, or attempted to be done, by a public servant acting in good faith or done by the direction of a public servant. Nevertheless, the actions of the public servant will require to be proved during trial if a court case is filed. An important point to remember is that it is good practice to have a witness present to corroborate the evidence.

Section 152 of IPC relates to "Assaulting or obstructing public servant when suppressing riot, etc". This section provides protection to the public servant, when obstructed in any manner in his duty to disperse an unlawful assembly. In discharge of his/her duty if a public servant issues instructions to the

Private Security Guard to assist him, it can be interpreted that he/she is also protected.

In case you are required to even arrest as a private person under Cr PC Section 43, it is normally the case that two witnesses should be present. If force is required to restrain a person, some of the points that should be kept in mind are as follows:

- Arrest be made only if absolutely necessary.
- Minimum possible force proportional to that required to meet the objective should be used.
- The matter should be reported to the superiors in Security as well as management.
- Inform the Police.
- Keep a witness to the proceedings.

Section 186 of IPC describes that the act of obstructing public servant in discharge of public functions can be punished with imprisonment which may extend to three months, or with more, or with both. Similarly **Section 187 of IPC** states that disobedience of order duly promulgated by a public servant is an act of omission to assist public servant when bound by law to give assistance.

Section 332 and 333 of IPC lay down that voluntarily causing hurt/ grievous hurt to deter public servant from his duty is a crime and is punishable with imprisonment. Section 332 is bailable.

Section 353 of IPC lays down that assault or criminal force to deter public servant from discharge of his duty is punishable with non bailable imprisonment.

Case Based Problem

1. Scenario

An accident took place between the bus and a car at the peak hours of the traffic. A private security officer standing at the nearby ATM immediately ran to the scene of accident and took charge of the first aider. He helped the driver of the car to come out of the driver's seat and informed the police and the ambulance. Subsequently, he detained the driver of the bus and asked him to show his driving license and other papers of the vehicle suspecting that the driver may not be having a valid driver's license. The bus driver challenged the detention and stated that "you have no powers to detain me and I will not show you my driver's license".

Based on the above scenario, answer the following questions:

1. Was it legally right for the private security officer to detain the driver?

   _____

   _____

   _____

2. Scenario

Three inmates ABC of the Jail, charged for attacking a jailor, were recently released on bail. The police case against the three stated that they voluntarily caused grievous hurt to the Jailor.

(a) Under which section police charged ABC for attacking the jailor?

   _____

(b) Under which section the police should have charged ABC for attacking the jailor so that they did not get the bail?

   _____

`

Fill in the blanks

1. Security personnel are not the police, therefore, under no circumstances should they exceed their _____ when dealing with the public.

2. Security personnel should function within the ambit of the _____.

3. Section ____of Indian Penal Code (IPC) is about "Acts against which there is no right of private defense" It protects public servants and security personnel discharging their duties.

4. Section _____ of IPC relates to "Assaulting or obstructing public servant when suppressing riot, etc".

5. In case you are required to even arrest as a private person under Cr PC Section 43, it is normally the case that _____ witnesses should be present.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between provisions made under Section 186 and 187 of IPC.
(b) Differentiated between the provisions made under Section 332 and Section 333 of Indian Penal Code.

Part B

Discussed in class the following:

(a) Why is it important to provide legal protection to public servant for discharging his/her duties?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List sections relating to no right to private defense.		
List sections of IPC related to the legal protection to the public servant.		

RELEVANT KNOWLEDGE

Security staff or private citizens can take action to prevent a crime or offense, but it is imperative that he/she should have the knowledge of laws dealing with offenses. An offense is a crime that breaks a particular law and requires a particular punishment. While there is an array of offenses in the Indian Penal Code (IPC), there are some prominent ones against human body or property.

If you offend someone, you say or do something rude which upsets or embarrasses him/her. Let us now go through the operative and commonly observed offenses in our society.

Chapter XVI-Offenses against Human Body

Assault, affray and violence come under Chapter XVI - of offenses affecting the human body. Violence is a behavior, which is intended to hurt, injure or kill people. Assault and battery is the crime of attacking someone and causing physical harm. An affray is a noisy and violent fight, especially in a public place. This chapter starts with section 299 to 377 and is divided into five parts, as given below:

Part I   Sections 299 to 318 pertain to murder and its variants, miscarriages and punishment.

Part II   Sections 319 to 338 pertain to causing hurt/ grievous hurt in various ways and conditions, and punishments for the same.

Part III   Sections 339-347 refer to wrongful confinement/ detention/ restraint for different reasons and punishment for the same.

Part IV   Sections 348-358 refer to use of force and assault and criminal force in different ways and different reasons and punishments.

Part V   Sections 359 to 377 refer to kidnapping, abduction, rape, prostitution, slavery and unlawful compulsory labour in various variants and their punishment.

Chapter XVII of IPC- offenses against property

Chapter XVII of IPC is about offenses against property, and encompasses sections 378 to 462. The important and commonly committed offenses are as under:

Sections 378 to 382 deal with theft and punishment.

Sections 383 to 389 deal with extortion, its variants and punishment for extortion, coupled with other offenses, such as use of force, threat or an act of hurt.

Sections 390 to 402 are offenses relating to robbery and dacoity. It deals with theft or extortion with use of force or apprehension of death, restraint, etc. While robbery can be committed by one person, dacoity is committed by five or more persons. In all robbery there is either theft or extortion.

Sections 403-440 relate to misappropriation of stolen (someone else's property of any type), and has element of dishonesty, cheating, fraud and mischief. Punishments for these offenses are also within these sections.

Sections 441 to 462 pertain to immoveable property, such as criminal trespass, house breaking, their variants or these offenses carried out in different ways.

Chapter XVIII -Offenses relating to Documents and Property Marks

Chapter XVIII deals with offenses relating to documents and property marks. Sections 463 to 489 cover these offenses, which essentially pertain to forgery or forging documents, counterfeiting, cheating in respect of bank notes, seals, documents and property marks.

Some Rules/ Guidelines for Security Staff/ Private Person for Arresting/ Detaining

Unless there is a reasonable ground to believe that the detainee has a weapon with which he may injure himself or others, Private Security Staff does not have the right to search the baggage or a person they have detained.

A male Security Staff should never be asked to stay along with a female prisoner. Similarly a male prisoner should not be left alone with a female Security Staff.

Ideally a female Security Staff or a female member of the team should stay with the prisoner. The detainee must then be handed over to the police, giving all relevant information and evidence.

EXERCISE

Case based problem

A security guard of a factory manufacturing automobile parts reported the following to the Manager of the Company on the morning of 15th May, 2012:
"At 02:00 hours, I observed a person wearing a white shirt and jeans quietly trying to crawl out from under the perimeter fence. He was intercepted by me and I found some valuable motor parts of the company in his possession. I took the parts from him and detained

him for the night". The security guard did not report the matter to any one at night.

Based on the above scenario, answer the following questions:

1. What kind of offense was committed by the person who was apprehended?

   _____
   _____
   _____

2. Was the offense sufficient to detain the person?

   _____
   _____
   _____

Fill in the Blanks

(a)   Sections 319 to _____ pertain to causing hurt/ grievous hurt.

(b)   Sections 359 to 377 refer to _____, abduction, rape, prostitution, slavery and unlawful compulsory labour.

(c)   Sections 299 to 318 pertain to_____.

(d)   Sections 378 to 382 deal with_____ and punishment.

(e)   Dacoity is committed by _____ or more persons.

(f)   In all robbery there is either theft or _____.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a)   Differentiated between robbery and dacoity.
(b)   Differentiated between different sections of IPC for offenses against human body and property.

Part B

Discussed in class the following:

(a)   What are the common offenses caused against human body?
(b)   Why is it important for Security Personnel to know about legal provisions for offenses against human body or property?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
List the IPC section dealing with murder		
List the IPC section dealing with wrongful confinement/ detention/ restraint		

SESSION 5: RECOGNISING SECTIONS UNDER CRIMINAL PROCEDURE CODE FOR ARRESTING A PERSON UNDER INDIAN PENAL CODE

RELEVANT KNOWLEDGE

Arrest

Arrest is purely a Police matter. Section 41 of the Criminal Procedure (CrPC) Code gives a Constable in Uniform the power to arrest a person without warrant, if he/she reasonably suspects that the person has committed a cognizable offense. It does not give that power to a Private Security Staff or a citizen of India. In a **cognizable** offense, the police can take cognizance of the offense on its own i.e., it need not wait for the court orders to arrest a person. In a **non-cognizable** offense, the Police cannot arrest a person without orders of the Court i.e., without a Court warrant.

Arrest by Private Person (Section 43 of Cr PC)

Any private person may arrest or cause to arrest any person who in his/her presence commits a non-bailable cognizable offense, or any proclaimed offender and may hand over him to the police at the earliest possible moment for reasons given as under:

(a) That such person comes under the provision of Section 41 (when police may arrest without warrant).

(b) That such person has committed a non-cognizable offense and he refuses to give his name and residence or gives false name.
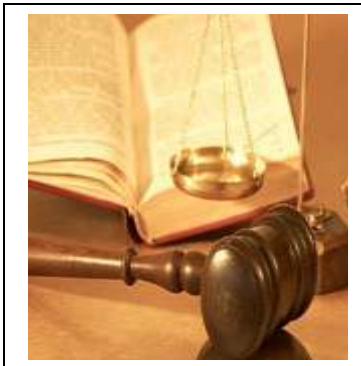
This provision can be invoked if you are convinced that the person was acting with criminal intentions, then an arrest may be carried out as per the guidelines mentioned under section 43 of the CrPC. As far as possible, private security staff should facilitate the arrests to be made by the Police.

In an event where they shall have to do this, the same should be done with due caution and tact, ensuring the evidences are meticulously collected, preserved and handed over to the Police.

General exceptions (Including Rights of Private Defense)

Chapter IV of IPC contains General Exceptions with sections from 76 to 106. These can be divided into two parts:

(a) **Sections 76-95** pertain to certain acts, which when committed under certain situations/ understanding/ conditions are not an offense. The General Exceptions could arise due to misunderstanding, misconception of having done an act that the same was committed under the law, without a criminal intent, immature children, act done under intoxication, or in good faith, etc.

(b) **Sections 96 to 106** pertain to the rights of private defence of the human body and property.

Right of private self defence

Section 96 is about things done in private defence further stating that nothing is an offense, which is done in the exercise of the right of private defence.

Section 97 deals with right of private defence of the body and of property stating that every person has a right, subject to the restrictions contained in section 99, to defend, firstly his own body, and the body of any other person, and secondly the property, whether movable or immovable, of himself or of any other person. There is no right of private defence against an act which does not reasonably cause the apprehension of death or of grievous hurt, if done, or attempted to be done, by a public servant acting in good faith.

Also, there is no right of private defence in cases in which there is time to have recourse to the protection of the public authorities.

Case Based Problem

At office one day, you see one of your male colleagues to be in possession of the company's stolen property and you have a doubt that he is carrying a weapon. The commission of the colleague concerned is in line with the provision under Section 41 of the CrPC. The person is quickly making an escape, and you realise that by the time you inform the police and they respond, the person would have run away.

Answer the following:

1. Would you detain that person? If so what legal powers and protection you have to do so?

   _____

   _____

   _____

2. Do you feel appropriate to search the person's baggage, if so why?

   _____

   _____

3. Should you decide to detain the person, what action will you take immediately after detaining him?

   _____

   _____

   _____

   _____

Fill in the Blanks

1. Section _____ of the Criminal Procedure (CrPC) Code gives a Constable in Uniform the power to arrest a person without warrant if he/she reasonably suspects that the person has committed a cognizable offense.

2. In a _____ offense, the Police cannot arrest a person without orders of the Court i.e. without a Court warrant.

3. The General _____ could arise due to misunderstanding, misconception of having done an act that the same was committed under the law, without a criminal intent, immature children, act done under intoxication, or in good faith, etc.

4. Sections 96 to 106 pertain to the rights of private defence of the _____ body and property.

5. Section 96 is about things done in private defence further stating that nothing is an offense, which is done in the exercise of the right of _____ defence.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between detention and arrest.
(b) Differentiated between cognizable and non-cognizable offense.

Part B

Discussed in class the following:
(a) What is offense?
(b) Examples of cognizable and non-cognizable offense against human body.

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
Ascertain if the lawful arrest could be effected in a given situation of offense.		
Identify the limitations of arrest authority.		

SESSION 6: LODGING FIRST INFORMATION REPORT

The **First Information Report** (FIR) is a report of information that reaches the police first in point of time and that is why it is called FIR. It is to be registered by the Inspector or the Station House Officer (SHO) at the Police Station on the receipt of the complaint from any individual about any untoward incident/accident/offense. In many cities, Inspectors would be the Station House Officer (SHO) at every police station. In rural areas where an inspector is in charge of a police circle (consisting more than one police station) he is also referred to as "Circle Inspector". All major incidents, accidents, thefts and offenses should normally be reported to the civil police. Private Security personnel should take the permission of the management of the company or organization before lodging any report with the civil police.

Objective of FIR

The primary objective of the FIR is to make a complaint to the police to set the criminal law in motion. It's secondary, though equally important object is to obtain early information of an alleged criminal activity.

Who can lodge FIR?

FIR can be lodged by

- Complainant, who is an aggrieved person.
- Somebody on behalf of the complainant.
- Person who is aware of the offense (a) as an eyewitness, and (b) as a hearsay (what a person has heard) account.
- Accused himself/ herself.
- SHO on his/her own.
- The order of the Magistrate under section 156 (3) of Criminal Procedure Code (CrPC).
- A medical doctor.

Difference between FIR and complaint

There is a difference between an FIR and a complaint. Let us try to understand that.

Sr.No.	FIR	Complaint
1.	Made before the SHO	Made before the Metropolitan Magistrate
2.	FIR is lodged in congnizable offenses	Complaint can be of cognizable or non-cognizable offense
3.	Any person, who has knowledge of the happening of cognizable offense	Only aggrieved person submit complaint under section 195, 198 199 of Criminal Procedure Code

FIR regulation

The receipt and record of FIR of a cognizable offense is regulated by Section 154 of the Criminal Procedure Code. The section read as follows:

- FIR should be in plain and simple language i.e., in the informant's own words.
- Legal expressions should be avoided.
- The informant is required to distinguish between what he has personally seen or known from matters of which he has heard i.e. second-hand information or hear-say evidence.
- In cases of delay in lodging a report of an offense, the explanation of delay should be demanded.
- The Informant's statement when complete shall be read over to him and he/she shall sign it or affix his left thumb impression if he is unable to sign.
- When the information relates to theft of property, the complainant must be asked to give detailed list of articles stolen, their value and distinguishing marks of the articles.

Who can write FIR?

FIR is always to be written by an officer in-charge of a police station.

Essentials of an FIR

The following points should be covered while recording the FIR:

- Who committed the crime?
- Against whom was the act/crime was committed.
- When was the crime committed? (Time)
- Where the crime took place? (Place)
- What was the motive of the crime? (Motive)
- What was taken away?
- What traces were left by the accused?

Format of the F.I.R.

Book No. _____

FORM NO. 24.5 (1)

FORMAT OF FIRST INFORMATION REPORT

First Information of a Cognizable Crime Reported under Section 154, Criminal Penal Code

Police Station ....District .... No. .....
Date and Hour of Occurrence ....

1. Date and hour when reported :
2. Name and residential address of the complainant :
3. Brief description of offense (with section) and of property carried off, if any :
4. Place of occurrence and distance and direction from the Police Station :
5. Name and address of the criminal :
6. Steps taken regarding investigation
7. Explanation of delay in regarding information:
8. Date and time of despatch from Police Station:

Signature ....   Designation ....

NOTE:- The signature or thumb impression of the informer should be at the end of the information and the signature of the Writer of FIR should exist.

`

Case Based Problem

1. Scenario

The security at the main gate at your office reported to you at approx. 23:00 hours on 22 April 2012, that there was a robbery at the Company's administrative office. You immediately rushed to the office. The security reported that three armed robbers had entered the company from pillar No. 5 through the perimeter, and was challenged by the security guard on patrol. The robbers overpowered the security guard, threatened him with a weapon and entered the administrative office. While two of the robbers kept the security guard covered, the third one opened the safe and robbed the cash lying there. The robbers then made away with cash. You as the Manager reported the incident to General Manager, who asked you to brief him on the points to be considered before lodging an FIR.

Based on the above scenario, prepare a report of the incident, keeping in view the format of the FIR, for approval of your General Manager.

2. Write a letter of complaint to the Service Manager of an XYZ company, complaining about the problem that you are facing in using the Laptop that you bought recently. The laptop is under 1 year warranty. You may use the format given below:

Format for letter of complaint

<div align="right">
Your address
Telephone No.:
Email address:
</div>

<div align="right">
Date:
</div>

Name of the Service Manager
Address

_____

Subject: _____

Dear Mr/Ms _____,

Body of the letter_____

Yours truly,
(Your signature & name)

Enclosures:

A. State whether the statement is True or False

(a) Permission of the management must be obtained before FIR is lodged with the civil police -

(b) The receipt and record of First Information Report of a cognizable offense is regulated by section 43 of Cr PC -

(c) FIR should be in plain and simple language and in the informant's own words -

(d) The Informant's statement when complete shall be read over to him and signed by the Magistrate-

(e) The primary objective of the FIR is to make a complaint to the police to set the criminal law in motion-

(f) Complaint can be made before the Metropolitan Magistrate only by a witness of the crime -

(g) FIR can be lodged by any person, who has knowledge of the non-cognizable offense having been committed-

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between complaint and first information report.
(b) Differentiated between a complainant and witness.

Part B

Discussed in class the following:

(a) What is FIR?
(b) Who can write an FIR?
(c) Who can lodge an FIR?
(d) How FIR is different from compliant?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
Prepare a report for lodging an FIR		
Write a letter of complaint		

Notes

_____

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SECTOR: SECURITY

NSQF Level 3 (CLASS XI)

SS304-NQ2016 – Managing Visitors

Student Workbook

Table of Contents

A visitor is any person who is visiting a site and is not an employee, or permanent resident of the site. Visitor management is defined as the process of registering and handling visitors to a particular site. The simplest registration involves the recording of the visitor's name and the date of the visit. Other procedures undertaken in the registration process may include printing a personalized badge, collecting a signature and assigning access control rights. Usually the reception is the first physical contact of an outsider with an institution. How a guest is received at the reception can make or spoil relations of the guest with the organisation or a hotel or a retail store. The word reception connotes different things in different contexts. Some of the meanings of the word in different contexts are:

- The act of receiving or state of being received.
- The manner in which something, such as a guest or a new idea is received.
- A formal party for guests, such as one after a wedding.
- An area in an office or hotel where visitors or guests are received and appointments or reservations are dealt with.

Maintaining an effective reception and visitor management system involves a blend of carefully crafted and enforced procedures and guidelines, implemented by competent and committed receptionist and security staff. Those involved in reception have to create a reliable, responsive and empathetic reception, and voluntary compliance of security criteria by visitors. The robust visitor management system thus created will ensure high quality coordination of a visitor's requirements with an organisation's established security obligations and expectations.

The reception has to deal with all kind of people and the staff has to satisfy the needs of the visitors without compromising on security and other protocols. A comprehensive knowledge of attributes shaping the reception and visitor management environment is vital. Prevention of security related incidents while dealing with emotionally disturbed people requires the staff to display mental alertness, patience, tact, common sense and when required a firm resolve not to lose control of a perfectly manageable situation. This is achievable only when the security staff is sensitized on the complexities of handling aggressive, emotionally disturbed people, intoxicated people, and are trained accordingly.

Another situation that is becoming increasingly common is that with more liberal attitudes setting in, alcohol and substance use is on the rise, and so are their associated problems. Having to deal with drunken behaviour and cases of undesirable behaviour of men with the opposite sex has become routine for reception and security staff. To deal with such situations, it becomes imperative that all concerned conduct themselves in a manner that is sensitive and ensures the dignity of women. Security personnel have to ensure that their conduct and actions deter eve teasers and undesirable conduct.

This Unit will help you to learn about the various aspects of dealing effectively with visitors and managing them for meeting security requirements. It will also help you to understand and develop abilities to handle emotionally disturbed or intoxicated people.

RELEVANT KNOWLEDGE

Phrases like "*Customer is King*" or "*Athiti Devo Bhava*" are part of the daily lexicon of the service industry. Effective visitor management is of prime importance because of the benefits that accrue through it. As in other spheres of activity, the reception area must be controlled and monitored to attain set objectives so as to significantly add to an organisation's professional credibility. Ultimately effective reception and meeting visitor's expectations translates to effective visitor management. Let us now try to understand what the general expectations of visitors are.

Visitor's expectations: On arrival, visitors report to the Reception Desk. Some of the reasons for reporting to the reception desk and the expectations of visitors are as follows:

- Seek information and appointments.
- Be informed of the expected waiting time.
- Get the required reception and services
- Be received by the appropriate person.

While each customer has specific needs that must be addressed, security personnel should try to:

(a) Anticipate the customer's needs;
(b) Listen and respond to the customer's needs; and
(c) Exceed the customer's expectations.

Security Personnel will encounter a situation involving a person with special needs. They should know how to deal with blind and visually impaired persons, those with hearing difficulties, and persons with other physical, mental, and emotional difficulties.

Management of visitors: There are several ways by which visitors could be managed. For example, by increasing the time through the use of barriers, long queues can be avoided. Developing the capacity of the people through training on the reception desk can also help in reducing the waiting time of the visitors. Use of other areas could be encouraged for reducing the obstacle in movement of people and material.

An effective reception management system helps visitors and staff in many ways. Some of the elements of an effective reception management system are as follows:

(i) Record the visitor's profile prior to granting access. It will include the following: (a) Name and Designation, (b) Address (Official/Residential), (c) Date and Time of Entry (Check in), (d) Expected Date and Time of Departure (Check out), (e) Reason for visit, and (f) Signature.

(ii) Provide necessary information about the rules and regulations to be followed during the stay.

(iii) Provide necessary information regarding the facilities or amenities available, including breakfast, lunch and dinner time and place.

(iv) Ascertain specific requirements of the visitors.

(v) Manage queues: Various queue measurement and management techniques include the following:

  (a) **Physical barrier:** They are aimed at guiding queue and organising it in the most efficient way.

Signage for Assembly Point

(b) Signage and signalling systems: They are aimed to provide information to people queuing to aid efficient queue formation and flow, as well as setting service expectations.

(c) Automatic queue measurement systems: These use a variety of measurement technologies which predict and measure queue lengths and waiting times and provide management information to help service levels and resource deployment.

Visitor Management Systems: A visitor management system provides a record of building use and is frequently used to complement security and access control systems. By gathering increasing amount of information, a visitor management system can record the usage of the facilities by specific visitors and provide documentation of visitor's whereabouts. As electronic visitor management systems are becoming more common and useful, these systems are taking over many of the functions of manual and access control.

Visitor's Logbook

Pen and paper visitor management system: A pen and paper visitor management system records basic information about visitors to a public building or site in a logbook. Typical information found in an entry includes the visitor's name, reason for the visit, date and check-in and check-out time. The main advantage of a pen and paper visitor management system is its low cost. Training to use the system is minimal, and the materials required to implement the system is relatively cheap and available readily.

Some systems use a simple book format, where visitors simply enter their details on marked rows. From the security and usage standpoint, a pen and paper visitor management system has the following limitations and disadvantages.

- Visitors have to write entries by hand, creating a logjam effect in public entry.
- Security Personnel must check each visitor's credentials and manually initiate any further security checks, thus delaying the entry of others.
- Photo Identity cards have to be checked and in certain cases a copy of the ID card is also taken for future reference.

Electronic visitor management systems: Electronic visitor management systems are an electronic version of the visitor sign-in sheet or visitor logbook that is commonly used at many facilities. Basic computer or electronic visitor management system use a computer network to monitor and record visitor information. When using an electronic visitor management system, visitors are signed-in using a computer rather than on a paper sign-in sheet. Upon arrival, the visitor provides his or her name to the receptionist. The receptionist then enters the visitor's name into the computer, and prints a temporary visitor badge which is then given to the visitor. When the visitor leaves, he or she returns the visitor badge to the receptionist, who then signs the visitor out on the computer. Digital video and information gathering technology have improved electronic visitor management systems. The photo Identity (ID) capability, database searching, automatic door access and other functions have added to the utility of the system.

An electronic visitor management system improves upon most of the negative points of a pen and paper system. Visitor ID can be checked against all available databases as well as in-house databases for potential security problems. Many visitor management systems feature searchable visitor information databases. Photo ID cards can be custom printed for one-time only or continuing use. Swipe cards speed the security screening process.

Electronic visitor management systems are more expensive to implement than a pen and paper system. They also require a longer familiarisation period for both the security personnel, building staff and visitors than a pen and paper system.

Computer visitor management systems have seen a rise since their inception in the late 1990s, with the software growing more advanced over the years. These systems have seen a considerable boost after many companies and government agencies increased security measures following the series of terrorist attacks worldwide.

Visitor management software: Several desktop-based visitor management software applications are currently available. The basic components of an electronic visitor management system consist of the following:

1. *Visitor management system software*: This software is used to run the electronic visitor management system on a personal computer located at the receptionist desk.

Visitor Badge

2. *Visitor badge printer*: This is a small printer that is used to print the visitor badge and is directly attached to the computer that is running the visitor management system software. Visitor badges enhance security in the workplace. The badges alert employees when strangers are inside a business and identify strangers by name. A computerized badge system that prints badges and maintains a log of who is coming and going is often preferred by larger companies over a hand-written badge system. Visitor badges rarely have photo identification. They can easily be swapped from person to person.

Web Camera

Signature Pad

Barcode Scanner

3. *Card scanner*: This device allows the visitor's business card, visitors badge or driver's license to be scanned directly into the visitor management system software. Some of the applications are capable of automatically capturing visitor information directly from a visitor's driver license, passport or other government issued identification document. This speed up visitor's registration process and increases the accuracy of the information entered.

4. *Camera*: A camera can be attached to the computer which allows the visitor's picture to be captured by the visitor management system software. If desired, this picture can be printed on the visitor badge.

5. *Signature pad*: An electronic signature pad can be connected to the computer, allowing the visitor's signature to be captured.

6. *Barcode scanner*: A barcode scanner connected to the computer, allows barcodes to be entered into the visitor management system. By scanning a printed barcode on the visitor badge, visitors can be quickly signed out when they leave the facility.

Another alternative to visitor management software is an on-line web based visitor management system offered as a service. The advantage of using this service vis-a-vis desktop-based application is immediate deployment and full access through the internet from any computer. This solution is perfect for multi tenant buildings with tenants on individual networks, as well as multinational corporations.

The amount of data recorded by a modern visitor management system is formidable, and issues of information privacy have created controversy regarding the use of these visitor management

systems. However, terrorist activities, school violence and child protection issues have acted as rallying points for support of comprehensive visitor management systems in sensitive locations. Database security, both at the national level and at the level of the end-user of an electronic security system is a critical concern because as the level of information accessed, gathered and retained increases, additional security measures to protect the information itself have to be put in place.

Role Play

Pair up with your friends and play the role of receptionist, security officer and visitors. Communicate with each other in the following situations:

(a) *Visitor arrives*: Example- Good morning Sir/ Madam, May I help you! (Respond promptly to a person seeking assistance).

(b) *Ask visitor's name and take his/her business card*: Example: May I know your good name Sir/Madam. Can I have your business card please.

(c) *Ask for the name of the member of staff they wish to see*: Example- May I know the name of the staff member that you wish to see.

(d) *Ask the visitor to write his/her personal details*: Example- Please enter your personal details, check in date and time and check out date and time (Record the particulars of men, materials and vehicles in as required by the organization.

(e) *Ask the visitor to sign the Visitor's Book*: Example- Please sign the visitor's book. Your feedback will help to improve and add value to our services.

(f) ***Contact the member of staff the visitor wishes to see***: Example – Excuse me Mr. Rajesh, Mr. Ashish wants some information from you or Mr. Ashish needs your help.

(g) Issue a visitor security pass (Check with the visitor that he/she has fully understood the safety and security expectations). Example – Sir/ Madam, this is your pass. Please check the details.

(h) Direct to the appropriate member of staff/ office: Filling, personal details in the visitors logbook.

ASSESSMENT

A. Fill in the Blanks

1. On arrival to a hotel/organisation visitors should first report to the _____ desk.

2. Physical barriers can be used to avoid long _____ of visitors.

3. Signage and signalling system helps in efficient _____formation and flow, as well as setting service expectations.

4. A pen and paper visitor management system records basic information about visitors to a public building or site in a _____ book.

5. Log book entry at reception includes the visitor's name, reason for the visit, date and _____ in and _____ out time.

6. An _____visitor management system improves upon most of the negative points of a pen and paper system.

7. An alternative to visitor management software is an _____ web based visitor management system.

B. *Short Answer Questions*

1. State 3 reasons why a person entering a premise should report to the reception desk.

   _____
   _____
   _____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(c) Differentiated between visitor and security requirements.
(d) Differentiated between pen and paper visitor management and electronic visitor management system.

Part B

Discussed in class the following:

(a) What is visitor management?
(b) Why do we need to manage visitors?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate communication skills for interacting with visitors		
Fill personal details in the format of reception logbook for visitors		

RELEVANT KNOWLEDGE

Just think how long those few minutes that you waited for your friend seemed to be and how after you met time flew and the hours you spent together felt like a few minutes. Waiting can be a frustrating, boring and a time wasting experience for a visitor. It is a fact that an unpleasant waiting experience leads to unpleasant, critical and demoralised visitor.

The whole gamut of waiting is complex, as the visitor is continuously matching his expectations against the services offered by the reception staff in facilitating the final outcome or the purpose of his visit. However, waiting is inevitable and it is the responsibility of the staff to ensure that waiting experience is pleasant. Reducing the waiting period to the barest minimum is the main aim of a reception management system. On the other hand, gossiping reception staff, absence from the place of duty, and discourteous conduct by the staff are primary sources of dissatisfaction, making the reception management system appear mediocre and ordinary. Reassuring the visitor that his/her needs were well understood, and he/she would be directed to the suitable person is a fundamental source of visitor's satisfaction.

During waiting, tools like information video screens, pleasant atmosphere and freedom to get information arouse interest of the visitor limiting his free time and sources of dissatisfaction. Where the waiting becomes very long, necessary arrangements for rest rooms, drinking water, beverages and meals must be made.

The moment a visitor arrives at a security reception centre, the following must be done:-

- Ascertain the exact reason for the visit and put him through the process of security verification before granting access.
- Inform the visitor about the expected waiting time, in case he is required to wait.
- Allow the visitor to take their place in the queue for a service.
- Inform the visitor's arrival to the concerned official if he/she has an appointment.
- Provide an access authority in the form of a pass, identity card, permission badge or bar code number if he/she is required to access restricted areas.

The security implications of long waiting periods and large numbers in the queue must be understood by all concerned. Often waiting visitors loiter into restricted areas and indulge in acts of vandalism. It is not uncommon to find waiting visitors becoming restless and violent, especially where the number is large and the visitors are waiting for the redress of some grievance. Security staff must ensure that waiting visitors do not loiter in restricted areas and that the waiting group does not turn restless and violent.

The reception, security staff and the management must take necessary steps to reduce the waiting period and the number of persons who are in the waiting queue. Some of the steps that can be taken are:
1. Limiting guests as per the capacity of the venue.
2. Having alternate venues and seating/waiting arrangements in case of overflow of visitors/ guests.
3. Deploying additional staff to clear and manage waiting guests.

4. Barring the move of visitors in office and restricted areas.
5. Politely and diplomatically escorting those whose cases have been disposed off out of the area.
6. Discreetly observing and determining visitors who are more vocal and provocative, and asking the management to address these cases first, without letting others know.
7. Making provision for beverages, refreshments and meals where the waiting has become unduly long.
8. Security staff should ensure that there is no damage caused to life and property by the visitors as this can set off a chain of untoward events.
9. In case a visitor turns violent, he/she should be separated from the rest of the waiting visitors and the management should be called in to handle him/her as a special case.

Visitor reception management covers a much broader field than would at first appear. Communication channels and equipment, notably the telephone and postal mail have been used to manage visitors for many years. More recently, e-mails and on-line assistance are being increasingly used for communicating with the visitors. Integrating the resources available is a major challenge for the reception and security staff, who have to ensure that in case a visitor has to wait then the hours spent in waiting seem like minutes and not the other way round. We can conclude that the Security staff has to work in tandem with the management to ensure optimum visitor's satisfaction.

EXERCISE **Assignment**

Visit two hotel/hospital/shopping mall and study their reception system. Answer the following questions:
a) How much time the visitors are spending at the reception?

b) What are the questions that are being asked by the receptionist to the visitors?
c) What is the role being played by the Security Guard/Officer?
d) Is the Security Guard or the Security Officer responding to visitor's queries.
e) What steps have been taken to reduce the waiting period?

Fill in the blanks

1. Reducing the waiting period to the barest minimum is the main aim of a _____ management system.
2. The reception and security staff should not leave their place of duty without any _____.
3. The security should ascertain the exact reason for the visit and put a person through the process of security verification before granting _____.
4. The receptionist should Inform the visitor of the expected _____ time in case he is required to wait.
5. The staff at the reception should provide an access authority in the form of a _____, identity card, permission badge or bar code number if he/she is required to access restricted areas.
6. Security staff must ensure that waiting visitors do not loiter in _____ areas.
7. In case a visitor turns _____, he/she should be separated from the rest of the waiting visitors and the management should be called in to handle him/her as a special case.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between identity card and permission badge.
(b) Differentiated between different communication equipment.

Part B

Discussed in class the following:

(a) Why is it important to reduce the waiting period of visitors at the reception?
(b) What are the steps that the security personnel can take in reducing the waiting period of visitors?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Exhibit abilities to tactfully administer visitor waiting time		
Demonstrates the ability to reduce the waiting time of visitors in a given situation		

It is not uncommon in public dealings to be confronted by emotionally disturbed persons. It is the responsibility of the reception and security staff to manage such visitors. Emotionally disturbed people are generally classified into the following four groups:

The Paranoid: They are the people who have formed an opinion very early in the life that others are unreliable and untrustworthy. Establishing a relationship with them is very difficult and they refuse to change their beliefs through logical arguments.

The Depressed: They are the people who have low esteem and are guilt ridden. They are more prone to self-destruction tendencies (suicide).

The Dependants: They are the people who have difficulty in making decisions and have a need for others to assume responsibility for major areas of their life.

The Antisocial: By nature such people are angry, rebellious and aggressive. They display a very clear pattern of disregard for rights of others and are remorseless in violating them. These tendencies develop in childhood and carry on through adolescence into adulthood. People falling in all the above mentioned four groups have their unique ways of behaving.

Dealing with emotionally disturbed persons: Dealing with emotionally disturbed persons requires understanding their behaviour and tailored approaches. A thorough analysis of the person being dealt with would ensure that appropriate tactics are developed, pitfalls are avoided and chances of success are enhanced.

Understanding the behaviour of emotionally disturbed persons:

Let us try to understand the various types of behaviour that may be exhibited by the emotionally disturbed visitors.

(i) *Aggression:* Aggression in its broadest sense is a behaviour or a disposition towards behaviour, which is forceful, hostile or attacking. It may occur either in retaliation or without provocation. It has alternatively been defined as an act intended to increase relative social dominance. Aggression can take a variety of forms and can be physical or communicated verbally or non-verbally. Aggression differs from what is commonly called assertiveness, although the terms are often used interchangeably.

(ii) *Self-harm* or Deliberate self-harm: It includes self-injury and self-poisoning and is defined as intentional direct injuring of body tissue, most often done without suicidal intentions.

(iii) *Hyperactivity:* It can be described as a physical state in which a person is abnormally active. The colloquial term *hyper* is used to describe someone who is in a hyperactive state.

(iv) *Impulsivity* (or impulsiveness): It is a personality trait characterised by the inclination of an individual to initiate behaviour without adequate forethought as to the consequences of their actions, acting on the spur of the moment.

(v) *Anxiety* (also called anger or worry): It is a psychological and physiological state characterized by the displeasing feeling of fear and concern. In presence or absence of psychological stress, anxiety can create feelings of fear, worry, uneasiness, and dread.

(vi) Depression: It is a state of low mood and aversion to activity that can affect the person's thoughts, behaviour, feelings and physical well-being. Depressed people may feel sad, anxious, empty, hopeless, helpless, worthless, guilty, irritable or restless.

(vii) Fear: It is a distressing negative sensation induced by a perceived threat. It is a basic survival mechanism occurring in response to a specific stimulus, such as pain or the threat of danger.

Communicating with emotionally disturbed person: One of the key skills to deal effectively with emotionally disturbed person is the ability to communicate. This involves understanding the basics of communication and employing active listening. If you cannot communicate you cannot persuade or negotiate. While dealing with emotionally disturbed people, the dealing personnel must possess advanced listening skills. Some techniques for improving listening are as follows:

- Determine your listening goals.
- Know what to listen for.
- Adapt to the speaker and the situation.
- Avoid getting distracted by emotion rousing words.
- Listen to important information.

Physical size can be misleading: Security personnel must bear in mind at all times that even if an emotionally disturbed person is small in stature, his or her level of strength can still be extraordinary, even superhuman. Larger size of a security person does not guarantee physical dominance over the person, he is dealing with.

Whenever possible, he/she must work with a back up and be prepared to use tactics or take the help of colleague to deal with emotionally disturbed person. The first rule when dealing with an excited or violent person is to keep your distance, if possible, and give him or her time to calm down. Sometimes, approaching a person too quickly, or coming too close too soon, will be perceived as a threat. You need to make them feel safe and help them to understand that you will take care of the situation.

Differences in perception: A security officer must remember that his/her perception of an encounter may differ considerably from that of the emotionally disturbed person with whom he is dealing with. Depending on their condition, an emotionally disturbed person's interpretation of what's going on may vastly vary from reality. He must take time to read up on the signs and symptoms of mental illness, for which it is always recommended that prior training must be imparted to him from a mental health professional to get insights into indicators to be watched out for.

An unruffled approach: When dealing with emotionally disturbed people, a calm, calculated and controlled approach is generally the best. It does not mean that security personnel should be dragging the contact out longer than necessary and delaying physical control, but whenever possible a slower approach should be adopted for safer results. Sudden aggressive movements can trigger an explosive fight-or-flight response from an emotionally disturbed person. Whenever possible, use calming language and a comforting tone of voice combined with a focused but controlled physical approach. It should be clear that the security guard is there to do a job not to harm the person he/she is dealing with.

Virtues of patience: If an emotionally disturbed person is trying to test the patience of a security officer, the security officer should take a deep breath and remember that patience is a valuable tactical tool in such encounters. Losing one's patience can prove to be a big mistake.

Maintain guard: If the emotionally disturbed person being dealt with is transported to the hospital, good control tactics must never be compromised. If a security officer feels that his/her subject needs to remain cuffed in order to maintain control, he/she must ensure that before transporting the person.

Handling eve teasers: A developed and civilised society must aim to attain and promote gender equity as a way of life. Eve teasing is an attitude and a set of behaviours that is construed as an insult and an act of humiliation of the female. It is a menace which society needs to remove ruthlessly. Security personnel in public places like malls and institutions are likely to confront eve teasers very often. Eve teasing is an unacceptable assault on the freedom and dignity of a person.

Victims of eve teasing should promptly take recourse to certain sections of the Indian Penal Code (IPC), without delay when the situation so demands. Section 298 (A) and (B) of the Indian Penal Code sentences a man found guilty of making a girl or woman the target of obscene gestures, remarks, songs or recitation to imprisonment for a maximum tenure of three months. Section 292 of the IPC clearly spells out that showing pornographic or obscene pictures, books or slips to a woman or girl draws a fine of Rs.2000 with two years of rigorous imprisonment for first offender.

Role of Security Personnel: Though the law does not provide any additional powers to the Private Security Guards as compared to that with normal citizens in

dealing with cases of eve teasing, they are usually approached by the victim for help. The Security Guards must take necessary action to help the victim and also to prevent eve teasing in their area of responsibility. The following actions will be taken by them if incidents of eve teasing come to light or reported:

- Separate the victim from the perpetrator.
- Warn and isolate the perpetrator, call additional help if necessary.
- Record the time of incident and make an incident report.
- Assure the victim of all possible assistance in her endeavours to bring the culprits to book, including lodging of FIR and contacting the police through the available police help lines.

Group discussion

Organize a peer discussion in the class as to why people resort to eve teasing and its negative impact on the society in general and women in particular. Try to answer the following questions during the discussion.

(i) Why is the ability to communicate vital in dealing with emotionally disturbed people?
(ii) How should we approach a mentally disturbed person?

Write the conclusions of the discussion in the space given below.

_____
_____
_____
_____
_____
_____

_____
_____
_____

Fill in the blanks

1. Emotionally disturbed people are generally classified into the Paranoid, the depressed, the dependants and _____.
2. The _____ forms an opinion very early in life that others are unreliable and untrustworthy.
3. The _____ people have low esteem and are guilt ridden. They are more prone to self-destruction tendencies (suicide).
4. _____ is a behaviour or a disposition towards behaviour, which is forceful, hostile or attacking.
5. Hyperactivity can be described as a physical state in which a person is _____ active.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between paranoid and depressed people.
(b) Differentiated between anxiety and depression.

Part B

Discussed in class the following:

(a) What are the various types of behaviour that emotionally disturbed people express?
(b) How to deal with various types of emotionally disturbed people?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Apply appropriate procedure for handling emotionally disturbed person		

RELEVANT KNOWLEDGE

Alcohol intoxication (also known as drunkenness or inebriation) is a physiological state that occurs when a person has a high level of ethanol (alcohol) in his or her blood. As a result of consuming alcohol, an intoxicated person does not have the normal use of physical or mental faculties. There is no single scientific measure that determines whether a person is intoxicated, since intoxication is an observed state. Therefore, determining whether a person is intoxicated requires observing a person's mental and physical state, and comparing that state and observed behaviour to a normal person in full possession of his or her faculties. Breath analyzer, an instrument used to determine whether the person has consumed alcohol or not is sometimes used to ascertain whether a person is drunk or not.

Signs of Intoxication

1. *Stumbling or staggering*: An individual in an intoxicated state has difficulty in standing upright and walking a straight line. He/she will keep bumping into furniture and other items on the way.

2. *Poor hand-eye coordination*: The intoxicated person will fumble for items like glasses, pens, mobiles. He reaches for a drink and misses it completely or spills it.

3. *Changes or difficulties in speech*: An intoxicated individual speaks too loudly for the situation. Changes in volume of speech (up or down) when there is no reason to suggest that a change is necessary; for example, speaks softly when there is no need to be secretive.

4. *Nausea and sweating***:** The intoxicated person look nauseous or he/she may vomit. He/she will sweat excessively, inconsistent with the surrounding temperature or conditions.

5. *Sleeping and breathing changes*: The intoxicated person would feel with tired heavy or closed eyes, a fixed gaze, and may fall asleep anywhere.

6. *Blurred vision*: He/she cannot fix eyes on an object and will have trouble reading menus or signs.

7. *Overconfident or acts inappropriately*: There is an inflated sense of confidence. He/she will boast unrealistically about what he or she can do.

8. *Confused or less alert*: He/she will ask for something and then forget what he had asked for. He/she may have difficulty in understanding what is said.

Role of Security Personnel in spotting and handling intoxicated person: A security personnel should be able to spot the intoxicated person to decide upon his subsequent action.

An intoxicated person is often violent and has an exaggerated sense of importance. He/she will make statements such as "Don't you know who I am". Therefore, the security personnel have to first consider as to when he/she should approach an intoxicated person.

Considering the basic behavioural characteristics of an intoxicated person, it is important that he is approached with utmost tact and caution. The following must always be kept in mind:

- Take the help of a colleague in assisting you to handle the intoxicated person.
- Approach the person without threatening him/her.
- Address the person's behaviour rather than her/his character.
- Encourage the person to move away from the main public area.
- Stay calm and be respectful.
- Be assertive, not threatening.
- Do not be confrontational, as using non-confrontational strategies help to keep the situation under control. For example, by saying "I would like to check your driving license or I-card once again", you can get more time to act.
- Take responsibility for the statements you are making and use "I" instead of "You" as "You" statements put others on the defensive. For example, "I am sorry, a state of intoxication of a person is unacceptable in our organisational premises as per our security procedures".
- Provide a reason for initiating action as this will help to ensure that the person does not feel that they are being treated in an unfair manner. For example, "I am sorry, it is the law, and I could get into trouble if I allow this kind of behaviour or "I am sorry, but it is the organisational policy".
- When you are speaking, make non-judgmental statements as judgmental statements are often perceived as insults and can lead the individual to feel defensive or angry.
- Speak clearly and to the point because, in order to address the problem, the individuals needs to understand what you are saying.

For example, "I cannot let you stay in my premises in your present state".

- Take note of the person's body language and behaviour. Use this information to gauge the level of your response, because certain individuals might require more firmness and a stronger tone of voice than others. Watch for cues as the person responds. For example, "I notice that other people are having a hard time coping with this situation" or "I am sorry, you may not realise it, but others are becoming restless and annoyed".

Dos and don'ts for the immediate care of a drunk person: Some of the do's and don'ts that a Security Officer should follow include the following:

Do's

- Stay calm and try not to appear upset.
- Be careful when approaching a drunken person, as he/she can be physically aggressive.
- Before approaching, explain what you intend to do in a clear, firm and reassuring manner.
- If the person is sitting in the driver's seat, try to keep the person still and take the vehicle keys to prevent him/her from driving.

Don't

- Do not give the person coffee, tea, food, liquid or drug.
- Do not pour water over the person, as the shock could cause him/her to injure.
- Don't try to make the intoxicated person walk, run, or exercise.
- Do not let the person sleep on his back or stomach. Vomiting in this position can cause suffocation or serious infection.

- In any instance where a person seems to be in a medically dangerous condition (being injured, unable to breath, passed out and having low or no respiration) call for immediate medical assistance.

Managing drunken brawl or a fight: In a case where two intoxicated people are involved in a fight or brawl, the security officer must do the following:-

1. The individuals must be separated immediately.
2. The superior must be informed promptly.
3. A crowd should not be allowed to gather around the individuals.
4. Explain the dire consequences of taking the law in their own hands.
5. Call for the local police immediately to put the groups on the defensive.
6. Keep the superior updated to allow him to liaise with the local police and resolve the issue.

EXERCISE

Assignment

"Conduct a study about the abuses of alcohol and behaviour of intoxicated people". Develop a questionnaire and administer to 15 people. You may include the following in the introduction.

DO NOT write your name, as we wish to retain your anonymity.

Role Play

Pair up with your friends and organize a play. The actors may play the role of Security Officers and intoxicated visitor at a restaurant. Some of the students may play the role of waiters and the manager. Paint an imaginary situation or incident which will teach you the procedure to handle an intoxicated person.

Fill in the Blanks

1. Alcohol _____ is a physiological state that occurs when a person has a high level of ethanol (alcohol) in his or her blood.

2. Breath _____ is an instrument used to determine whether the person has consumed alcohol or not.

3. An individual in an intoxicated state has difficulty in standing upright and walking a _____ line.

4. An individual in an intoxicated state will fumble for items like glasses, pens, mobiles, as during that state he suffers from poor _____ coordination.

5. When handling an intoxicated person, if possible the security officer should take the help of _____.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between different signs of intoxication.

Part B

Discussed in class the following:
(a) What are the precautions to be taken while handling an intoxicated person?
(b) What is the procedure for handling an intoxicated visitor?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Apply appropriate procedure(s) for handling an intoxicated person.		

Notes

SECTOR: SECURITY

NSQF Level 2 (CLASS X)

SS305-NQ2016 – Maintaining Lost and Found Facility

Student Workbook

Table of Contents

INTRODUCTION	**155**
SESSION 1: SETTING UP LOST AND FOUND FACILITY	**157**
SESSION 2: RECEIVING REPORTS AND COMPLAINTS OF LOST ITEMS	**164**
SESSION 3: MANAGING AND DELIVERING FOUND ARTICLES	**171**
SESSION 4: MANAGING LOST CHILD	**177**

We lose and find so many things on a daily basis. It is important that we first understand what we mean by "Lost and Found" as it may mean different things to different people. Lost means missing or unable to be found or not used in a valuable way. Find means to come across something by chance or to locate something that was once lost. In towns and cities we go and report to the Police Station in case we lose something valuable. The police station lodges a complaint about the lost item and start searching for it. A similar function is performed by a Lost and Found Facility in a complex or institution such as a shopping mall or airport.

Office complexes, institutions and establishments are getting larger day by day. Small factories have given way to huge aggregations and industrial townships. Persons losing small items in such places are a common occurrence, but it also happens that sometimes valuables are lost or they may have been stolen. It is not uncommon in very large parking places to see persons reporting that their car has been stolen whereas in fact the person may have forgotten about where he/she had parked the car. Sometimes false claims are made with ulterior motives, like claiming insurance.

A Lost and Found Facility is not only about managing lost and found items but also about managing persons who are often agitated on losing something. Private Security personnel are required to maintain these facilities and manage the visitor's complaints. They are required to be tactful and honest in their conduct while dealing with people. The person handling lost and found facility should possess the following competencies:

(i) Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities.

(ii) Effectively communicate and record information regarding lost and found items.

(iii) Accurately record and report information.

(iv) Effectively operate office technology and communication equipment.

(v) Apply active listening and questioning techniques.

(vi) Solve basic problems.

(vii) Collate and organise information and items.

(viii) Comply with relevant legislative and regulatory requirements.

(ix) Enter data using basic keyboarding skills.

(x) Estimate time to complete activities and organise personal schedule.

(xi) Prepare statements and write reports.

This Unit will help you in understanding the various features of lost and found facility and also enables to acquire necessary competencies for managing a Lost and Found Facility.

SESSION 1: SETTING UP LOST AND FOUND FACILITY

The first lost and found office was organised in Paris in 1805. Napoleon ordered his prefect of police to establish it as a central place "to collect all objects found in the streets of Paris", according to Jean-Michel Ingrandt, who was appointed the Office Director in 2001.

Location of Lost and Found Facility: Normally people report incidents of loss or theft to the most accessible place. Therefore, a Lost and Found Facility is located with the Reception where additional facilities are made for storing found articles. The facility must be located at a prominent place and be easily accessible with a responsible person in charge of all the activities in the place.

Nature of lost and found facility: A lost and found facility may be temporary or permanent. Temporary facilities are set up for events like fairs, seminars or sport events. Permanent facilities are those that are set for department stores, shopping malls, office complexes, factories and the like. There should be a prominent signage indicating the name and other details of the facility.

In-charge of Lost and Found Facility: A person with the charge of maintaining the lost and found facility is provided with a working space and facilities, which will include table, chair, stationery and a telephone connection. Forms and registers in suitable format for maintaining records are made available. Larger facilities may be manned by more than one person, if necessary.

Use of Technology: A Lost and Found Facility should also be under the surveillance of CCTV cameras to ensure that valuables are not misappropriated.

In more well organised facilities, computers with internet connectivity are maintained and all cases of lost and found articles and the information about this disposal are made available on the website. Persons who lose an item can find the status of their article by logging on to the website.

Documentation: Documentation is an important aspect of a Lost and Found Facility. Lost and found articles should be registered in a logbook. This will allow easy access and reference, enabling the property to be returned quickly to the proper person. Lost articles report forms and found articles register must always be available. The records maintained should clearly indicate the final handing over or disposal of found articles. Records of persons handling reports and articles must always be maintained, so that there are no discrepancies.

Case Study

Read the following paragraphs, which tells you about the Lost and Found Facility, established by the Bengaluru International Airport.

How do we handle complaints?

If you are a passenger at Bengaluru International Airport, you can place your complaints about lost and/ or found items through email, telephone or in person by approaching the Lost and Found Counter. The Lost and Found centre will ensure that the item is traced, located, and handed over to you after completing a short procedure. If unfortunately we are unable to locate the lost item, we will inform you within 72 hours of lodging the complaint.

Inventory management and identification

At the Lost and Found counter, we maintain an inventory of the lost and found items on System Applications and Products (SAP)(a software developed by a German Company) which includes a detailed description of the item, location at which the item was found, person who deposited it, and the date & time of deposition. Each item recorded in SAP is given a unique reference number. To further shorten this process, we are developing interactive online software that will help to track any lost and found item at the airport. We will inform all our passengers and staff when the service is launched.

Rules while handling lost and found items

We request you to consider the following rules while dealing with lost and found items at Bengaluru International Airport:

- We safe-keep the lost and found items for a period of three months from the date of deposition. The goods will be disposed if they are not claimed within the following period.

a) Items of insignificant value will be disposed off within 24 hours of deposition.
b) Handling charges will be imposed on unattended bags/ items which resemble or have the potential to raise a security threat.

Where is the Lost and Found Counter at Bengaluru International Airport?

The Lost and Found Counter at Bengaluru International Airport, also called Airport Information Counter is located next to the Arrival Exit Gate 05 (opposite Subway outlet). The counter is also accessible from the Departure Hall on the ground floor.

Our Lost and Found Contacts

The Lost and Found Counter at Bengaluru International Airport provides round-the-clock assistance by providing airport information and answering lost-and-found queries from passengers.

- Telephone: 080 - 6678 2257
- Fax: 080 - 6678 2270
- Email: lostndfound@bialairport.com

Assignment

Many schools also have a Lost and Found Facility, which is located near the reception or library. The lost and found articles such as water bottles, tiffins, pencil box, books, bags, etc. left by the students in the school are deposited with the Incharge of the Lost and Found Facility. Go around your school and locate the facility. Meet the Incharge of the Lost and Found Facility and ask him/her the following questions and write the answer.

Questions

(a) What were the criteria for selecting the location of the facility?

_____

_____

_____

_____

_____

(b) Do the students or their parents come for collecting their lost articles? If yes, how often?

_____

_____

_____

(c) Are there any records of the lost and found articles maintained at the facility? If yes, what information is being recorded?

_____

_____

_____

_____

(d) What is the article that is being most frequently deposited with the facility?

_____

_____

(e) What is the procedure followed for handing over the article to the claimant?

_____

_____

_____

_____

A. Fill in the Blanks

1. Normally people report incidents of loss or theft to the most _____ place.

2. A lost and found facility may be _____ or permanent.

3. _____ facilities are set up for events like fairs, seminars or sporting events.

4. _____ lost and found facilities are set up in department stores, shopping malls, office complexes, factories and the like.

5. Lost and found articles should be registered in a_____ book.

B. Short Answer Questions

(i) What are the functions of Lost and Found facility

_____
_____
_____
_____

(ii) What are the various ways by which you can register your complaint about the lost items at Bangalore Airport?

_____
_____
_____
_____
_____

(iii) How long the lost and found facility safely keeps the lost items at the Bangalore Airport?

_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between loss and theft of an article.

Part B

Discussed in class the following:

(a) What are the functions of a Lost and Found Facility?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Recognize the various features of a Lost and Found Facility		

SESSION 2: RECEIVING REPORTS AND COMPLAINTS OF LOST ITEMS

RELEVANT KNOWLEDGE

Reports of lost items can be made at any time by a person who loses something. Receiving reports is therefore, an important task of a Lost and Found Facility. A person who wishes to report to loss of an item should visit the Lost and Found Centre for lodging the complaint. When reporting a lost item, the following information should be given:

1. Name of the person who has lost the item:
2. Name of the owner (if different from POINT No. 1 above):
3. Contact address:
4. Telephone number:
5. Email address:
6. Description of the item:
7. Name/location of possible places where the item might have been lost:

The person in charge of the lost and found facility will have to ensure the following while receiving report of the lost articles:

- Give courteous attention to the complainant and listen attentively.

- Listen until the person stops explaining the problem. Do not interrupt.

- Do not give unnecessary advice of locating the article.

- Clearly state what you **CAN DO** to solve the problem. Do not mention the things you cannot do.

Assume his/her of the best possible help that the facility would extend in locating the lost item.

- If a person becomes hostile, do not hesitate to call for assistance. This will help to calm a person and allow the problem to be solved in an unemotional and professional manner.

- If you are unable to handle or explain to a person, call your superior officer and ask for assistance.

- Make note of all details of the article in the log book.

- Lost article complaint form and necessary documentation will have to be filled at the facility. The forms are usually filled in triplicate.

- Always obtain complete information and never leave the columns. Always fill the name of the person, his/her address and telephone number legibly.

- Where the system is connected to the internet, necessary entries must be made in the system so that the complainant can follow up subsequently. The procedure should be followed as per the Standard Operating Procedures (SOP) of the organization. It will be generally on the following lines:

  - If any Security Staff member receives any complaint for loss of item, he/she informs the concerned Security Officer (SO) who in turn should inform the Chief Security Officer (CSO).

  - SO/ASO will guide the complainant to the Lost and Found Facility/Information Desk.

  - Security will carry out investigation and result will be sent to the Lost and Found facility.

  - In case the item is found, security will inform the facility.

  - Lost & Found facility will inform the claimant for collecting the item.

> ➢ Security Officer/Incharge of the Lost and Found Facility on duty will return the article after necessary verification and cross checking the colour, brand, etc, obtain customer's signature after returning the item/take a receiving and record the same in lost and found register.

1. Case Based Problem

Scenario

A lady who identified herself as Mrs Francis from Mauritius agitatedly approached the security supervisor on the first floor of the Experience Mall and started that she had lost her Pooch (pet) in the mall. The supervisor took her to the Lost and Found Facility of the mall where the facility in-charge listened to her complaint and entered it in the register, but informed her that it was incorrect of her to have brought her pet dog to the mall in her hand-bag. On being told this Mrs Francis got further agitated and started shouting. The supervisor immediately called the Security Officer Mr Alam who came over and inquired into the incident. He pacified Mrs Francis, called for a cup of tea for her, took all details of her Pooch in the form, made an announcement on the public address system and also spoke to his supervisors on his Walkie Talkie. Despite an intense search, the Pooch was not found and Mrs Francis left for her hotel in an extremely disturbed state.

Notwithstanding this Mr. Alam ordered a detailed search by all the security staff and also asked one of his officer to print flyers with the details of the Pooch (the dog) and got them pasted at prominent places.

Imagine you are the Officer who has been asked by Mr. Alam to prepare a flyer. Pair up with your friends and prepare a flyer providing information about the Pooch. A sample format is given below.

PLEASE HELP TO LOCATE THE LOST DOG

Please Call (Name) ……………………………………………………..
At: (Phone Number) …………………………………………………….

Photograph of the Dog

Location:	Date:
Name:	Breed:
Age:	Sex:
Color:	Coat Length:
Description:	
Story:	

Last Seen at:

2. Assignment

(i) Write a detailed description of the mobile lost by Mr. D. Remo, resident of E-12 Shalimar Garden, Panjim, Goa. You can imagine the telephone no., email address, etc.

(ii) Collect information from various sources and list the items/persons that are generally lost and/ or found at the following facilities:

(a) School

_____

_____

_____

_____

(b) Exhibition/*Mela*

_____

_____

(c) Shopping Mall

_____

_____

_____

Fill in the Blanks

1. When reporting a lost item, the following information should be given:

a) Name of the _____ who has lost the item:

b) Name/location of possible _____ where the item might have been lost:

c) The Incharge of the Lost and Found Facility should take note of all details of the article in the _____book.

2. Lost article complaint form is usually filled in _____.

3. Registering of the complaint of the lost item should be followed as per the _____ Operating Procedures of the organization.

4. The person in charge of the lost and found facility should give due attention to the complainant and listen _____.

5. The Incharge of the Lost and Found Facility should not give unnecessary _____ of locating the article.

6. If any Security Staff member receives any complaint for loss of item he/she informs the concerned _____ _____ or incharge of the Lost and Found Facility who in turn should inform the Chief Security Officer (CSO).

7. The Incharge of the Lost and Found Facility on duty will return the article after necessary _____ and cross checking the colour, brand, etc, obtain customer's _____ after returning the item and record the same in lost and found register.

CHECKLIST OF ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the forms for lost and found articles.

Part B

Discussed in class the following:

(a) Why do we need to write details of the lost items?
(b) What is the procedure for registering complaint of lost items?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Write a detailed description of 3 articles.		
Fill the form for reporting about a lost item		

Managing and delivering found article is also an important aspect of the Security duties. Any article found by you should, therefore, be handed over to the Security staff who in turn would deposit it with the Lost and Found Facility. Honesty and integrity of the Security Personnel is of utmost importance for managing this activity. It may also happen that something is deliberately abandoned, say for example an object used in crime or a bomb. Such cases are to be handled with utmost care and tact by the Security Personnel. Items that have been found and handed over to the Lost and Found Facility are classified as valuable and insignificant items. The items will be taken charge of, and the finder will be asked to provide the following information:

- Name of the finder/ depositor.
- Contact address and telephone number.
- Location where the item was found.

Broad classification of items that may be found and actions to be taken are as follows:

Weapons (edged weapons and firearms) and illegal drugs: Inform your superior who will call the police immediately and hand over the item to them.

Food and drink or any other perishable item must be discarded immediately.

Articles of clothing such as handkerchief with little apparent value and without owner identification are simply added to a box located in the facility.

- **Books, printed papers, notebooks, keys, etc,** without owner identification are deposited in the Lost and Found facility with the title of the book and date on which they were deposited.

- **Computer disks**, without owner identification are deposited in the Lost & Found facility with date on which they was deposited.

- **Item(s) of value**, such as cash in any amount, credit cards, personal identification cards (including license, passport), electronic devices including laptops, iPods, cellular phones, jewellery, watches, etc. are kept with proper labels and identification number. The finder may also be requested to deposit the item(s) to the nearest Police station. If a person declines the request to transfer the item(s) to nearest police station, immediately complete a Lost and Found Receipt, by inspecting item(s) in the presence of the person handing them, mentioning all specifications. The persons handing in the property signs the completed Lost and Found receipt, and verify all the contents. The receiving staff member will make 3 copies of the completed Lost and Found receipt to be distributed as follows:

  (i)   To the person handing in the item(s)
  (ii)   To be attached to the item
  (iii) To the Lost and Found Facility Manager

If owner identification is available on the found property, the receiving staff member will make necessary efforts to locate the owner.

Collecting Lost Property: If any person inquires about a lost item, Security staff should guide him/her to the Lost and Found Facility. Lost items may be collected from the Lost and Found Facility where he /she will be asked to produce the proof of ownership of the item.

He/she will also be asked to sign a receipt to acknowledge that he/she has received his property. While giving the article back, the following details and photographic evidence must be gathered and kept as record:

1. Name of the claimant.
2. Mailing address, e-mail address, and phone number of the claimant.
3. Date of loss of item
4. Date on which item was found
5. Date on which item was handed over
6. Signature of the claimant

If found articles remain unclaimed for a long period of time, despite efforts to find the owners, then the items are handed over to the Police and receipts are obtained from them.

Case Based Problem

Mr. Bharat Bhushan who was allotted Room No.707 of Hotel Moon View called Mr. Ram Singh the security staff on his floor and informed him that there were some items lying in his cupboard which were probably of the previous occupant. Mr. Ram Singh saw that the items in the cupboard included a costly fountain pen, a packet of cigarettes, a lighter, and some CDs. He immediately informed his supervisor who in turn informed Mr. Mike Rao the Chief Security Officer of the hotel. On arrival Mr. Rao quickly made an inventory of the found items and took the signature of Mr Bhushan, the security guard and the supervisor as witnesses and carried the items away in a sealable bag.

Based on the above case, answer the following questions:

1. Why do you think Ram Singh informed his supervisor about the items found in Room No 707?

_____

_____

_____

_____

_____

_____

2. Was there any need for the Supervisor to call the Chief Security Officer for the items that were found in the room?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

3. What action(s) Mr. Rao took to register the items?

_____

_____

_____

_____

_____

4. What do you think Mr. Rao might have done with the found items?

_____

_____

_____

_____

_____

_____

_____

Fill in the Blanks

1. _____ and integrity of the Security Personnel is of utmost importance for managing Lost and Found Facility.

2. The Lost and Found items are generally classified as _____ and insignificant items.

3. Items without owner identification are deposited in the facility with the _____ on which the item was deposited.

4. Item(s) of value, such as cash, credit cards, personal identification cards (including license, passport), electronic devices including laptops, iPods, cellular phones, jewellery, watches, etc. are kept with proper _____ and identification _____.

5. The receiving staff member will make _____ copies of the completed Lost and Found receipt

6. If found articles remain unclaimed for a long period of time, despite efforts to find the owners then the items are handed over by the Incharge, Lost and Found Facility to the _____ and receipts are obtained from them.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the procedure for managing valuable and insignificant items at a lost and found facility.

Part B

Discussed in class the following:

(a) Why different procedures have to be followed for managing and delivering the found items?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Carry out necessary documentation done before delivering found article.		

SESSION 4: MANAGING LOST CHILD

RELEVANT KNOWLEDGE

All of us have seen numerous movies or heard stories of children getting lost or being separated from their families in large gatherings. This is not an uncommon phenomenon with old people too. If the security staff manages the problem correctly in its initial stage then there can be a happy reunion instead of a sad loss. As establishments and complexes are getting bigger, this aspect is attaining greater importance. Security personnel have to handle these cases sensitively and it should be an endeavour on part of every member of the security department that whenever they find a lost child/ person, they should always handle it in such a manner that they are able to find parents / guardians of the lost child/ person at the earliest. For this they ensure that the following steps are followed:

(a) On finding a lost child/ person, they should immediately inform the Lost and Found Facility of the premises.

(b) They should ensure that the child remains calm and does not hurt himself/herself. In case, the child has hurt himself/herself, he/she should be taken to the medical room for necessary first aid and be kept there only. He/she should not be brought to the facility/ help desk in this situation and parents/ guardians should be asked to come to the medical room to take the custody of the lost child. Under no circumstances the child be allowed to accept any eatables from anyone except anything offered by the Medical Officer.

(c) Rather than handing over the child to anyone for the purpose of taking him to the facility, the security staff should themselves take the child to make necessary announcements on the Public Address (PA) System, wherever available.

(d) The other security staff posted at the different post should also make efforts to locate parents / guardians of the child/person.

(e) In case of person's approaching the help desk for their lost child/ person, they should be told to wait before the child/ person is brought to them.

(f) The officer on duty after carrying out necessary verifications of the parents/guardians should hand over the child to the parents/ guardian's including confirming from the child that they are his/her parents.

(g) In case, the parents/guardians of the child could not be traced, the lost child should be handed over to the Station House Officer (SHO) of the nearest police station.

When report of a 'missing child/person' is made to the police station, an entry is made in the General Station Diary. No FIR (First Information Report) is registered by the Police station, except in certain States/UTs a 'zero FIR' is registered. Zero FIR means that no crime number is assigned because a missing child does not amount to being considered a case of crime. The follow-up for the zero FIR and the General Diary entry is the same. The SHO (Station House Officer) forwards this information to the Superintendent of Police/Deputy Commissioner of Police, who, in turn, forward it to the office of the Chief of Police. Sometimes, the police stations and their supervisory officers also send messages to their counterparts.

State police agencies have their own independent and different set of procedures for tracing the missing persons. In most states and cities, the information is relayed through a 'Police Notice' and in the media by putting out the available identification details and photographs.

Role Play

Play a skit with your friends and assign them the roles as under

A. A security officer as in charge of a Lost and Found Facility.
B. A lady whose child has been lost in the Mall.
C. A lost child.
D. A security person who first sees the lost child loitering in the mall.

The lady comes to the Lost and Found Facility disturbed and worried about her child who has loitered away while she was at one of the stores. Security Officer should take all actions to calm the lady and help to find her child. The lost child has hurt his hand at the escalator and is crying when he is spotted by security person. Security person takes charge and takes him to the medical room for First Aid. The incharge of the lost and facility makes an announcement about the lost child on the public address system. Hearing the announcement the security person informs the incharge that the child is with him. Parents are sent to the medical room and after necessary verification paper work the child is handed over to them.

Record below in the space provided the actions of A and D and the mistakes they made if any.

_____

_____

_____

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_____

Fill in the Blanks

1. On finding a lost child in a Mela/ Exhibition, you should immediately inform the _____ and _____ Facility of the premises.
2. In case a child has hurt him/herself, he/she should be taken to the medical room for necessary _____ Aid and be kept there only.
3. The security staff should themselves take the child to make necessary announcements on the Public _____ system, wherever available.
4. The security officer on duty, after carrying out necessary _____ of the parents/ guardians should hand over the child to the parents/ guardians, including confirming from the child that they are his/her parents.

5. In case the parents/guardians of the child could not be traced, the lost child should be handed over to the _____ House Officer (SHO) of the nearest _____ station.

6. When report of a 'missing child/person' is made to the police station, an entry is made in the _____ Station Diary.

7. _____ FIR means that no crime number is assigned because a missing child does not amount to being considered a case of crime.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the procedures for handling and managing a lost child and a person.

Part B

Discussed in class the following:
(a) Why do we need to have sensitive and more stringent procedures for managing and delivering a lost child?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the procedure for delivering a lost child to the parents from the Lost and Found facility.		

Notes

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SECTOR: SECURITY

NSQF Level 3 (CLASS XI)

SS306-NQ2016 – Dealing with Anxiety and Stress

Student Workbook

Table of Contents

Stress and anxiety are two major facets of life. They are natural physiological and psychological reactions that occur within everyone. Stress results from an imbalance between demands and resources. In simple words, stress arises when individuals perceive that they cannot adequately cope with the demands being made on them or with threats to their well-being. It occurs when pressure exceeds your perceived ability to cope. Stress comes in many forms and affects people of all ages and all walks of life. Stress often leads to physical and psychological discomforts in Security Personnel. These discomforts could be short or long term. The short-term physical symptoms include tense muscles, rapid breathing, increased sweating, inability to make good decisions, diversion of mental energy to frustration, anxiety and bad temperament. The long term physical symptoms are fatigue, headaches, back pains, digestive problems and sexual disorders. Some people have less anxiety and stress than others. The degree of stress is highly dependent upon individual factors such as our physical health, the quality of our interpersonal relationships, the number of commitments and responsibilities we carry, the degree of others' dependence upon us, expectations of us, the amount of support we receive from others, and the number of changes or traumatic events that have recently occurred in our lives. Anxiety is a normal human emotion that everyone experiences at times. Many people feel anxious or nervous, when faced with a problem at work. For example you must have gone through anxiety before taking a test or making an important decision.

In this Unit, we will try to understand the various facets of stress and anxiety and learn how to deal with them.

RELEVANT KNOWLEDGE

The leading source of stress is the workplace. The workplace and the type of work hold a number of anxiety producers or stressors. Anxiety is defined as a state of uneasiness and apprehension about future uncertainties. It usually occurs after the onset of stress and is a lot like fear. Stressors are upsetting bad events and problems of life. Bad events are one-shot tragic events, which suddenly upset us a great deal. Work related stress comes from numerous factors, such as too many task demands, role conflicts, job boredom, ethical dilemmas or inter-personal problems. Employers and employees should be able to recognise the signs of anxiety and stress in the workplace so that productivity is not impaired and the quality of life remains high. Employers need to look closely at the hours their staff are working and how their work and home lives are balanced.

Anxiety is a generalised mood that can occur without an identifiable triggering stimulus. As such, it is distinguished from fear, which is a response to a perceived threat. Sometimes anxiety will cause panic attacks, which is characterized as intense feelings of fear. When anxiety becomes excessive, it may fall under the classification of an anxiety disorder.

Anxiety Disorder: For most people, anxiety is a temporary reaction to stress. It becomes an illness only when it persists and prevents you from leading a normal life. An anxiety disorder is a serious mental illness. For people with anxiety disorders, worry and fear are constant and overwhelming. The exact cause of anxiety disorders is unknown.

As scientists continue their research on mental illness, it is becoming clear that many of these disorders are caused by a combination of factors, including changes in the brain, hormonal changes in the body and environmental stress. Studies have shown that severe or long-lasting stress can change the balance of chemicals in the brain that control mood. Some studies have also shown that anxiety disorders run in families, which means that they can be inherited from one or both parents, just like hair or eye colour.

Stress

Stress is the psychological, physiological and behavioural response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time leads to ill-health.

Job Stress: Every job has its own challenges, hazards, and stress. The concept of job stress is often confused with challenges at work, but they are different concepts. Challenges propel individuals to work and perform. Challenges motivate us to learn and acquire new skills, become competent for doing task, and gain experience.

Job stress on the other hand poses significant threat to employee's health, and consequently affects their performance and achievements. In general, stress is related to both external and internal factors. External factors include the physical environment, including job, relationship with others, home, challenges, difficulties, and expectations that you are confronted with on a daily basis. Internal factors determine your body's ability to respond to, and deal with external stress-inducing factors. Internal factors which influence your ability

to handle stress include your nutritional status, overall health and fitness levels, emotional well-being, and the amount of sleep and rest you get.

Common causes of job stress: Various issues that can pose as a potential stressor or stress factor in the life of security personnel include but not limited to the following:

(i) *Poor working condition*: This includes the physical surroundings, inadequate operational equipment, poor hygienic conditions at home and workplace, inadequate food, etc.

(ii) *Poor mental health*: Stress leads to serious impairment of brain tissues, which can lead to big mistakes and serious injuries. It is directly related to unpleasant working condition, the necessity to work fast, to expend a lot of physical efforts and inconvenient work schedule, which is also experienced by security personnel.

(iii) *Exposure to environmental hazards*: Security personnel are sometimes exposed to environmental hazards, like poisonous gases. Exposure to hazardous chemicals or situations may also lead to stress and anxiety.

(iv) *Shift work*: Security job has demanding work schedules. The scheduling system of work, imposes excessive physical and psychological costs to the Security Personnel. Shift work has been found to affect blood pressure, metabolic rate, blood sugar levels, mental efficiency, work motivation, sleep patterns, family and social life.

(v) *Long working hours*: Security business is one that involves personnel to work round the clock. The resulting adrenalin rush, respiration changes and

muscle tension are potential threats to health of security personnel.

(vi) *New technology*: The introduction of new technology into work setting has required all workers to adapt to new equipment, systems and ways of working. Growth in information and communication technology and globalization have enhanced workplace productivity, but at the same time increases stress on employee.

(vii) *Routine work*: The repetitive nature of work and boring routine schedules may add to the anxiety and ill health of the security personnel.

(viii) *Role ambiguity*: When the job or role is poorly defined, there is uncertainty about job expectations and the supervisory staff has different expectations of an employee's responsibilities.

(ix) *Role conflict*: When an individual is torn by conflicting role demands or by doing things that he/she does not really want to do, or things, which he/she does not believe are part of the job, then he/she passes through stress. The stress is aggravated if he/she is not able to share his grievances with others, who could be his/her friends or relatives.

(x) *Relationship with subordinates*: The manner of supervision of work of subordinates by superiors could be a source of stress to him or her.

(xi) *Relationship with colleagues or peers*: The relationship among co-workers can provide valuable support or cause high stress levels to the workers.

(xii) *Career Development*: Lack of opportunity for growth or advancement or promotion are causes of worry about future. Job insecurity, fear of redundancy, obsolescence and retirement are some other factors that cause fear and stress among security personnel.

(xiii) *Financial stress*: With less money in the budget, people who are already under financial stress tend to cut corners in areas like health care to pay for basic necessities like food. This also leads to more stress.

(xiv) *Sleep disorders*: Security personnel often experience trouble sleeping, which can add up to a sleep deficit, impairing immune functioning and cognitive abilities. To deal with anxiety and sleep disorder they may indulge in smoking, drinking alcohol, overeating and practicing other unhealthy coping behaviour.

EXERCISE

A. Assignment

Read the paragraph carefully and answer the questions that follow:

A Security Officer is a worker who is responsible for the protection of people and property against crime, violence and other hazards, and for securing classified information. They may suffer serious bodily injury through acts of crime or violence, firearm accidents, or unsafe handling of dogs. Security Officer may be exposed to hazards of harsh weather or solar radiation. He/she may suffer injuries when attempting to overpower criminals or other violent persons. Exposure to ambient environmental factors (low or high air temperature, rain, snow, wind) may result in acute (common cold, heat stroke) or chronic (rheumatism) diseases. Problems and conflicts resulting from lack of cooperation with coworkers,

and clashes of authority are the major sources of anxiety and stress. Strained family relations and burnout due to shift-work, night work, overtime work, emergency calls at irregular hours, and feeling of heavy responsibility are other sources of stress.

Questions

1. List the sources of hazards to security officer.

   _____

   _____

   _____

2. List the sources of anxiety and stress to security officer.

   _____

   _____

   _____

   _____

   _____

   _____

3. State the preventive measure (s) for any two types of hazards that a Security Officer encounters at workplace.

   _____

   _____

   _____

   _____

4. State the steps that a Security Officer should take to prevent problems related to conflict at workplace.

_____

_____

_____

_____

B. Case Based Problem

Scenario

Two colleagues Mr. A and Mr. B get on with each other and work well together. Suddenly the employer Mr. X notices that their relations seem frosty and work is suffering. Their relationship is also affecting the morale and efficiency of the team in which they work.

Answer the following questions based on the above scenario:

1. What is the problem that Mr. X noted?

_____

_____

_____

_____

2. Why Mr. X is concerned about the problem?

_____

_____

_____

_____

3. What will you do in such as situation if you are Mr. X?

_____

_____

_____

_____

A. Fill in the blanks

1. We should be able to recognise the _____ of anxiety and stress in the workplace so that productivity is not hurt and the quality of life remains high.
2. Employers need to look closely at the hours their staff are _____ and how their work and home lives are balanced.
3. _____ is defined as a state of uneasiness and apprehension about future uncertainties.
4. Anxiety usually occurs after the onset of _____ and is a lot like fear.
5. Sometimes anxiety will cause _____ attacks, which is characterized as intense feelings of fear.
6. When anxiety becomes excessive, it may fall under the classification of an anxiety _____.
7. Stress is the psychological, physiological and _____ response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health.
8. For most people, anxiety is a _____ reaction to stress.
9. Every job has its own _____, hazards, and stress.

10. Challenges propel individuals to work and _____.

11. In general, stress is related to both _____ and internal factors.

B. Short Answer Questions

1. What is anxiety?

   _____

   _____

   _____

   _____

2. What is stress?

   _____

   _____

   _____

   _____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between anxiety and stress.
(b) Differentiated between internal and external sources of anxiety and stress.

Part B

Discussed in class the following:

(a) What is job stress?
(b) What are the factors that can trigger stress among security personnel?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
Establish the cause of stress in a given scenario		
List the common causes of job stress.		

SESSION 2: IDENTIFYING SIGNS OF ANXIETY AND JOB STRESS

In this session we will learn about the various stages and signs of anxiety and stress.

Stages in Stress

There are three stages of stress that a person may pass through when he/she faces emotional or physical problems in life. These are as follows:

(i) *Alarm Stage*: Any physical, emotional, or mental problem will cause an instantaneous reaction by the body to combat the stressor. This physical response is known as the "fight-or-flight" reaction. The "fight or flight" reaction sends a tremendous burst of adrenaline to all parts of the body i.e., the blood vessels, heart, stomach, kidneys, lungs, eyes, muscles, etc. If the stress is short-term, the person quickly recovers without any detrimental effect to the body. If the stress is chronic or long-term, the body's resistance is affected, making the person susceptible to illness or diseases.

(ii) *Resistance Stage*: It is the phase where the individual's defense mechanism becomes active. At this stage, the body tries to become balanced (a process called homeostasis). As the stress continues, the person may suffer from fatigue, sleep problems, and an overall malaise.

(iii) *Exhaustion Stage:* It involves the collapse of adaptive mechanisms which results in physical and psychological discomforts. After combating stress for days to weeks, the body shuts down completely. Chronic or long-term stress depletes the supply of water, oxygen, and vitamin C to tissues, as well as increases hormone, histamines, and sebum production.

Internal damage from chronic stress include skin symptoms, such as bumps, excess oil, breakouts, acne, pimples, etc.

Signs of Anxiety and Stress: Excess stress can manifest itself in a variety of emotional, behavioural, and even physical symptoms, and the symptoms of stress vary enormously among different individuals. Thus, the signs of anxiety could be categorised into psychological, emotional, behavioural and physical.

Psychological Signs

(i)   Inability to concentrate or make simple decisions
(ii)   Memory lapses
(iii)   Easily distracted
(iv)   Less creative
(v)   Worrying
(vi)   Negative thinking
(vii)   Depression and anxiety

Emotional Signs

(i)   Tearful
(ii)   Irritable
(iii)   Mood swings
(iv)   Extra sensitive to criticism
(v)   Defensive
(vi)   Feeling out of control
(vii)   Lack of motivation
(viii) Angry
(ix)   Frustrated
(x)   Lack of confidence
(xi)   Lack of self-esteem

Behavioural Signs

Stress also has effects on behaviour and these include the following:

(i)   Bad moods
(ii)   Reduced personal effectiveness
(iii)   Increased absenteeism
(iv)   No time for relaxation or pleasurable activities
(v)   Prone to accidents
(vi)   Increased reliance on alcohol, smoking, caffeine or illegal drugs
(vii)   Becoming workaholic.
(viii) Poor time management and/or poor standards of work
(ix)   Self neglect
(x)   Social withdrawal
(xi)   Relationship problems
(xii)   Insomnia or waking tired
(xiii) Reckless
(xiv)   Aggressive/anger outbursts
(xv)   Nervous
(xvi)   Uncharacteristically lying

Physical Signs

(i)   Aches/pains and muscle tension
(ii)   Grinding teeth
(iii)   Frequent colds/Infections
(iv)   Allergies/Rashes/Skin irritations
(v)   Constipation/Diarrhoea
(vi)   Indigestion/Heartburn/Ulcers
(vii)   Hyperventilating/Lump in the throat
(viii) Dizziness/Palpitations
(ix)   Panic attacks
(x)   Physical tiredness
(xi)   Sexual problems
(xii)   High blood pressure
(xiii) Weight loss or gain

Group Discussion

Topic: Impact of Stressors on Employees and Employers

Stress in the workplace can have many origins or come from one single event. It includes job redundancy, excessive workload, lack of autonomy, conflicting job demands, layoffs due to an uncertain economy, and increased demands for overtime. All these factors act as negative stressor. They can have negative impact on both employees and employers alike.

Organise a group discussion on the impact of stressors on employees and employers with your classmates.

- At the end of the session, ask the group to list top 10 causes of stress that a person might face in an occupation/workplace.

- Categorise the signs or symptoms of stress into physical, psychosocial, and behavioural.

ASSESSMENT

Fill in the Blanks

1. The three stages of stress that a person may pass through when he/she faces emotional or physical problems in life are alarm stage, resistance stage and _____ stage.
2. At the _____ stage, the physical response is as the "fight-or-flight" reaction.
3. At the _____ stage, the individual's defense mechanism becomes active.

4. Excess stress can manifest itself in a variety of _____, behavioural, and physical symptoms.
5. The inability to concentrate or make simple decisions is a _____ sign of stress.
6. Becoming tearful, while watching the actors crying on television is a _____ sign of stress.
7. Lack of confidence is a _____ sign of stress.
8. Increased absenteeism is a _____ sign of stress.
9. Panic attack is a _____ sign of stress.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between stages of stress.
(b) Differentiated between psychological and emotional signs.

Part B

Discussed in class the following:

(a) What are the three stages of stress?
(b) What are the psychological, emotional and behavioural signs of stress?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standard	Yes	No
Recognize the signs of stress.		

RELEVANT KNOWLEDGE

Managing stress means leading a wisdom-based lifestyle, which prevents or minimizes the occurrence of stressors. Employers should make sure that they educate their employees about how to handle stress.

Security organizations can help their employees to resist the effects of stress by providing on-site space for physical exercise and on-site massage therapist. Programmes that can teach security employee or other workers about the nature and sources of stress, the effects of stress on health, and personal skills to reduce stress should be conducted regularly. Stress management training may rapidly reduce stress symptoms such as anxiety and sleep disturbances. The employers should

1. Identify the problem as early as possible
2. Specify the problem accurately
3. List the pros and cons of each solution
4. Choose the best solution or combination of solutions
5. Draft an action plan to implement the solution
6. Act on the solution
7. Review the problem-solving process, and consider what you could do differently another time.

Stress management strategies: The first stress strategy management is to avoid stressful events. If it is not possible, then thorough planning and preparation should be made to manage time and completing the tasks. Try to find a balance between work and family life, social activities and daily responsibilities.

The other strategies may include developing social network, and support, participating in social gatherings and functions, listening to music, eating healthy food, doing regular exercise, time management and relaxation exercise. Let us look at some of those aspects.

(i) Social support: People with adequate social support networks report less stress and overall improved mental health in comparison to those without adequate social support.

(ii) Nourishment: People who are poorly nourished, who get inadequate sleep, or who are physically unwell also have reduced capacity to handle pressures and stresses of everyday life and may report higher stress levels.

(iii) Physical exercise: An important step in stress management is exercise. Exercise on a regular basis helps to turn down the production of stress hormones and associated neuro-chemicals. Thus, exercise can help to avoid the damage to our health. Breathing exercises are an excellent way of preventing prolonged stress. Blowing balloons, for example, is a good stress relieving exercise. In fact, studies have found that exercise is a potent antidepressant, anxiolytic (combats anxiety), and sleeping aid for many people. Besides relaxation routines, spend at least 20 or 30 minutes a day walking, cycling, or at the gymnasium to keep yourself healthy and fit.

(iv)Time management: Managing your time meticulously can help to manage multiple demands that are often placed upon in both work and non-work settings. Even 10-15 minutes of managing time can make a difference. Do not add to your stress levels by running late. Make a list of tasks you have to do, and tackle them in order of importance. Do the high-priority items first.

(v) Developing stress resilience: This strategy helps employee to develop physical and psychological stamina against potentially harmful stressors, and the most widely recommended strategy include physical exercise, proper diet, and weight control. A balanced diet which is low in sodium and saturated fats help to keep blood pressure and serum cholesterols to the optimum. Meditation, generally known as focused awareness in healthy ways also helps in relaxation and rejuvenation from distress. Spending even a few minutes in meditation can restore your calm and inner peace.

(vi) Relaxation exercises: Relaxation is a process that decreases the effects of stress on your mind and body. You can do this by practicing relaxation techniques including deep breathing, visualization, meditation and yoga, or by performing rhythmic exercise, such as running, cycling, or mindful walking. Relaxation exercises can help you *to* cope with everyday stress and with stress related to various health problems. Yoga, meditation and massage all have proven benefits in reducing stress and promoting relaxation. Yoga involves a series of both moving and stationary poses, combined with deep breathing. Yoga can also improve flexibility, strength, balance, and stamina. If practiced regularly, it can also strengthen the relaxation response in your daily life. Since injuries can happen when yoga is practiced incorrectly, it is best to learn by attending group classes, hiring a private teacher, or at least following video instructions.

Relaxation techniques can reduce stress by:

- Slowing the heart rate.
- Lowering blood pressure.
- Slowing your breathing rate.
- Increasing blood flow to major muscles.
- Reducing muscle tension and chronic pain.
- Improving concentration.
- Reducing anger and frustration.

(vii) Sleeping well and on time: The old adage "early to bed and early to rise makes a man healthy wealthy and wise" is true. If you are tired, worries can get blown out of proportion, therefore, sleep on time and sleep well to prepare yourself for the next day.

Excess of watching television and erratic routines affect your sleep. If you have been finding it difficult to get to sleep, try cutting down on stimulants (tea and coffee, for instance) and make sure you have time to unwind before bed. A warm bath before you go to bed can help in muscle relaxation.

EXERCISE

Practice Session

Yoga Exercises

Anulom Vilom Pranayama: In this breathing technique, you inhale from one nostril at one time and release the breath through the other nostril. You alternate between the two nostril at a regular comfortable pace. It is said to have benefitted people with heart ailments, high blood pressure, heart blockages, depression, migraine pain, asthma, sinus, and allergy.

Here is how you do it:

Step 1: Close your eyes and relax. Sit in this position for a couple of minutes till you settle down.

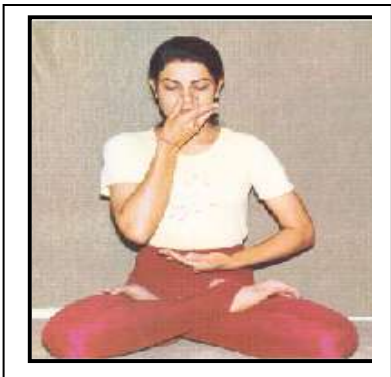**Step 2:** Close your right nostril with your right thumb.

Step 3: Breath in from your left nostril. Hold the breath for a couple of seconds.

Step 4: Open right nostril and close left nostril with middle and ring finger.

Step 5: Breath out from right nostril.

Step 6: Breathe in from right nostril, close the right nostril.

Step 7: Open left nostril and breathe out.

Repeat again, steps 1 through 7. You can practice this pranayama for bout 5-6 minutes per day.

Kapalbhati Pranayama is a type of breathing exercise that helps you rid of various ailments over a period of time. "Kapal" means "forehead" and "bhati" means shining. Eventually, Kapabhati bring about a glow on the face of the practitioner.
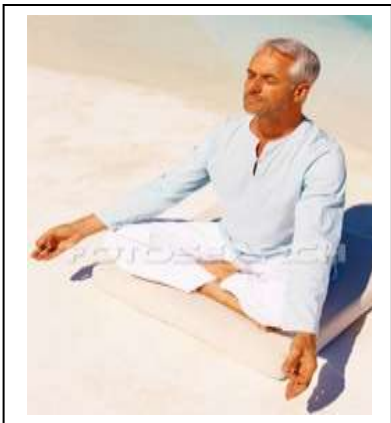
Kapalabhati is done in a sitting posture. Kapalbhati pranayama steps are usually very straightforward. However, it is important to ensure that you perform it properly or you may end up hurting yourself. You will also need to exercise some precautions when you perform it. Detailed step by step instructions on the technique are as follows:

Step1: Sit straight with your spine erect and cross your legs in front of you.

Step 2: Take in a deep breath and exhale quickly and suddenly, making a puffing sound while you do it. Focus on exhaling forcefully and not on the inhalation.

Step 3: When you exhale, draw your abdominal muscles inward simultaneously. Your abdomen should rise when you inhale and fold when you exhale.

Step 4: Continue for 10 breaths and then take a break. Perform two more similar sets.

You are advised to practice these methods and in the same manner learn more techniques of yoga and meditation and practice them.

Fill in the Blanks

1. Managing stress helps in minimizing the occurrence of _____.
2. The first strategy that you should adopt to get away with the stress is to _____stressful events.
3. You should find a balance between _____ and family life, social activities and daily responsibilities to avoid unnecessary stress.
4. Developing social network, participating in social gatherings and functions, listening to music, eating healthy food, doing regular exercise, time _____ and relaxation exercises are some of the strategies that work well in stress management.
5. People who are poorly nourished, who get inadequate sleep, or who are physically unwell also have a reduced capacity to handle pressures and _____of everyday life and may report higher stress levels.
6. Exercise on a regular basis helps to turn down the production of stress _____ and associated neurochemicals.

7. A _____ diet which is low in sodium and saturated fats help keep blood pressure and serum cholesterols to the optimum.
8. Relaxation techniques can reduce stress symptoms by slowing the heart _____ and lowering blood _____.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between various stress management strategies.

Part B

Discussed in class the following:

(a) What is stress management?
(b) How social networking and gathering helps in reducing stress?
(c) Why is it important to manage time?
(d) What are the various relaxation techniques?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standard	Yes	No
Perform stress relaxation techniques.		
Perform *Anulom vilom*.		
Perform Kapal Bhati.		

Notes

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SECTOR: SECURITY

NSQF Level 3 (CLASS XI)

SS307-NQ2016 – Work Integrated Learning

Student Workbook

Table of Contents

A simplest definition of security is living in the "absence of insecurity and threats". To be *secure* is to be free from *basic wants* (of food, health, shelter, gainful employment, etc.) and *fear* (of physical, sexual or psychological abuse, violence, harassment, discrimination, etc.). Human security, therefore, deals with the capacity to identify threats, to avoid them and to mitigate (lessen) their effects when they occur.

Security covers a wide-range of issues, both traditional and non-traditional. The Human Development Report (1994) defined human security as "people's safety from chronic threats and protection from sudden hurtful disruptions in the patterns of daily life". Seven types of security were listed by the HDR as components of human security: economic security, food security, health security, environmental security, personal security, community security and political security.

Food security, personal security, health security, territorial security, etc. are examples of traditional security, while economic security, environmental security, information security, etc. are some of the example of non-traditional security.

(a) **Food security**: Hunger and deprivation of basic amenities makes a person insecure and he/she gets involved in all kinds of antisocial activities for survival. According to the Food and Agriculture Organization (FAO), food security exists when all people, at all times, have physical and economic access to sufficient, safe, and nutritious food to meet their dietary needs and food preferences for an active and healthy life.

Food security has three components, namely availability, access, and absorption (nutrition). A nation which wants its citizens to have food security will always adopt a strategy to produce its food locally, trying as much as possible to avoid importing the food items. Food security at the national level refers mainly to availability in the country of sufficient stocks of food to meet domestic demand, either through domestic supply or through imports. The Public Distribution System (PDS), introduced in India in 1990s facilitates the supply of food grains to the poor at a subsidized price. Essential items such as selected cereals, sugar and kerosene are given at subsidized prices to holders of ration cards. The Mid Day Meal Scheme is the world's largest school feeding programme of India. Food is served to primary and upper primary school children in the entire country.

(b) **Health security**: Health security involves safety against diseases. It is the responsibility of the government to provide health security to its citizens. For example, the *Rashtriya Swasthya Bima Yojana* (RSBY) introduced in 2008 by the Government of India provides health insurance cover to families Below Poverty Line (BPL). Below Poverty Line is an economic benchmark used by Government of India to indicate economic disadvantage and to identify individuals and households in need of Government assistance and aid. The objective of RSBY is to provide protection to BPL households from financial liabilities arising out of health shocks that involve hospitalization. Beneficiaries under RSBY are entitled to hospitalization coverage up to Rs. 30,000/- for most of the diseases that require hospitalization.

(c) **Economic security**: Economic security can be provided by implementing measures and strategies that will ensure that every individual in the country is entitled to some kind of employment with minimum

living wages. For example, the Mahatma Gandhi National Rural Employment Guarantee (MNREGA) Act aims at enhancing the livelihood security of people in rural areas by guaranteeing hundred days of wage-employment in a financial year to a rural household whose adult members volunteer to do unskilled manual work.

(d) **Personal security**: It involves protecting every individual from any physical violence. Therefore, both the state and the organizations are responsible for securing the lives and property of people through public and private security. Personal security also prevents the individual from physical aggression against himself or herself. He/she is therefore not allowed to cause injury (deliberately) against himself/herself, therefore the issue of killing oneself is regarded by the law as a criminal offence.

(e) **Territorial or border security**: External threat to security resulting from international hostilities and aggression that characterized the cold war era has been replaced with non-traditional security threats like information warfare, environmental pollution, terrorism, drug trafficking, nuclear pollution, disease epidemics, corruption, shortage of water and food, human and drug trafficking, insurgency, etc. Therefore, the territorial or border security denotes protecting the state against any external aggression. Military security is an important component of national security. This is traditionally, the earliest recognised form of national security. Kings used to secure their borders with an army of soldiers with artillery. Today the military security implies the capability of a nation to enforce its policy choices by use of military force, and state of the art technology to deter military aggression.

(f) Political security: Political security is about the stability of the social order and the threats to political security, including civil rights and human rights violations, violence stemming from armed conflicts, irresponsible behaviour on the part of public officials, a deficient judicial system, lack of law enforcement, etc.

(g) Environmental security: Availability of adequate natural resources is important for a nation to develop its industry and economic power. Resources include water, sources of energy, land and minerals. Environmental security deals with conservation of resources and environmental issues which threaten the national security of a nation in any manner. For example, environmental issues associated with phosphate fertilizer plant include the following: polluted air emission, waste water, hazardous materials, effluents, wastes materials and noise.

Government plays a major role in providing various types of security-food, health, personal, economic, and political security to the people. This Unit will help you to connect your academic learning to the world of work in security. In this Unit you will learn about the various types of threats to security and the wars fought by independent India with its neighbour for settling disputes and to secure borders. It will help you to understand the causes of external threats to the security of India and how our gallant armed forces have defeated the ulterior motives of the enemy. You will also learn about the organizational structure of the public security set up by the States for managing internal security.

The evolution of security measures can be traced back to the 'Stone Age' when the cave man used to roll a rock to close the entry of his cave to protect himself and his family from enemy attacks. As time progressed, man created locks using wood to secure home. Records show that locks were in use some 4,000 years ago in Egypt. Fastened vertically on the door post, the wooden lock contained moveable pins, or "pin tumblers", that dropped by gravity into openings in the cross piece, or "bolt", and locked the door. It was operated by a wooden key with pegs or prongs that raised the number of tumblers sufficiently to clear the bolt so that it could be pulled back.

Threats in Modern Society

Industrial revolution saw the movement of the labour and others to the cities and caused many inhabitations to cluster. While the slum clusters or *jhuggis* in India, came up, so did the crime, for which the developing industry became the target. This gave rise to increasing law and order problems, initially the responsibility of Government law enforcing agencies. As these became over burdened by the declining law and order situations, the industry needed private Security Guards to provide the security.

In 1700 BC, the first recorded body of laws was established. It regulated trade, commerce, agriculture and other profession. The Greeks were the pioneer to establish a professional security force for the protection of life and property. 19th and 20th centuries saw the commercialization of the security and gave rise to Private Security. Industrialization and improvement in technology saw the technology being used to add to the security of assets.

Second half of the 20th Century saw improvement in the quality of private security services. In 2005, Government of India enacted the Private Security Agencies Regulation Act to provide guidelines for regulation of private security services.

The 20th century saw exponential progress in science and technology, and standard of living of humanity. It has been marked by economic globalisation and the expansion of communication with mobile phones and the internet. Worldwide demand and competition for resources has risen due to growing populations and industrialization. Threats to the security of the modern society come from the foreigners or neighbours and internally from the inharmonious ideologies, challenging the constitution of the country and justice. In addition, there are manmade acts and omissions. Advancement in technology has not only made our life comfortable, but also made us prone to technological accidents, adding another dimension to the threats.

Types of threats to human security: We have learnt that the human insecurity consists of a multitude of varying types of threats that go beyond military or traditional security risks, and include socio-economic threats pertaining to employment, wage levels or access to major public services such as healthcare, housing, and education.

We can categorize human security threats into two major categories: tangible and intangible threats. Some threats are objective in nature, involving tangible measurable elements, such as insufficient income, chronic unemployment, lack of access to adequate health care and quality education. Others are intangible or subjective, for example the sense that one is unable to control one's destiny, a feeling of unworthiness or indignity, fear of crime or potentially violent conflict, etc. We have also learnt that the various types of threat mankind faces can be

categorized into natural, accidental or technological or manmade threats. Let us list some of the causes of these types of threat.

Natural

Natural threats are from hazards or disasters that include the following:

(i)   Floods
(ii)   Cyclone
(iii)   Earthquakes
(iv)   Lightning strike
(v)   Fire
(vi)   Typhoons
(vii)   Storms
(viii) Tornadoes
(ix)   Tsunamis

Accidental or Technological

Accidental or technological threats include the following:

(i)   Outbreak of fire due to short circuiting or other causes such as leakage of gas or petroleum products.
(ii)   Chemical or poisonous gas leakage.
(iii)   Bursting of a boiler due to defective safety valve or other technical faults.
(iv)   Bursting of pipeline carrying petrochemical products.
(v)   Outbreak of diseases or epidemic.

Man Made

Man made threats could emanate from any one or combination of the following factors:

(i) Economic insecurity: This could be due to lack of productive and remunerative employment or absence

of publicly financed safety nets (e.g. lack of national insurance scheme).

(ii) Food insecurity: This could be due to lack of food entitlements including insufficient access to assets, work, and assured incomes.

(iii) Health insecurity: It includes infectious and parasitic diseases, lack of safe water, air pollution, and lack of access to health care facilities.

(iv) Environmental insecurity: This may take place due to declining water availability, water pollution, declining arable land, deforestation, desertification, air pollution, natural disasters.

(v) Community insecurity: The community faces threat when there is a breakdown of the family, collapse of traditional languages and cultures, ethnic discrimination, genocide, etc.

(vi) Political insecurity: Political insecurity may take place due to government repression, human rights violations, etc.

(vii) Personal insecurity: Personal insecurity could be due to manmade crime, which can be classified into two: **domestic** and **non-domestic**. The domestic crime is a form of violent crime in which a person carries out violence against another person within the same household. The non-domestic crimes include the following:

(i) **Arson and Property Damage:** Arson and property-damage is crime in which a person damages or destroys another person's property by breaking, burning, or any other forms of destruction or impairment.

(ii) **Assault and Battery:** Assault is a form of violent crime, which involves unlawful attack aimed at causing bodily injury to another party or person. Battery is illegal beating that may lead to injuring another person.

(iii) **Terrorism:** The term "terrorism" means premeditated, politically motivated violence perpetrated against non-combatant targets by sub-national groups or hidden agents. Terrorism in India is attributable to many issues related to religion and radical movements.

(iv) **Sabotage:** It is a deliberate action aimed at weakening another entity through subversion, obstruction, disruption, or destruction. In a workplace setting, sabotage is the conscious withdrawal of efficiency generally directed at causing some change in workplace conditions.

(v) **Robbery:** Robbery is a special and aggravated form of either theft or extortion.

(vi) **Dacoity:** When five or more persons co-jointly commit or attempt to commit a robbery or where the whole number of persons co-jointly committed or attempting to commit a robbery and persons present and aiding such commission or attempt, amount to five or more, every person so committing, attempting or aiding is said to commit dacoity.

(vii) **Child Sexual Abuse:** It is the form of abuse committed against children by adult(s). This involves indecent sexual activity against a child but it does not always mean that the offender must have had sex with the victim before this kind of offence would have been committed.

(viii) **Rape**: It is an unlawful act of engaging another person in sexual intercourse through the use of physical force.

(ix) **Homicide:** This violent crime involves the killing of another person.

(x) **Rioting:** Whenever force or violence is used by an unlawful assembly, or by any member thereof, in prosecution of the common object of such assembly, every member of such assembly is guilty of the offence of rioting.

The understanding and awareness of the increasing threats from within, without as well as the nature, it is obvious that there is a need to identify our weaknesses and strengthen and improve our security. While it is for the Governments to think of the National Security, we as responsible citizens need to provide security from various types of threats by adopting mitigation measures. This is possible by awareness of these threats, and understanding as to how to address them.

EXERCISE

Case Based Problem

1. Scenario

There is a fertilizer factory located in a remote area of Odisha. The area is surrounded by the tribals. The area is also affected by the Naxalites or Naxalvadis, who are considered far left radical communists, supportive of Maoist political sentiment and ideology, who believe in naxalism.

There are 3000 workers in the factory, out of which 700 are on contract. The product Urea and Diammonium Phosphate produced by the company is dispatched to the godowns in Odisha and Andhra Pradesh through the railway. The factory has large storage tanks with liquid Hydrogen, Sulphuric acid and Phosphoric acid.

Exhaust gas emissions are produced by the combustion of gas or diesel in turbines, boilers, compressors, pumps and other engines for power and heat generation. Dust is generated during unloading, handling, grinding, and curing of rock phosphate, in addition to granulation and crushing of superphosphates.

Effluents from phosphoric acid plants consist of discharges from the vacuum cooler condensers and the gas scrubbing systems used for condensation and cleaning of vapours from process operations. Water from the slurry used to transport phosphogypsum, the by-product from wet phosphoric acid production, is released as effluent into the ponds.

Based on the above scenario, answer the following question.

(i) Describe 5 possible political and environmental threats to the people working in the fertilizer plant.

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2. Scenario

A bomb threat forced evacuations at the International Airport on Thursday afternoon. Airport spokesperson Mr. ABC said airport officials received "multiple" phone calls about non-specific threats in the terminal and specific threats in the parking lot. Later in the afternoon more specific and more serious threats were received, forcing the Airport authorities to shut down the airport and evacuate people around 3:30 PM.

About 1500 people were evacuated from the airport. The Airport security accompanied the bomb squad and bomb-sniffing dogs and looked for possible explosives in the parking lot. Bomb techs checked and cleared the vehicles parked in the parking lot. No explosives were found in the terminals or anywhere on the airport. The threat proved to be a hoax, but the police is investigating to find out who the caller was. Finally, after the terminals were cleared, people were allowed to board the planes. Flights were delayed for several hours.

Based on the above scenario answer the following questions

(a) What kind of threat has been discussed in the paragraph?

_____

_____

(b) What actions Airport Authorities and the Security Personnel took to deal with the situation?

_____

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_____

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_____

(c) What were the consequences of the hoax threat?

_____

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_____

ASSESSMENT

Answer the following questions

Short Answer Questions

1. List 3 natural threats to human beings?

_____

_____

_____

_____

2. List 5 manmade threats to human beings?

_____

_____

_____

3. What is the difference between dacoity and robbery?

_____

_____

_____

_____

4. What are tangible and intangible threats?

_____

_____

_____

_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between different types of threats.

Part B

Discussed in class the following:

(a) What is threat?
(b) What are the different types of insecurity that humanity is facing today?
(c) What should be done to make our lives more secure?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List 03 threats due to advancement in technology		
List 03 threats due to infrastructure and industrial development		

India, with an area of 32,87,782 sq.kms and a population of 1.02 billion, is a Union of 28 States and 7 Union Territories. The powers and responsibilities of the Union and States are demarcated in the Constitution of India. National security is the requirement of any nation to maintain the survival of the state through the use of diplomacy and economic, military power and political power. Measures taken to ensure national security include the following:

- using diplomacy to rally allies and isolate threats;
- maintaining effective armed forces;
- implementing civil defense and emergency preparedness measures;
- using intelligence services to detect and avoid threats and espionage;
- protect classified information; and
- using counter intelligence services to protect the nation from internal threats.

We have learnt that the threats to the society or the nation emanates from manmade, natural and technological causes or disasters. Let us now try to list some of the external and internal threats that India faces.

External threats

In India, most external threats emanate from an unsettled boundary dispute with China and ongoing cross-border *jihadi* terrorism in Jammu and Kashmir, sponsored terrorism, and fundamentalist organizations who are linked with international terrorist groups.

The external threats include the following:

(i) Threats on our borders from China and Pakistan.
(ii) Threats from high seas and from enemy battle ships.
(iii) Threats from the pirates in the high seas.

Internal threats

The internal scene in India is also not free from anxiety on the threat front. Growth of Naxalism is the top internal security problem of the country today. Within the country, we have thieves, dacoits and terror organisations. There are people with discordant political views. Cross border connections, guidance, financing and arming add to the internal security problems. Internal threats emanate from the following:

(i) Terrorism/Militancy
(ii) Left wing extremism
(iii) Communal divide – it can divide us and even lead to fragmentation of nation.
(iv) Caste and ethnic tensions
(v) Organised crimes
(vi) Forged Indian currency notes
(vii) Coastal security
(viii) Cyber crime
(ix) Illegal immigration
(x) Narcotics trade – smuggling and trafficking.
(xi) Hawala transfers (illegal money transfers)
(xii) Crime against the human body, such as assault, use of force, etc.
(xiii) Crime against property, such as theft, burglary, dacoity, criminal trespass, etc.
(xiv) Naxalism
(xv) Marxist guerillas
(xvi) Discordant political views

Threats to business and industry

(i) Likely damage, destruction and or other crimes.
(ii) Industrial espionage and sabotage.
(iii) Subversion.
(iv) Miscellaneous risks and threats to lives and property.
(v) Pilferage by employees or internal theft
(vi) Customer thefts
(vii) Union activities
(viii) Workplace violence
(ix) Miscellaneous risks, threats, or loss factors (book keeping errors, unaccounted for inventory losses, traffic accidents, alcohol and drug abuse, absenteeism, gambling, and improper leave).

This was the period when the pirates were hired for security of the business and commercial assets. The Greeks were the pioneers to establish a professional security force for the protection of life and property. 19^{th} and 20^{th} centuries saw the growth of the industry and movement of people from rural areas to the industry. This caused clusters of the shanties mushroom and urban development around the industrial areas. It was during this period that the commercialization of the security took place and gave rise to Private Security. Industrialization and improvement in technology saw the technology being used to add to the security of the assets. The need for improved security lies in the fact that the development of the country will happen at a faster pace, when those working for this development feel security.

Our country faces threats from the internal and external enemies. While the external threats come from land, sea and air, and are addressed by the relevant armed forces, there are threats from within, which may come from differences in ideologies, culture, language, and cast.

Case Based Problem

1. Scenario

There were four minor blasts at Pune on the evening of August 1, 2012, which did not cause any fatalities. They injured two persons. The injuries do not appear to be of a serious nature. According to information available so far, the four blasts took place one after the other, not simultaneously, but within an interval of about 10 minutes. This might have required more than one perpetrator.

The blasts were meant to convey a message to the police that the organisation to which the perpetrators belonged was still alive and active. The blasts were not meant to be mass casualty strikes. If the perpetrators had wanted to cause more casualties or large-scale panic they would have used either a lethal explosive mixed with splinters or a large quantity of low-lethality explosive with splinters.

The indications till now are that the four were carefully-timed explosions that would have required some knowledge and prior experience in assembling the improvised explosive devices (IEDs). These attacks come at a time when Indo-Pakistani relations have been steadily improving. Pune has experienced another terrorist attack in February, 2010, when a blast took place in the Bakery at Pune.

The National Investigation Agency, Maharashtra Anti-Terrorist Squad, Pune Police and Forensic Experts have started a full-fledged probe into the explosions.

Based on the above scenario, answer the following questions:

1. What type of security threat (internal or external) to India has been talked about?

   _____
   _____
   _____
   _____

2. How many blasts took place and what was the interval between the blasts?

   _____
   _____
   _____
   _____

3. What could be the motive of carrying out such terror attack?

   _____
   _____
   _____
   _____

4. What is full form of IED?

   _____
   _____
   _____
   _____

5. Name the agencies involved in the investigations?

   _____
   _____
   _____
   _____
   _____

A. Short Answer Questions

1. India has a population of _____ billion.

2. India is a union of _____ States and 7 Union Territories.

3. The powers and responsibilities of the union and states are demarcated in the _____ of India.

4. National security is the requirement of any nation to maintain the survival of the state through the use of _____, economic, m_____and political power.

5. Intelligence services can be used to d_____ and avoid threats and espionages;

6. In India, most external threats emanate from an unsettled b_____ dispute with China and ongoing cross-border *jihadi* t_____in Jammu & Kashmir.

7. External threats come from l_____, sea and air, and are addressed by the relevant armed forces.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between different types of internal threats.

(b) Differentiated between different types of external threats.

Part B

Discussed in class the following:

(a) What is a threat?
(b) What are the different types of threat that security personnel have to face at workplace?
(b) How threat leads to a sense of insecurity?

Part C

Performance standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
List internal security threats to India		
List external security threats to India		
List security threats to business and industry in India		
List security threats to information and communication technology		

RELEVANT KNOWLEDGE

India became independent in 1947, when India and Pakistan were divided. After the independence in 1947, our country has fought several wars with the neighbours. The threat from Pakistan is altogether of a different kind. The threat commenced from the day Pakistan came into existence. The two nations are divided on the foundations of a religion and culture. Pakistan lays a claim over Jammu and Kashmir State. Beginning with tribal incursions of late 1947, Pakistan has fought several wars to wrest the state out of Indian control. A proxy war continues even today.

Three important wars with Pakistan and one with China has taught us various lessons in preparedness and our armed forces have developed, trained and deployed themselves foolproof security of the nation and its people.

Indo-Pakistani War of 1947

This is also called the *First Kashmir War*. The war started in October 1947 by Tribal forces/ Mujahidin from Pakistan/ Northern Kashmir who infiltrated into J&K with a view to occupy as much of the Kashmir as possible. Indian Forces were mobilised and the attackers repulsed. This resulted in Maharajah signing the Agreement to the accession of the princely state to India. The United Nations was invited by India to mediate the quarrel resulting in the UN Security Council passing Resolution 47 on 21 April 1948. The war ended in December 1948 with the Line of Control

dividing Kashmir into territories administered by Pakistan (northern and western areas) and India (southern, central and northeastern areas). Since then, Jammu and Kashmir (J & K) has largely been a bone of contention between India and Pakistan.

Liberation of Goa, Daman and Diu (1961)

Portugal refused to relinquish control of its Indian colonies of Goa, Daman and Diu, after Indian independence from British in 1947. When repeated negotiations with Portugal did not bear fruit, India launched Operation Vijay on 12 Dec 1961 the operation lasted for 26 hours. 31 Portuguese soldiers were killed, a Portuguese Navy frigate destroyed, and over 3,000 Portuguese soldiers were captured. Next day Goa, Daman and Diu joined the Indian Union.

Sino-Indian Conflict (1962)
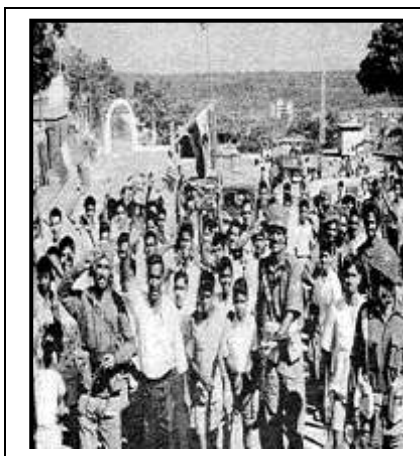
The cause of the war was a dispute over the sovereignty of the widely-separated Aksai Chin and Arunachal Pradesh border regions. In J & K Aksai Chin was being claimed by India and China both. This area contains an important road link that connects the Chinese regions of Tibet and Xinjiang.

In the North East, China had always claimed Arunachal to be part of Tibet. Small clashes between Indian and Chinese forces, essentially on the Thagla ridge, East of Bhutan have taken place periodically. In the North West, the tensions between the two reached a new high when Indian forces discovered a road constructed by China in Aksai Chin.

After a series of failed negotiations, the People's Liberation Army attacked Indian Army positions at the Thag La ridge in Arunachal Pradesh, earlier called NEFA (North East Frontier Agency). On 20 October 1962, Chinese soldiers attacked India in both the North-West and North-Eastern parts of the border and captured vast portions of Aksai Chin and Arunachal Pradesh. Indian Air force was not allowed to intervene in the operations, as such Indian Army suffered huge losses.

Later, China unilaterally withdrew its forces from Arunachal Pradesh, however remained in Aksai Chin. Indian and Chinese forces are now deployed along Mc Mahon Line in the North East and a line called Line of Actual Control (LAC) in North West. However, the Chinese have commenced their build up in terms of the deployment and development of infrastructure on the Tibetan Plateau, and are maintaining their claim on Arunachal Pradesh. Even now small incursions on both sides are reported periodically, indicating the continued discord along the international border.

Indo-Pakistani War of 1965

Indo-Pakistan war of 1965 also commenced with infiltration by the so called Mujahids. The operation was code named Operation Gibraltar, designed to precipitate an insurgency against India by the Kashmiris. India retaliated by launching an attack on Pakistan along the entire western front. The five-week war caused thousands of casualties on both sides and was witness to the largest tank battle in military history since World War II. The outcome of this war was a strategic stalemate with some small tactical victories for both sides. Cease Fire was called on 23 September 1965 after diplomatic intervention by the USSR and USA and the subsequent issuance of the Tashkent Declaration.

Indo-Pakistani War of 1971

This war was precipitated by the political crisis brewing in erstwhile East Pakistan. Mujib Ur Rehman, (called as Father of Bangladesh) won the Pakistan elections. Pakistan bosses in the West would not accept the people's mandate and intervened with Operation Searchlight and causing atrocities in erstwhile East Pakistan. Approx 10 million Bengalis in East Pakistan took refuge in neighbouring India. Liberation movement under Mujib commenced in earnest and on 25 March 1971, Mujib declared independence for Bangladesh. India intervened in the ongoing Bangladesh liberation movement. After a pre-emptive air strike by Pakistan on 03 December 1971 all along the Western border with Pakistan, large scale battle commenced in which all the fronts were activated. Within approx. 10 days, Pakistani forces in Bangladesh were defeated by the quick onslaught of the Indian Forces, well supported by Artillery, and Air force. Within 3-4 days, the Pakistan Air Force was made extinct in the skies of East Pakistan. Pakistan forces surrendered to the Indian Army on 16 December 1971. Defensive and some offensive battles were fought on the western front with a view to hold the western front intact. Cease fire was called immediately after surrender of Pakistani troops in Bangladesh, following which the People's Republic of Bangladesh was created. This war saw the highest number of casualties in any of the India-Pakistan conflicts, as well as the largest number of prisoners of war since the Second World War. More than 90,000 Pakistani military and civilians were made the Prisoners of War (POW) and Military laid down their arms in front of the Indian troops in Dhaka on 16 December 1971. The war caused the down fall of the Military dictator Gen Yahya Khan, and rise of Pakistan's People Party under Zulfikar Ali Bhutto, who took over as President of Pakistan in 1972. Following the signing of Shimla agreement on 02 July 1972

between India and Pakistan, the POWs were returned to Pakistan. Some of the Pakistan offensives that were blunted by the Indian Counter attacks are the battle of Longewala and Battle of Basantar. Battle of Longewala ensued when one of Indian infantry companies, though being outnumbered, thwarted the Pakistani advance until the Indian Air Force directed its fighters to engage the Pakistani tanks. By the time the battle had ended, 34 Pakistani tanks and 50 armored vehicles were either destroyed or abandoned. About 200 Pakistani troops were killed in action during the battle while only 2 Indian soldiers lost their lives. Pakistan suffered another major defeat on the western front during the battle of Basantar which was fought from 4[th] to 16[th]December 1971. By the end of the battle, about 66 Pakistani tanks were destroyed and 40 more were captured. Pakistani forces were able to destroy 11 Indian tanks during the battle.

Indo-Pakistani War of 1999

Commonly known as *Kargil War*, the Indo-Pakistan war between the two countries was mostly limited to land and the areas along Kargil and areas surrounding it. Pakistani troops, some in the garb of the Mujahidin also reported to be accompanied by Kashmiri insurgents infiltrated along and our side of the Line of Control (LoC) and occupied Indian Territory mostly in the Kargil district. Pakistan instigated and hoped that the Kashmiri muslims would rise against Indian administration. This objective had failed. The modus operandi of the Pakistani forces was the same as in previous two wars. The battle commenced by infiltrating "Mujahideens". Reportedly some of them were regular soldiers and the others were being supported by the regular Army. India launched a major military campaign to flush out the infiltrators. The infiltrators were evicted by bold and determined action of Indian soldiers.

Pick up a War fought between India and the neighbouring country and write a short story about it, highlighting the significance and outcome of the war, on a piece of paper. Create a storyboard that represents the events from the war. The storyboard should have illustrations as well as the story of the war. Think about the hardships as well as the cost of actions that the people had gone through by fighting the war.

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Fill in the Blanks

1. India became independent in _____.

2. Pakistan and India are divided on the foundations of _____ and culture.

3. Wars with Pakistan and China has taught us various lessons in preparedness and our _____ forces have developed, trained and deployed themselves foolproof security of the nation and its people.

4. The War fought with Pakistan in 1947 is also called as the First _____ War.

5. The war started by _____ forces or Mujahidin from Pakistan/Northern Kashmir infiltrated into J&K with a view to occupy as much of the Kashmir as possible.

6. India launched Operation _____ on 12 December 1961 for liberating Goa, Daman and Diu from Portugese.

7. Sino-Indian Conflict took place in _____ and the cause of the war was a dispute over the sovereignty of the Aksai Chin and Arunachal Pradesh border regions being claimed by India and China both.

8. In the North East, _____ had always claimed Arunachal to be part of Tibet.

9. The full form of LAC is Line of _____ Control.

10. The full form of POW is _____ of War.

11. The Indo-Pakistani War of 1999 is commonly known as _____ War.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the motives of war.
(b) Differentiated between a conflict and a war.
(c) Differentiated between a battle and a war.

Part B

Discussed in class the following:

(a) What is war?
(b) Why wars are fought by the nation?
(c) What are the gains and losses after a war is fought for border conflicts?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List the reasons for the wars fought between India and the neighbouring country after Independence		
List the lessons learnt from wars		

SESSION 4: UNDERSTANDING ORGANISATIONAL STRUCTURE AND RESPONSIBILITIES OF PUBLIC SECURITY IN INDIA

RELEVANT KNOWLEDGE

Security organizations, both public and private, carry out their functions and responsibilities within the scope of the Constitution of India and the laws. Security organization is a network of personnel who perform different tasks for the functionality of the organization as well as working towards attaining the overall goals of their employer. In security organization, there are various units like administration, accounts, intelligence, etc. All these units have various operational duties. There is a chain of authority with duties and operations for satisfying the goals of the security organization.

In India, maintenance of internal security is the responsibility of Ministry of Home Affairs. Article 246 of the Constitution distributes the legislative powers between the Parliament and the State Legislative Assemblies. This Article places the police, public order, courts, prisons, reformatories, and other allied institutions in the State list.

The Indian Armed Forces are primarily charged with the responsibility of protecting India from external threats. The Indian Armed Forces, and primarily the Indian Army, in terms of internal security, stands charged only with secondary responsibility for internal security. The primary responsibility of maintaining internal security lies with the State Police Forces, including State Armed Police Forces, according to the Indian Constitution 'law and order' is a State Subject. There are Central Police Forces and Para Military Forces.

While Central Reserve Police Force (CRPF) is required to address the internal disturbances, the Para Military Forces, such as Border Security Force (BSF), Indo Tibetan Border Police (ITBP), Assam Rifles, and *Sashastra Seema Bal* (SSB) are responsible to man the borders for controlling smuggling and drug trafficking.

Railway Protection Force though under the Home Ministry, is responsible for protection of the railway property, and passengers, whether at static installations such as Railway Stations and workshops, or on the move. These forces can also be employed for natural calamities.

Government established Central Industrial Security Force (CISF) in 1969 to provide integrated security cover to the Public Sector Undertakings (PSUs), but it is no longer a PSU-centric organization. CISF is currently providing security cover to nuclear installations, space establishments, airports, seaports, power plants, sensitive Government buildings, oil installations and heritage monuments, Delhi Metro Rail Corporation (DMRC), Very Important Persons (VIPs), and establishment of a Formed Police Unit (FPU) of the United Nations.

The Defence Ministry is responsible for protecting the country from military threats across the borders, whether it is from the land, sea or from the air. For this it has Armed forces (Army, Navy, Air Force) to function jointly in support of each other, based on the nation's military objectives and plans. During the hostilities, the paramilitary forces support the defence forces, for static roles or occupying posts in defence. During the peace time Armed forces are also utilised for addressing the natural disasters and terrorist attacks.

Law enforcement

Law enforcement in India is done by numerous law enforcement agencies. Like many federal structures, the nature of the Constitution of India mandates law and order as a subject of the state, therefore the bulk of the policing lies with the respective states and union territories of India.

Larger cities also operate metropolitan police forces, under respective state governments. All senior police officers in the State Police Forces (SPS), as well as those in the federal agencies are members of the Indian Police Service (IPS).

The federal police are controlled by the Central Government of India. The majority of federal law enforcement agencies are controlled by the Ministry of Home Affairs.

Each state and union territory of India has its own separate police force. Article 246 of the Constitution of India designates the police as a *state subject*, which means that the state governments frame the rules and regulations that govern each police force. These rules and regulations are contained in the police manuals of each state force.

The head of the police force in each State/ Union Territory is the Director General of Police (DGP) or Inspector General of Police (IGP), who is responsible to the state government for the administration of the police force and for advising the government on police matters. All DGPs/IGPs are Indian Police Officers. Under them there are Additional Directors General of Police. Each of the Additional Directors General of Police is in charge of a particular function like Law and Order, Crime and Technical Services, Administration, Intelligence, State Reserve Police, Recruitment and Training, Transport, and Tele-communication.
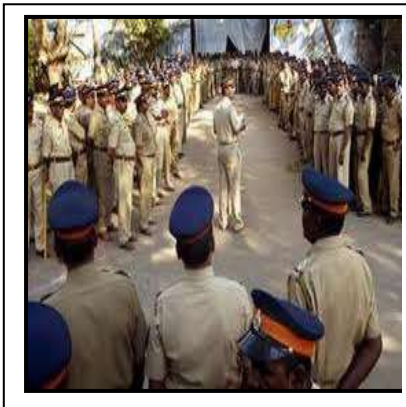
The hierarchical structure of the Police in India follows a vertical alignment consisting of senior officers drawn, by and large, from the Indian Police Service (IPS) who do the supervisory work. The "upper subordinates" (Inspectors, Sub-inspectors, and Assistant sub-inspectors) work generally at the police station level, and the police constabulary are delegated the patrolling, surveillance, guard duties, and law and order work. The constabulary accounts for almost 88% of total police strength.

When requiring additional help, under normal circumstances, Police draws forces from the Home Guards. All the forces in India, whether under Home Ministry, or Defence, can be engaged in the internal problems and disaster handling, when required. The Police District (also the revenue district) is the fulcrum of state police activity and each District is headed by Assistant Commissioner of Police/ Superintendent of Police. The District is divided into Police Sub-Divisions under Additional Commissioner of Police or Deputy Commissioner of Police, The Police Sub-Division is made up of one or more Police Circles, and is under Inspector of Police or Station House Officer (SHO), often called Circle Inspector (CI). Under the Police Circles are the police stations, generally under the control of a Sub-Inspector (SI), followed by Police Posts for close control.

EXERCISE

Assignment

Visit the nearest Police Station and study the organizational structure and working. Understand the different ranks of Police and its hierarchy and how Officers work. Observe various field duties with Policemen e.g. beat rounds, citizens' interaction with policemen and understand the material provided by the policemen about the basic legal processes.

The various branches to be studied may include, but not limited to

1. Crime Branch
2. Economic Offences Wing (EOW)
3. Anti-Narcotic Cell (ANC)
4. Modus Operandi Bureau (MOB)
5. Special Branch (SB)
6. Traffic Branch
7. Mobile Patrolling
8. Quick Response Team

The various legal procedures and records may include, but not limited to First Information Report (FIR), bailable and non-bailable offences, role of citizens in policing, rights of the accused, verification for passport, chowky system, importance of patrolling, and so on.

ASSESSMENT

Fill in the blanks

1. Security organizations, both public and private, carry out their functions and responsibilities within the scope of the Constitution of India and the _____.

2. In India, maintenance of internal security is the responsibility of Ministry of_____ Affairs.

3. Article _____ of the Constitution places the police, public order, courts, prisons, reformatories, and other allied institutions in the State list.

4. The Indian _____ Forces are primarily charged with the responsibility of protecting India from external threats.

5. Indian Army stands charged only with secondary responsibility for _____ security.

6. The primary responsibility of internal security lies with the State _____ Force.

7. Central Reserve Police Force (CRPF) is required to address the _____ disturbances.

8. The head of the police force in each state is the _____ General of Police.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between the functions of armed forces and police forces.
(b) Differentiated between responsibility of Central Reserve Police Force and Para Military forces.

Part B

Discussed in class the following:

(a) What are the role and functions of State Police Forces?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List the role and functions of armed forces in internal security		
List the role and functions of State Police Forces in internal security		

Notes

SUGGESTED READING

BOOKS

1.   Code of Criminal Procedure-1973 (Act 2 of 1974) by Akalank Publications, India.
2.   How to Deal With Difficult People by Ursula Markham, HarperCollins Publishers, pp. 160.
3.   How to Manage Conflict: Turn All Conflicts Into Win-Win Outcomes (Handbook) by Peg Pickering, Career Press, pp.128.
4.   Legal Aspects of Private Security by Arthur J. Bilek, John C. Klotter, R. Keegan Federal, Anderson Pub. Co., pp. 287.
5.   Legal Aspects of Private Security by R. Keegan Federal, Arthur J. Bilek, John C. Klotter, Anderson Pub. Co.
6.   Lost and Found by Oliver Jeffers
7.   Managing Conflict: How to deal with difficult situations at work by Ursula Markham.
8.   Occupational stress, The Health and Safety Practitioner, 7, (8), 16-18.
9.   Psychological stress and the coping process by R.S. Lazarus, McGraw-Hill, New York.
10.   Stress by T. Cox, Macmillan Education, Basingstoke.
11.   Stress, Appraisal and Coping by R.S. Lazarus and S. Folkman, Springer, New York.
12.   The Indian Penal Code-1860 (Act 45 of 1860) by Akalank Publications, India.
13.   Visitor management: case studies from World Heritage sites by Myra L. Shackley, Butterworth Heinemann, pp.250.
14.   *Yogasanas* and *Sadhana* by Satpal Grover

WEBSITES

1.   Difference Between Detention & Arrest   How.com http://www.ehow.com/ facts_6067777_ difference-between-detention-arrest.html #ixzz 20bi MpclY
2.   http://en.wikipedia.org/wiki/Anxiety_disorder
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7.   www.positivesharing.com/.../5-essential-steps-to-resolve-a-conflict-at-work
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12.   http://en.wikipedia.org/wiki/Lost_and_found
13.   http://www.bengaluruairport.com/airportInformation/lostAndFound.jspx
14.   http://www.bharat-rakshak.com/LAND-FORCES/Army/Galleries/main.php?g2_view=geturls.GetUrls&g2_itemId=1001&g2_return =%2FLAND-